



TCHARGE® HM10 Home AC Charger

Installation Manual



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Important

Before operating or maintaining this unit, please read this manual carefully and pay extra attention to the safety warnings and precautions.

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Safety Information

For your own safety and the safety of others as well as to prevent damage to the device and vehicles upon which the device is used, it is important that the safety instructions presented throughout this manual be read and understood by all persons operating or coming into contact with the device.

Safety Instructions

The safety messages herein cover situations BLUEVIEW is aware of. BLUEVIEW cannot know, evaluate, or advise you as to all the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize anyone's personal safety.



SAFETY WARNINGS

- Read all the instructions before you use this device.
- Do not install or use the device near materials, chemicals, or vapors that are flammable, explosive, harsh, or combustible.
- Turn off the power at the circuit breaker before installing or cleaning the device.
- Children around this device should be supervised when the device is in use.
- This device must be grounded through a permanent wiring system or an equipment-grounding conductor.
- Use the device only within the specified operating parameters.
- Do not use the device if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.
- Do not use the device if the flexible power cord or EV cable is frayed, broken, or otherwise damaged, or if it fails to operate.
- Do not attempt to disassemble, repair, tamper with or modify the device.
- Handle the device with care during transportation. In order to prevent damage to it and to any of its components, do not subject it to strong force or impacts, pulls, twists, tangles, or drags. Do not step on the device.
- Do not insert fingers or foreign objects into any part of the device.








CAUTION

- Do not use private power generators as a power source for charging electric vehicles (EVs) with this device.
- Do not operate the device in temperatures outside its working temperature range.
- Incorrect installation, operation, or testing of the device could potentially damage the battery or other components of an EV as well as the charger device itself.

Download Home Charging APP for Your Home Charger!

For a **TCHARGE® HM10** home charger, you would need **TCHARGE® home charging mobile application (APP)** to use the charger and charge your vehicle at home.

Scan the following QR codes to access APP download links and latest APP using guide:

Type	Instructions	
APP User Guide	For the latest version of TCHARGE® home charging mobile APP using guide, please scan the QR code to the right to download the document.	
Android Devices Download	Search " TCharge " in Google Play or scan the QR code to the right to install the home charging APP on your Android device.	 
iOS Devices Download	Search " TCharge " in APP Store or scan the QR code to the right to install the home charging APP on your Apple device.	 

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1. Using This Manual

1.1 Purpose

The purpose of this manual is to offer guidance regarding on-site installation and use of **TCHARGE®** HM10 home AC charger.

1.2 Applicable Products

This document applies to **TCHARGE®** HM10 AC Charger.

Caution: Death, injury, and/or property damage may occur if you use this equipment in a manner other than as described in this manual or other related documents.

1.3 Definition of Warning Symbols




Symbol	Meaning
	<p>WARNING signs indicate significant dangers.</p> <p>This sign indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury to the operator or to bystanders.</p> <p>Operations after the WARNING sign can only be performed once the indicated conditions are fully understood and met.</p>
	<p>CAUTION signs indicate potential risks.</p> <p>This sign indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.</p> <p>Operations following the CAUTION sign should only be performed once the indicated conditions are fully understood and met.</p>
	<p>HINT signs indicate tips or useful information.</p> <p>This sign marks tips and useful information worthy of notice.</p> <p>Contents following HINT signs will not contain information that warns of hazardous or harmful functions.</p>

Table 1.1 Definition of Related Warning Symbols

2. General Introduction

TCHARGE® AC charger is designed to charge an electric vehicle (EV). Our chargers provide you with safe, reliable, fast, and smart EV charging solutions.

This manual will instruct users and installation technicians on how to install this charger.

2.1 Intended Uses

TCHARGE® HM10 home AC charger is suitable for charging private EVs with AC power at home.

Based on the geographical location, climate, and exterior environment of the property, the charger can be installed in both indoor and outdoor settings, such as:

- Garage of a private home or a rented property (if permitted by the owner)
- Shared parking space of condominium (if permitted by the property management)
- Private driveway (if permitted by municipal bylaws and neighborhood consensus)

If you intend to install the charger in settings other than a private garage fully owned by yourself, please make sure that you obtain permissions and consents from all responsible authorities and relevant parties, and that you **have electrical infrastructures prepared on site** for the charger.

Caution: Dangers



- If you use the equipment in any way other than described in this manual or other related documents, possible deaths, injuries, and damage to property can occur.
- Use this EV charging equipment only as intended.

2.2 Product Overview

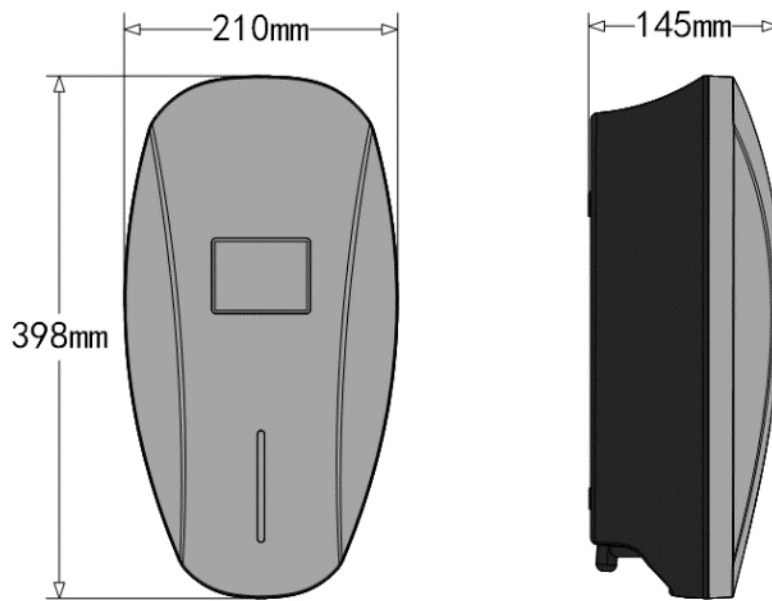


Figure 2.1 Dimensions of **TCHARGE®** HM10 AC Charger

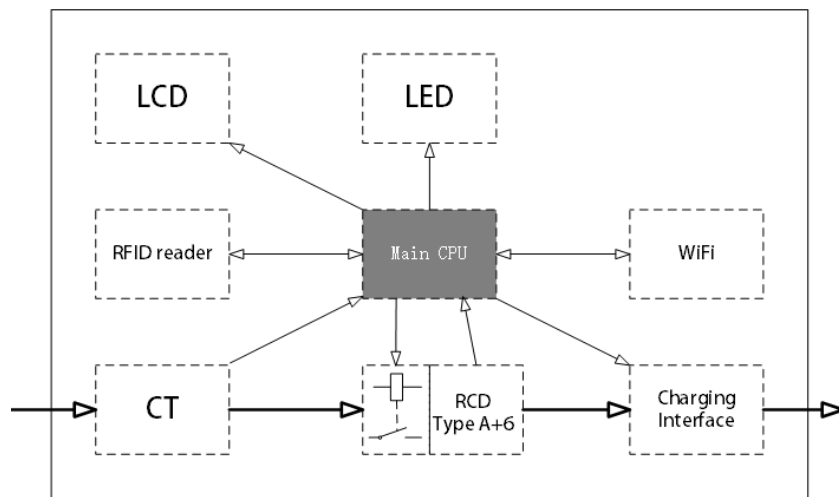


Figure 2.2 Block Diagram of **TCHARGE®** HM10 AC Charger

2.3 Key Technical Parameters

General Design	
Dimension (H*W*D)	15.7" H * 8.3" W * 5.7" D (398mm * 210mm * 145mm)
Weight (Connector Included)	≤15.4 lb. (7kg)
Output Rating & Current	7kW / 32A (1-phase model) or 22kW / 32A (3-phase model)
Input	230V 1-phase AC 50Hz / 60Hz (1-phase model) or 400V 3-phase AC 50Hz / 60Hz (3-phase model)
Connectors	Single outlet, Type 2, 25 ft (7.5 meters) charging cable
Installation	Wall mounting or pole mounting
Safety Features	
Protections	Over/under voltage, overload, current leakage, earth leakage, lightning surges, communication interruptions and resets
Enclosure Rating	IP65, IK10
Key Certifications	CE certification; IEC 61851-1, IEC 61851-21-1, EN 61000-3-3, IEC 62196-1
Connectivity and User Interaction	
Internet Connectivity	Wi-Fi (2.4 GHz / 5 GHz), Bluetooth
Charging Authorization	Mobile APP or RFID card
User Interface	3.4" display screen, LED indicator
System Protocol	OCPP 1.6-J
Working Environment	
Altitude	≤ 6,562 ft (2000m)
Operating Temperature	-22°F to +122°F (-30°C to +50°C)
Working Humidity	5% to 95% relative humidity without condensation

Table 2.1 Key Technical Parameters of TCHARGE® HM10 AC Charger

2.4 Input Phases and Charging Port

Based on the specific model of HM10 charger, the charging port of the charger (the connecting surface of the charging connector) has two types: 1 phase AC outlet and 3 phase AC outlet.

Example: in **Figure 2.3** below, the connector in the photo is on a 1-phase output model, hence the two pins of the bottom row are unused. (If on a 3-phase model, the two pins will be outlets of the other two AC power phases L2 and L3)



Figure 2.3 Different Types of **TCHARGE®** HM10 AC Charger Charging Port

- **1 phase outlet:** applies to **7kW** specification products. When installed, only **1 live wire** (1 phase of AC input) is required for power input connection to the charger.
- **3 phases outlet:** applies to **22kW** specification products. When installed, **3 live wires** (3 phases of AC input) are required for power input connection to the charger.

Please **check the specifications** of your charger (rated output, number of live wires at the end of the external connection wire, number of output phases at the charging port, etc.) and **prepare your electric circuit accordingly** before installing your HM10 charger.

3. Prepare for Installation

3.1 Installation Space Requirements

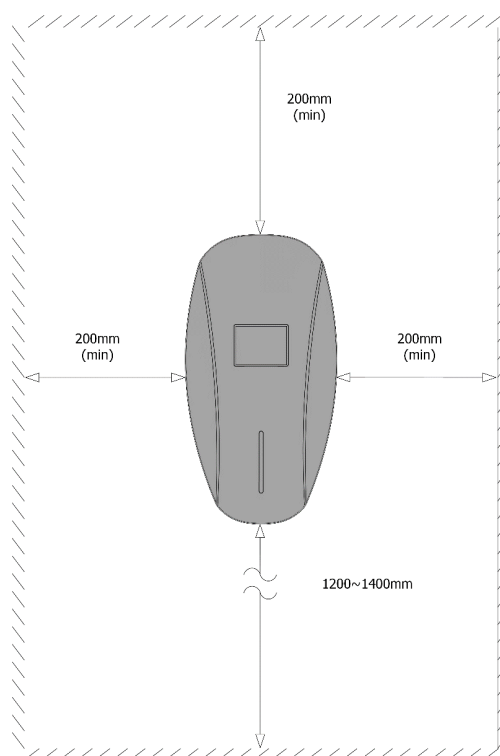


Figure 3.1 Space Requirement for Installation of TCHARGE® HM10 Charger

For installation, clearances reserved around the HM10 AC charger should be:

- At least **200 millimeters (7.9 inches)** on the top, left, and right side of the charger;
- At least **1,200 to 1,400 millimeters (47.2 to 55.1 inches)** beneath the charger.

Refer to diagram in **Figure 3.1** for the space required around the charger.

The space requirements are **the same** if you want to install the charger on a mounting pole that you purchase from another supplier.

Important Note



Since the **HM10 home charger requires restarting the charger to set up wireless internet connection**, we recommend installing your home charger in a way that, when required, its power supply can be shut off and restored in an easy manner. It is highly recommended to install the charger in proximity to your home electrical panel, or on a circuit with its own circuit breaker.

3.2 Installation Tools



Note

The following list of tools is the manufacturer's recommendation for installing TCHARGE® HM10 AC charger. Provided that worksite safety is ensured, technicians in charge of on-site installation may select other additional and/or alternative tools according to actual needs posed by on-site situations.







	Name of Tool	Image	Main Uses
1	Multimeter		Checking electrical connections and measuring voltages
2	Impact drill		Drilling holes
3	Wrench		Fastening bolts
4	Diagonal plier		Cutting cables
5	Wire stripper		Peeling cables
6	Crimping plier		Pressing cable terminal
7	Phillips screwdriver		Unfastening and fastening screws

Table 3.1 Recommended Tools for TCHARGE® HM10 AC Charger Installation

3.3 Installation Accessories

Below is a list of installation accessories packed with the **TCHARGE®** HM10 AC charger.

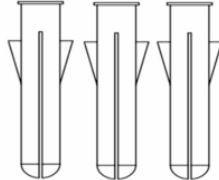



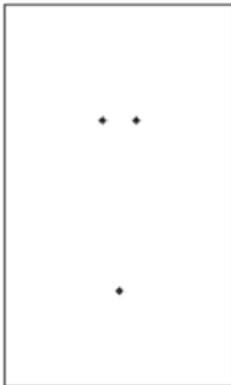
No.	Accessory Specs	Diagram	Count
A	Expansion tubes		3
B	Mounting screws		3
C	Waterproof gaskets (silica gel and nylon set)		1 set
D	Positioning plate		1
E	Drilling template		1

Table 3.2 Installation Accessories for **TCHARGE®** HM10 Charger

4. Install the Charger

4.1 Installation

4.2.1 Install Positioning Plate

- 1) Drill 3 holes with a diameter of **6mm (0.23 inches)** and a depth of at least **50mm (2 inches)** on the wall for the screws with their relative positions shown in **Figure 4.1**.



Note

The drilling template (installation **Accessory E** as shown in **Table 3.2**) can help in determining the position of these holes.

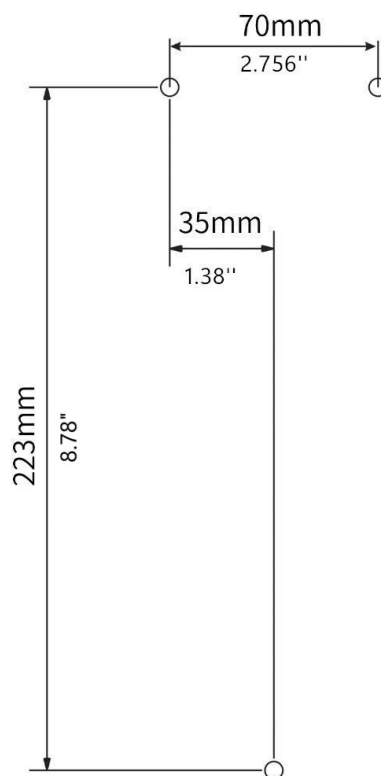


Figure 4.1 Relative Position for Screw Holes on the Wall

- 2) Put the three expansion tubes (**Accessory A**, see **Table 3.2**) into the holes.
- 3) With two mounting screws (**Accessory B**) and the two screw holes on the top, fix the positioning plate (**Accessory D**) on the wall (**Figure 4.2**).

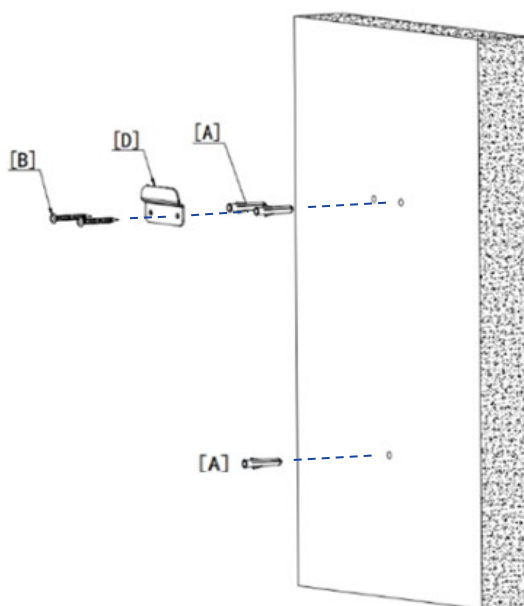


Figure 4.2 Installing Expansion Tubes and Positioning Plate

4.1.2 Mounting the Charger

- 4) Use appropriate tools (for example, slotted and Phillips screwdrivers) to remove the decorative cover and the sealing cover of the charger, as depicted in **Figure 4.3**.

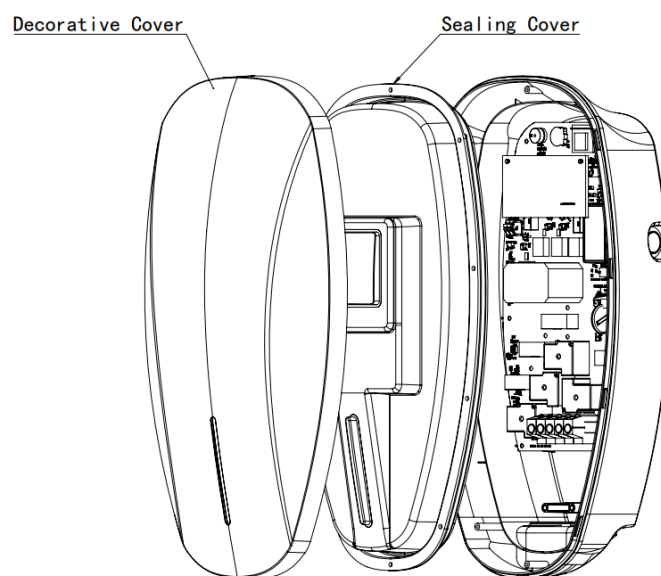


Figure 4.3 Removing Covers of the Charger



Important Note

Please **keep the screws removed from the sealing cover carefully**. You would need these screws later to restore the cover.

- 5) After the positioning plate is fixed in a horizontally leveled position, install the charger on the positioning plate by sliding it down in the direction of the arrow (depicted as **Step 1**) on the left of **Figure 4.4**, till the device hangs firmly.
- 6) Use the one remaining mounting screw (**Accessory B**) and the 2-piece waterproof gaskets (**Accessory C**) to fix the lower part of the charger on the lower screw hole on the wall (**Step 2** as shown in **Figure 4.4**).
 - The screw hole on the charger is found in the back of the charger, just below incoming wire terminals. See also **Figure 4.5** on **Page 12** for reference.

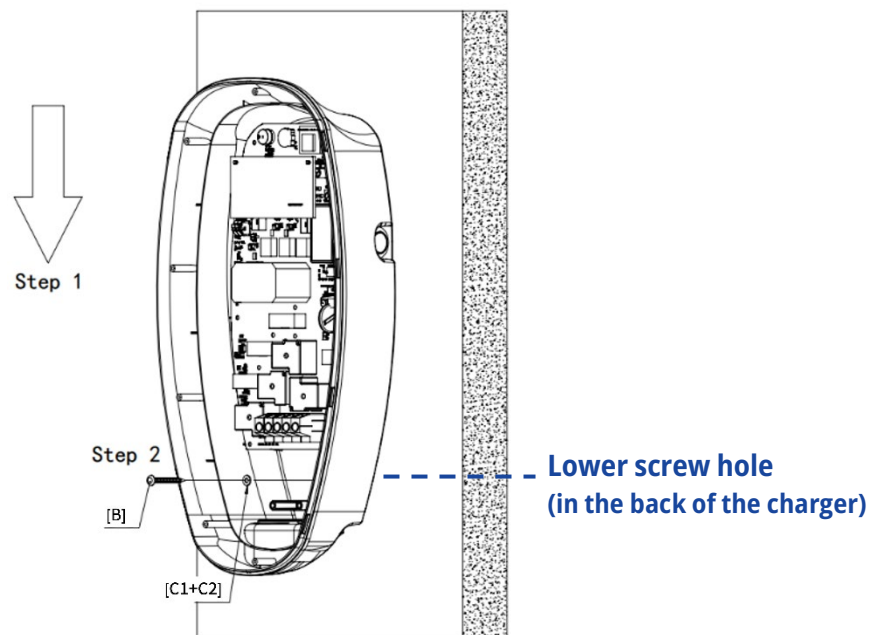


Figure 4.4 Installing the Charger on the Wall

4.2 Wiring

Warning!



Electricity is dangerous and electrical procedures can be fatal. Operations in this section **should only be carried out by qualified professional electricians** who fully understand the procedures and can ensure on-site safety.

Wiring of **TCHARGE®** HM10 AC charger has been made easier with a **1-meter input cable** (AC input connection cable) **equipped to the exterior of the charger's body**. To install this charger, simply **connect the terminals of wires** at the end of the input cable **to AC power feed terminals**.

- 1) Investigate the number of wires at the end of the input cable. Figure out the label and function of each wire.
 - For **TCHARGE®** HM10 AC charger, the charging cable is installed to the left at the bottom of the charger ([C] in **Figure 4.5**), while input power cable ([B] in **Figure 4.5**) occupies the remaining cable inlet at **the bottom right** ([A] in **Figure 4.5**). When the charger is opened, you can see the wires from the input cable being connected to the terminals inside the charger.
 - If the **TCHARGE®** HM10 AC charger to be installed is a **3-phase, 22kW model**, it will have **5 wires at the end of the input cable**, namely **L1, L2, L3, N, and PE** (as depicted to the right in **Figure 4.5**).
 - For a **single-phase, 7kW model**, only **3 wires** will be present at the end of the input cable: **L1, N, and PE**.
 - On each wire, there is a **plastic tube label** marking the identity of that wire. **Please make sure to identify each wire clearly without confusion** before connecting any of them to the AC power feed.
- 2) Connect each terminal of the wires to the corresponding AC power feed terminal.

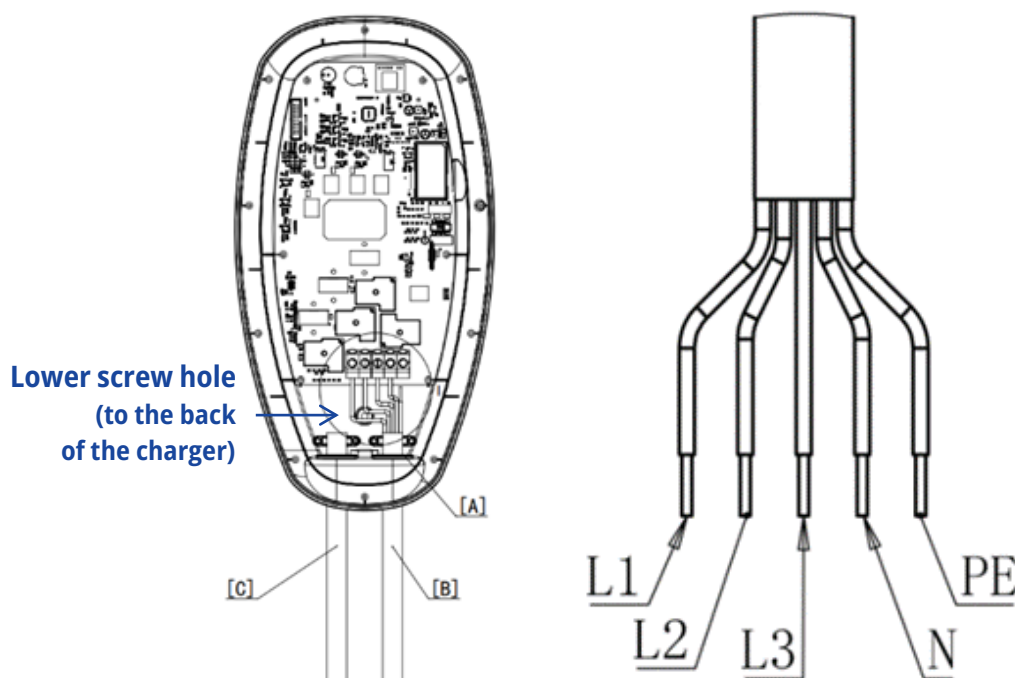


Figure 4.5 Cables on the Charger and Wires in Input Power Cable

4.3 Restore the Front Cover

After all the wiring procedures are finished and the lower screw using the screw hole in the back of the charger is correctly installed (see **Part 4.1.2 step (6)** and **Part 4.2**), the front covers of the **TCHARGE®** HM10 charger can be restored to complete the installation process.



Note

Check before restoring the covers and make sure all work is completed. Otherwise, repeated efforts of removing and restoring the covers may be required.

- 1) Close the sealing cover; **reinstall and fasten all screws** that were previously taken off from the sealing cover in **Part 4.1.2 step (4)**.
- 2) Restore the decorative cover of the charger. (see **Figure 4.6**).

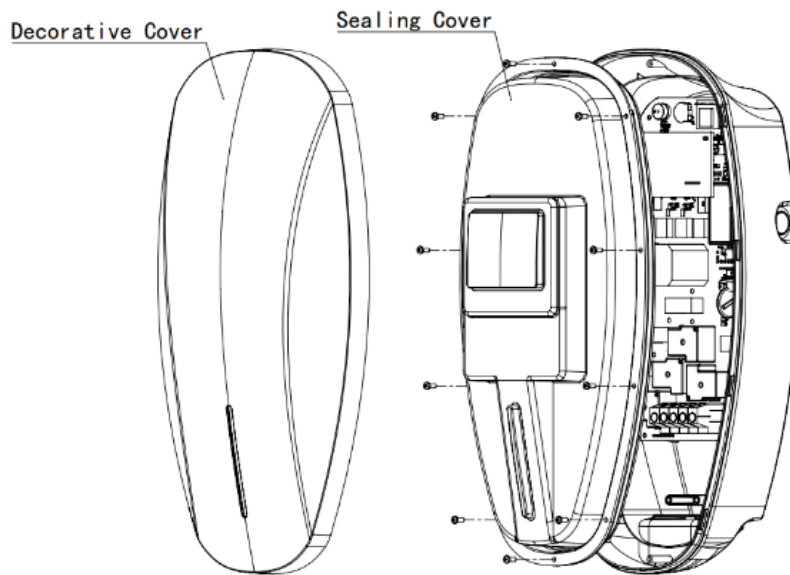


Figure 4.6 Restore the Front Covers of the Charger and Finish Installation

4.4 Socket Installation

Connector socket of **TCHARGE®** HM10 AC charger is separated from the body of the charger. **When the charger is not in use, it is recommended to plug the connector into the socket** to protect the contacting surface of the connector.

You may mount this socket at **any position close to the charger**. The position should make the socket **convenient for holding the connector (charging gun)** when the charger is not in use.

Mounting accessories for the connector socket are **packed separately from the charger mounting accessories**. Please do not mix the accessories together before installing the connector socket.

See **Figure 4.7** for a diagram of the socket and the positions of mounting screw holes on the socket.

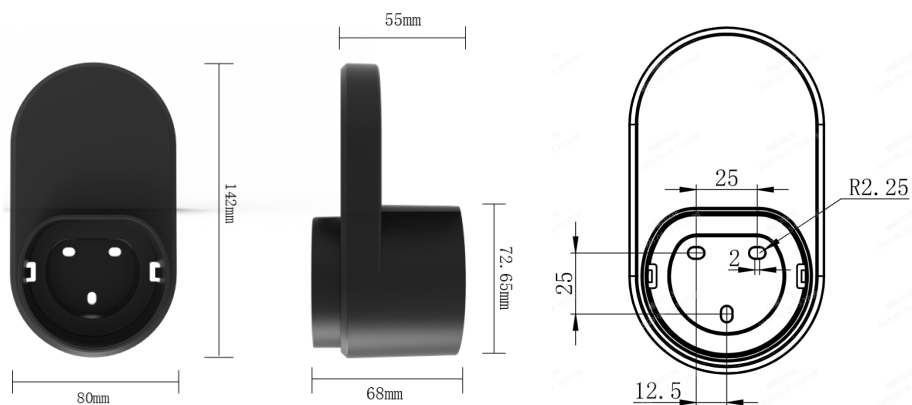


Figure 4.7 Diagram of the Connector Socket

5. Operation Notes

TCHARGE® HM10 AC charger is equipped with multiple user interaction features. See **Figure 5.1** and **Table 5.1** below.

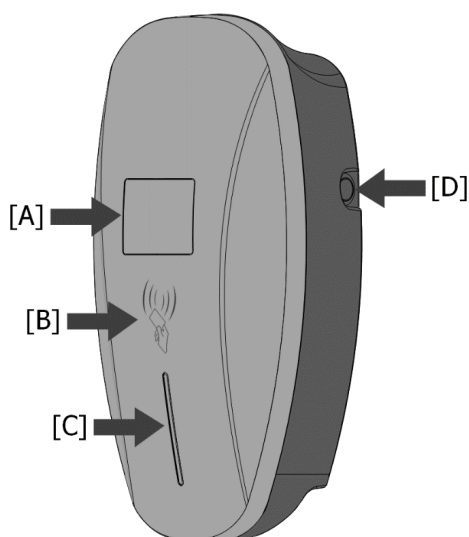


Figure 5.1 User Interaction Features of HM10 AC Charger

Features noted in **Figure 5.1** include:

Item	Name	Function
[A]	Screen display	A screen showing system status
[B]	RFID card reader	Swipe the RFID card here to authorize charging
[C]	LED indicator strip	Indicate charger status
[D]	Charging control button	Button controlled charging; Bluetooth activation

Table 5.1 User Interaction Features Detailed Explanation

5.1 Screen Display

The screen shows real time operation status of **TCHARGE®** HM10 AC charger.

In the **status bar on top of the screen**, information including the **date**, **internet connection status**, and **accumulated amount of electricity charged** (during a charging session) is displayed.

For a list of different screen displays, see **Table 5.2** below. Note that screen displays of 7kW single-phase model and 22kW triple-phase model vary in some of these situations.

No.	Operation Status	7kW Single-phase Model	22kW Triple-phase Model
1	Connector not connected		
2	Connector connected, not in a charging session		

<p>3 Charging session in progress</p>		
<p>4 Fault detected (22kW model example here)</p>		
<p>5 System upgrading</p>		

Table 5.2 List of HM10 Charger Screen Displays in Different Operation Scenarios

5.2 RFID Card Reader

TCHARGE® HM10 charger is typically delivered with **2 black colored RFