

Next Gen JuiceBox

User Manual

ENGLISH



Table of contents

Welcome to JuiceBox	3
Package Contents	3
Required Tools	3
Installation	4
Installation Prerequisites	4
Installation	4
Load Balancing	7
Locking Your JuiceBox	7
Wi-Fi Setup	8
Wi-Fi Setup – Mobile Device	8
Wi-Fi Setup – Personal Computer	15
Pairing Alexa	17
Specifications	18
Characteristics	18
Connectivity	18
Dimensions	19
LED Indicator	21
Important Safety Information	22

Welcome to JuiceBox

Package Contents

- > JuiceBox



NOTE: In some markets, JuiceBox arrives secured to a cable holder that includes keys.

- > Wall bracket
- > 2 wall bracket screws (#10 self-tapping Phillips head wood screws)
- > 2 screws to hang JuiceBox onto wall bracket (#10-32 Phillips head machine screws).

Required Tools

- > Phillips Screwdriver (No. 2 drive size)
- > Stud sensor
- > Stripper
- > Wire nut or wire coupler
- > Allen key
- > Electrical tape
- > Wrench or torque wrench

Installation

Installation Prerequisites

JuiceBox requires either a hardwired electrical connection or a NEMA 14-50 outlet.

The JuiceBox power supply must be connected to a circuit breaker that is rated for at least 125% of the device's continuous load.



NOTE: Ensure that all power connection wiring conforms to the rules and regulations of any national and local codes.

When selecting a location to install the hardwire connection or outlet, keep in mind that JuiceBox should be positioned:

- > Within reach of the vehicle's charge port
- > At least 18 inches above the floor or ground
- > If applicable, within range of a cellular connection or the local Wi-Fi network

Installation

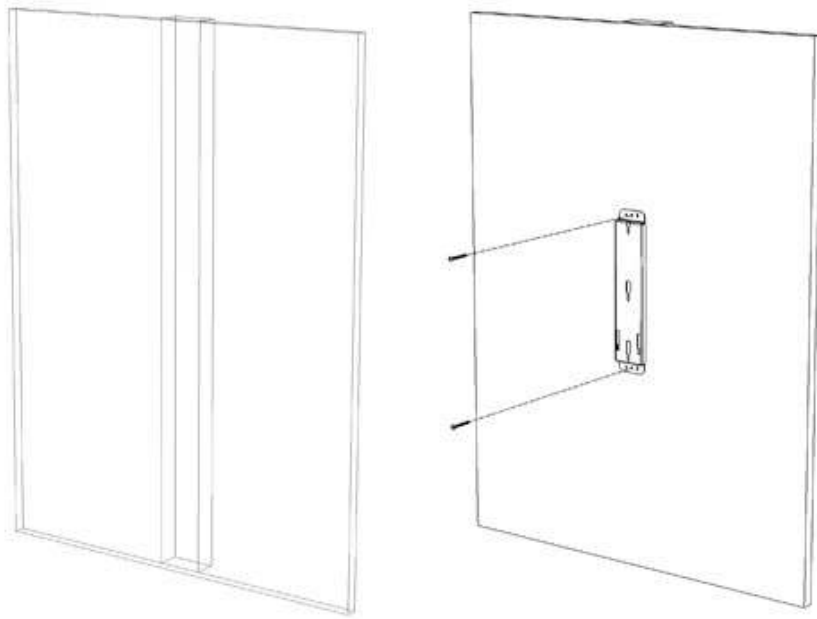
Fully read and understand the directions before installation. Refer to additional safety information at the end of this document.

1. Turn off the circuit breaker to the NEMA 14-50 outlet or hardwired electrical connection.

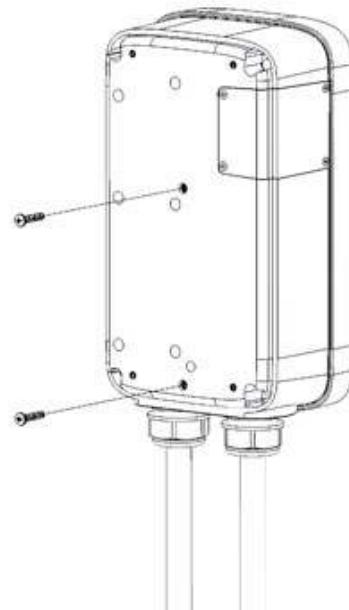
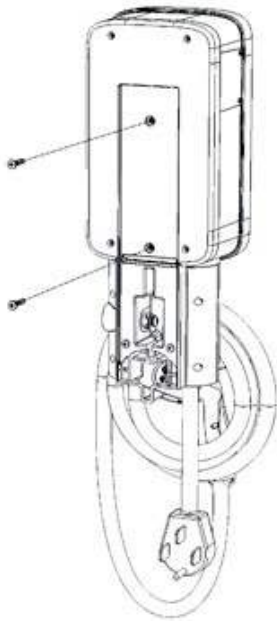


WARNING: Do not continue this installation until the circuit breaker is turned off.

2. Use a stud sensor to determine an appropriate mounting location, then use the 2 screws to secure the wall bracket.



3. Insert the enclosure screws into the enclosure, as shown. Tighten the screws until approximately 2 mm of thread are visible.



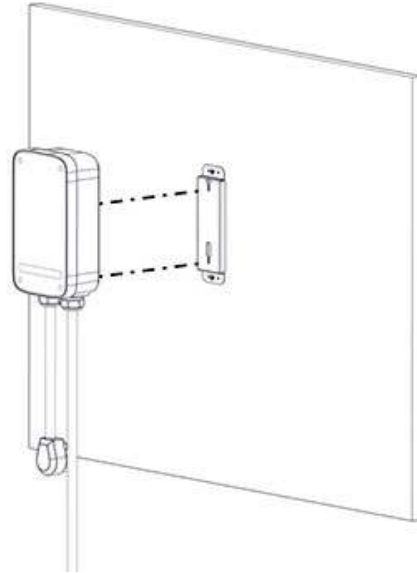
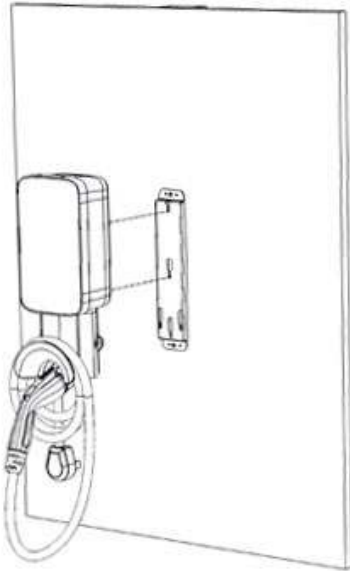
Version with cable holder

Version without cable holder

4. Hang the JuiceBox onto the wall bracket.



NOTE: If the JuiceBox does not hang securely, adjust the screws that were installed in step 3. Few JuiceBox models are hardwire only and do not have a plug as shown.



Version with cable holder

Version without cable holder

5. Connect the JuiceBox:

- > **Plug-In Version:** Plug the JuiceBox into the NEMA 14-50 outlet.
- > **1-Phase Hardwired Version:** Connect the harness to a junction box.



WARNING: It is the installers responsibility to ensure that the JuiceBox is wired in accordance with the local electrical code.



NOTE: For the installation wiring, please have your electrician size the conductors for both rated wire temperature and 125% continuous load. Please refer to both the National Electrical Code (NEC) and your local Authority Having Jurisdiction (AHJ) for any additional requirements. ¹

¹The neutral wire is not used, but may need to be present in the receptacle.



NOTE: The hardwire versions of the JuiceBox are shipped with appropriate wires that meet the National Electric Code (NEC) NFPA 70 and require a nearby junction box connection. Any alteration of the supplied wiring will invalidate the warranty and may not conform to NEC.

COLOR	SIGNAL
Black	L1
Red	L2
Green	Ground

6. Turn on the circuit breaker that supplies power to the NEMA 14-50 outlet or hardwired electrical connection.

Load Balancing

- > Only balance to the circuit level.
- > Only balance stations with the same specifications.
- > Balancing specifications cannot exceed the rated continuous load of the circuit. (50 amp circuit = 40 amp continuous load allowed) (NEC 625.41 & 42) 2017 code.
- > Per NEC 625.42 additional outlets per circuit can be added due to the JuiceNet Automated Load Management System.

Locking Your JuiceBox

After installing your JuiceBox, use the included keys to lock the JuiceBox to the wall frame.

Wi-Fi Setup

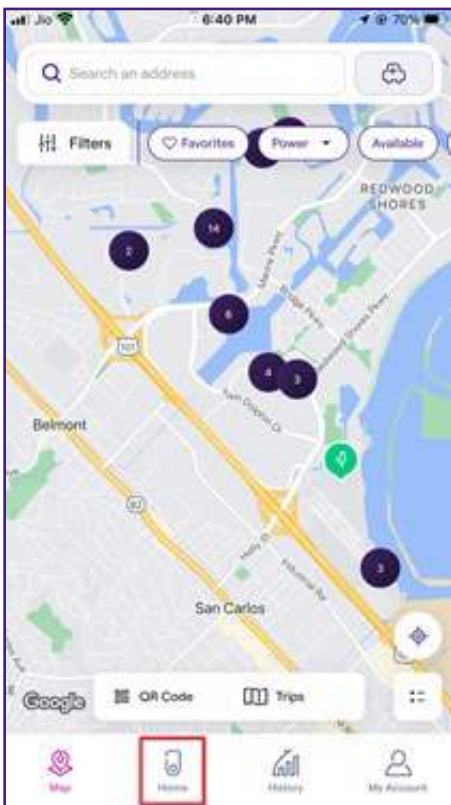
Wi-Fi Setup - Mobile Device

For best results, perform this procedure while standing within 5 ft (1.6m) of the JuiceBox.

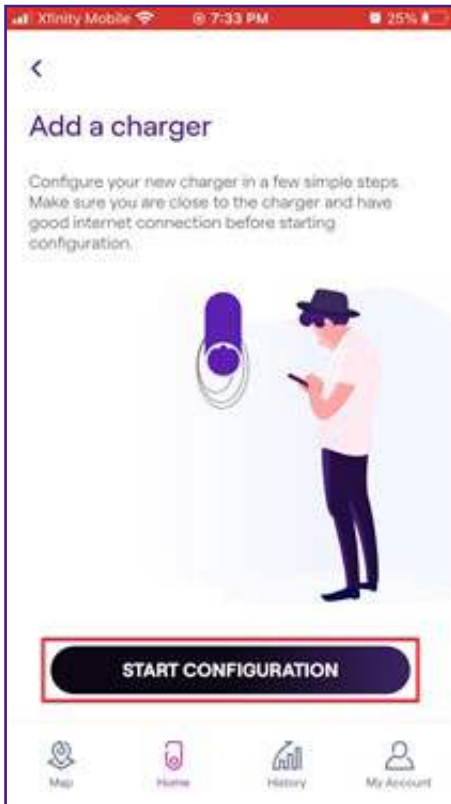
1. Download and install the “**Enel X Way**” app onto your mobile device.



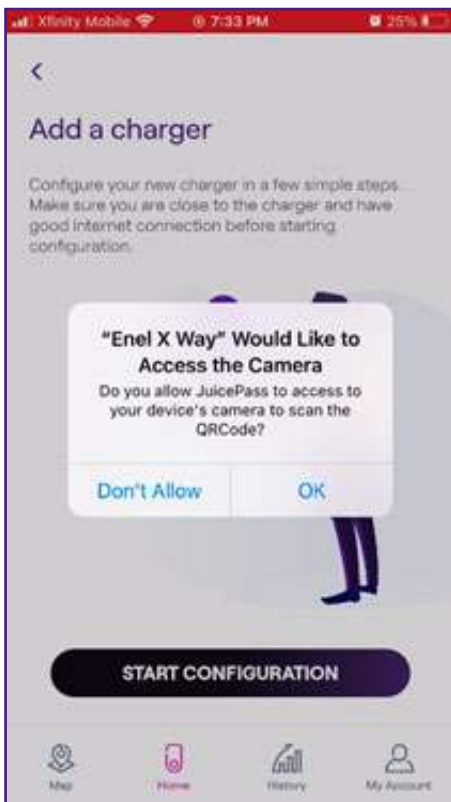
2. Log into the **Enel X Way** app. If you do not have an account, create one.
3. On the bottom left corner of your screen, select **Home** button.



4. Tap **START CONFIGURATION**.



NOTE: You can allow the Enel X Way app to access your device's camera to scan the QR code to avoid manually entering the charging station's serial number.



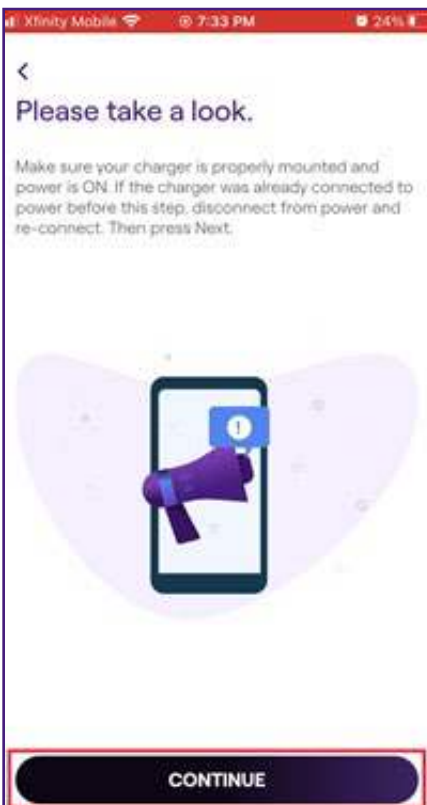
5. Scan the QR code on the charging station or locate the 28-digit number above the **Serial Number** and enter it manually. Then, select “→” button.



6. Have your Wi-Fi network password ready and tap **CONTINUE**, then “→” button.



NOTE: If the JuiceBox LED is not flashing blue color, disconnect it from power source and re-connect before proceeding.





NOTE: After powering the JuiceBox, steps 7 through 10 must be completed within 2 minutes.

7. Navigate to the Wi-Fi settings on your mobile device. Connect to the "JuiceNet-###" or "EXW-###" Wi-Fi network. If the network requires a password, use the password "GoElectric" (case-sensitive).



NOTE: The actual name of the network varies by device, such as "JuiceBox-123".



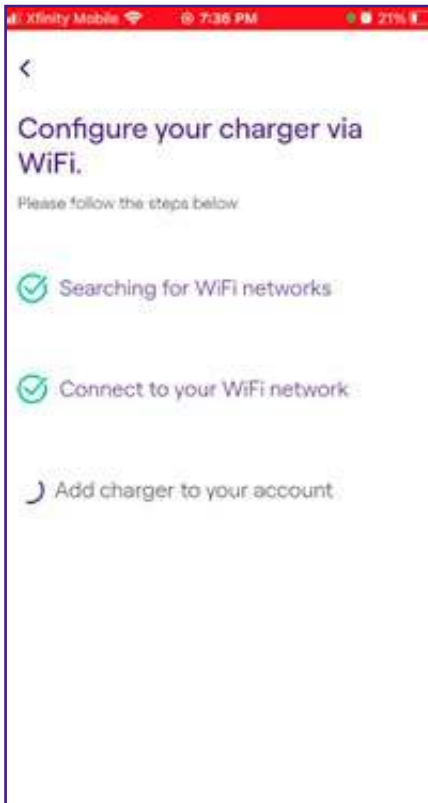
8. Return to the **Enel X Way** app.



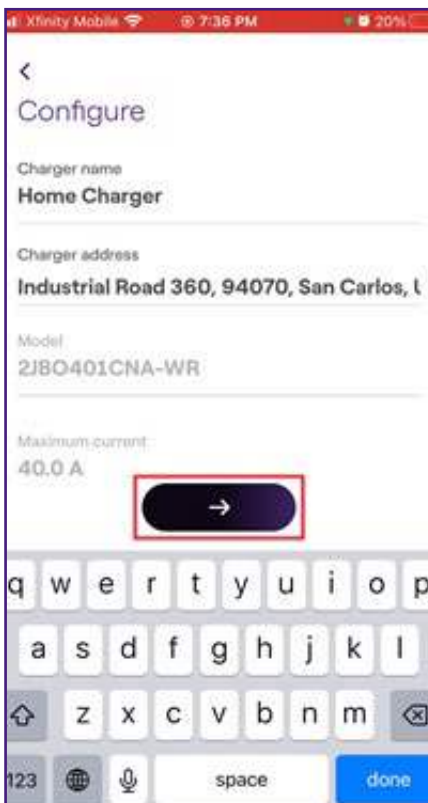
9. In the **Enel X Way** app, select the desired local Wi-Fi network.
10. Enter the Wi-Fi network password, if necessary. Then, select **CONNECT CHARGER TO WIFI**.



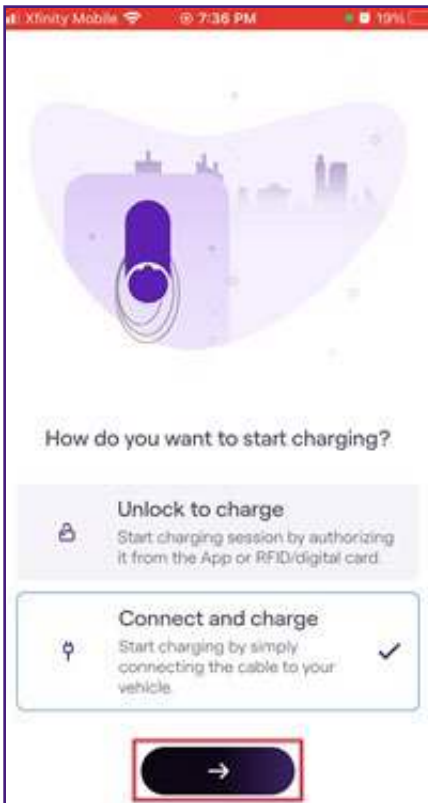
11. The app connects the JuiceBox to the Wi-Fi network.



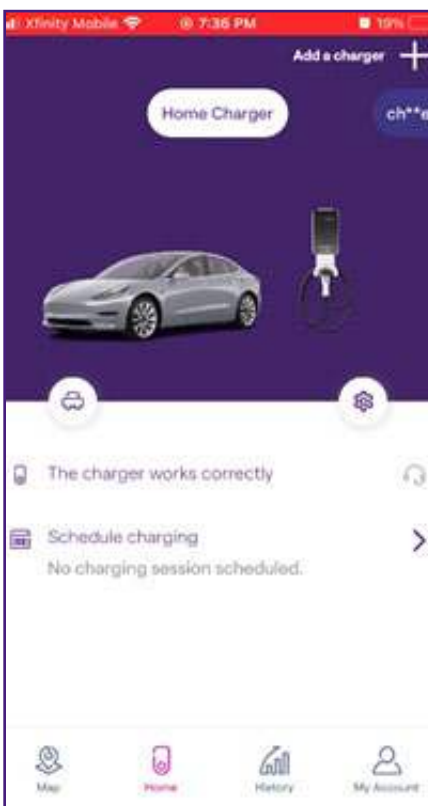
12. Enter the charger's name and address. Then, select "→" button.



13. Select between **Unlock to charge** or **Connect and charge**. Then, select “→” button.



14. You did it! The JuiceBox is now online and ready to charge.



NOTE: Once getting online, JuiceBox checks its firmware and performs any necessary updates. Wait 10 minutes before plugging in a vehicle.



NOTE: Customize your experience by following the onscreen app instructions to select your vehicle and charging profile.

Wi-Fi Setup - Personal Computer

Connect to Wi-Fi

1. Unplug the JuiceBox, then plug it back in.
2. Open the Wi-Fi settings on your personal computer. Connect to the “JuiceBox-####” or “JuiceNet-####” Wi-Fi network using the password “GoElectric” (case-sensitive).
3. In a web browser, navigate to 10.10.10.1 or to setup.com to view a list of available Wi-Fi networks.



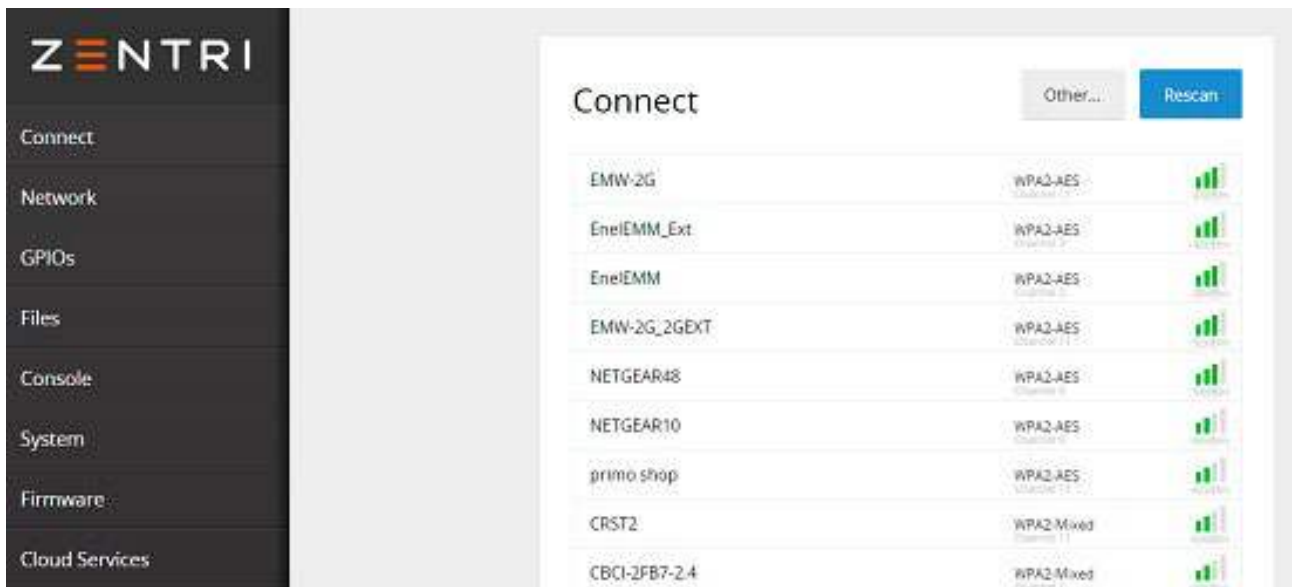
NOTE: The following steps must be completed within 2 minutes of plugging in the JuiceBox.

4. Select the desired Wi-Fi network. Enter the Wi-Fi network password, if necessary. Click **Connect**.



NOTE: The actual name of the network varies by device, such as “JuiceBox-123”.

Verify that the JuiceBox is connected by checking that the “Network” indicator on the enclosure is solid blue.





NOTE: After connecting, JuiceBox checks its firmware version and performs any necessary updates. Wait 10 minutes before plugging in a vehicle.

Set Up JuiceNet Dashboard

1. Log into the [dashboard](#).
2. Select **Add JuiceNet Device**.

My JuiceNet Devices

Your usage

Current electrical load:	Total:
Amperage: 0 amps	Units: 0
Power: 0 kilowatts	Energy: 0 kilowatt-hours
Energy: 0 kilowatt-hours	Savings: \$0

Update device list

+ Add JuiceNet Device

3. Enter the JuiceNet ID and select **Add JuiceNet Device**.

TIP: JuiceNet detects and displays all devices on the local network. Click on the appropriate Device ID to automatically paste it into the entry field.

Add JuiceNet Device

JuiceNetDevice ID *

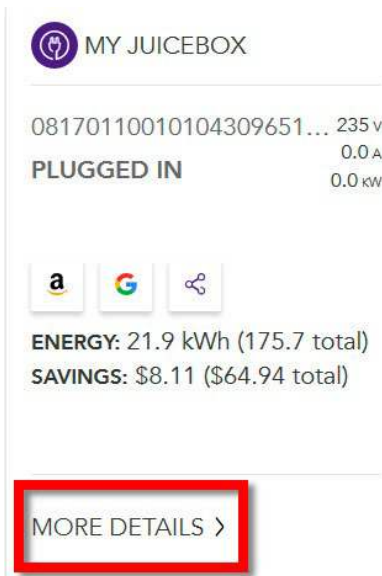
0817011001010430965118241903

JuiceNet Devices found on your network (IP Address:)

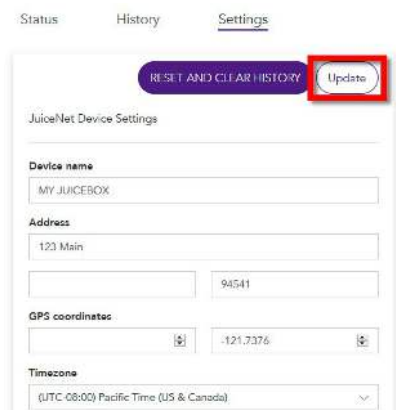
Item ID	Item Name	Last seen
0817011001010430965118241903	MY JUICEBOX	7/24/2019, 3:55:33 PM

+ Add JuiceNet Device Cancel

4. In the lefthand navigation menu, select **My JuiceNet > My JuiceNet Devices**.
5. Locate the appropriate device and select **MORE DETAILS**.



6. Select **Settings**.
7. Enter the device name, address, and timezone, then select **Update**.



Pairing Alexa

Refer to [Pairing Alexa](#) for more details.

Specifications

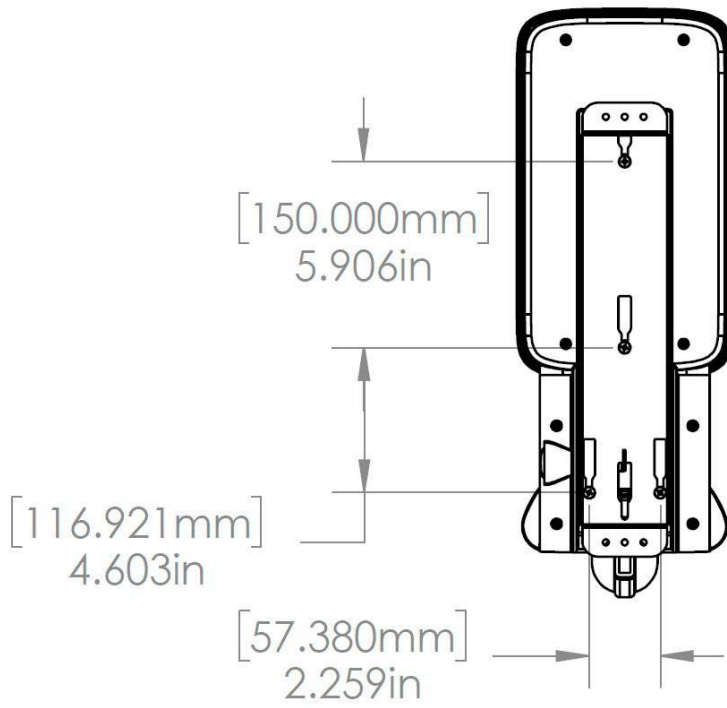
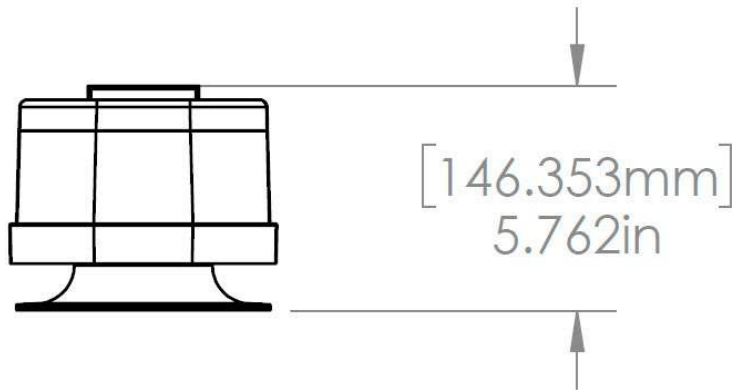
Characteristics

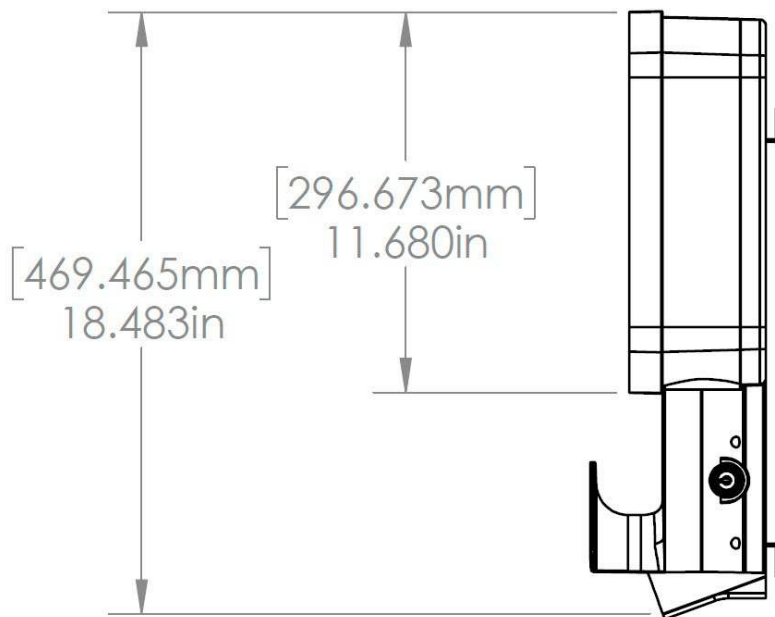
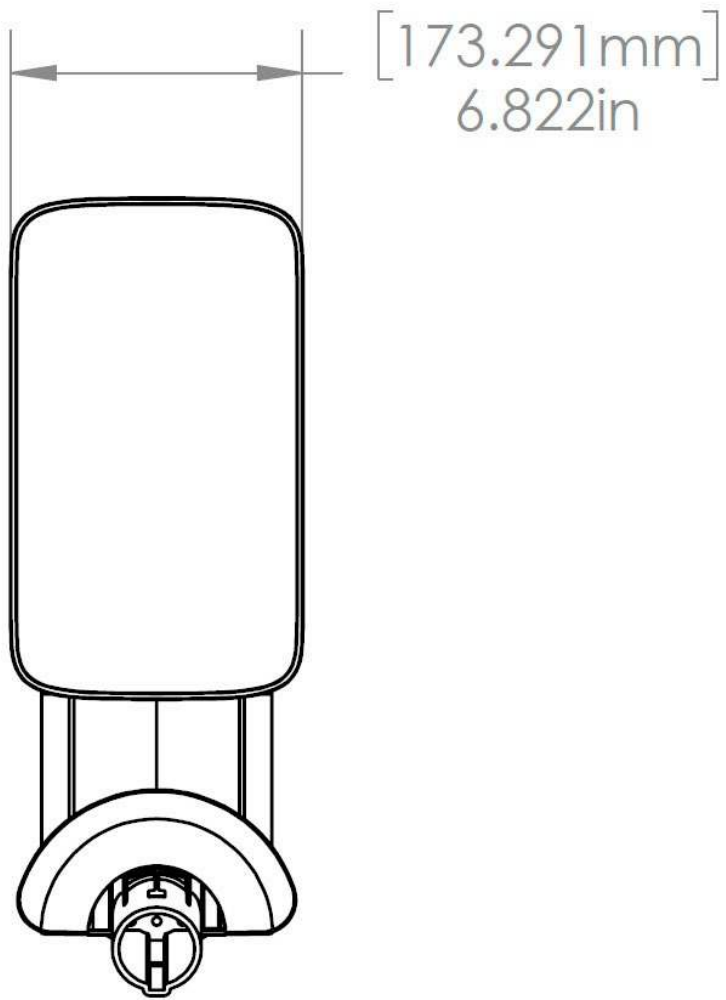
OUTPUT POWER	32A max: Up to 7.7 kW, 32A, 1-phase
	40A max: Up to 9.6 kW, 40A, 1-phase
	48A max: Up to 11.5 kW, 48A, 1-phase
	80A max: Up to 19.2 kW, 80A, 1-phase
INPUT VOLTAGE	110 to 240 VAC
LEDs	Dynamic LEDs displaying charging status
PROTECTION	IP66/NEMA 4X
	AC 20mA Ground Fault Detection
TEMPERATURE RANGE	From -40°C to +60°C
STANDARDS AND CERTIFICATIONS	IEC 61851-1
	UL Certified

Connectivity

WI-FI	IEEE 802.11b/g/n 2.4 GHz
(OPTIONAL) CELLULAR	LTE (CAT-1) Bands B2, B4, B5, B12/B13
3G	Bands B2 (1900), B5 (850); PTCRB and GCF certification

Dimensions
















LED Indicator

COLOR	PATTERN	MEANING
Blue	Flashing	Setup Mode
	Solid	Wi-Fi setup device connected
Yellow	Solid	Booting after power (Note: During booting, solid Yellow may be followed by Purple before going to Setup Mode)
	Flashing	Vehicle plugged in, not charging (Note: EV not ready to charge or charging suspended (ToU) or in earlier releases: charging finished)
White	Solid	Online: Idle, vehicle not plugged in
Purple	Solid	Offline: Idle, vehicle not plugged in
Green	Solid	Vehicle finished charging
	Long Flash (5-sec duration)	RFID authorized
	Flashing	Vehicle charging
Red	Flashing	Error (Refer to error codes)

Important Safety Information

Read all safety information before installing this product.

-  **WARNING:** This device should be supervised when used around children.
-  **WARNING:** Do not put fingers into the electric vehicle connector.
-  **WARNING:** Do not use this product if the flexible power cord is frayed, has broken insulation, or shows any other signs of damage.
-  **WARNING:** For use with electric vehicles only.
-  **WARNING:** Do not use this device with an extension cord.
-  **WARNING:** Do not remove cover or attempt to open the enclosure. No user serviceable parts inside. Refer servicing to qualified service personnel.
-  **WARNING:** Install and use away from flammable, explosive, harsh or combustible vapors, materials or chemicals.
-  **WARNING:** Do not operate outside temperature rating of -40°C to $+60^{\circ}\text{C}$.
-  **WARNING:** This device is intended only for electric vehicles not requiring ventilation during charging.
-  **WARNING:** This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock.
-  **WARNING:** Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded.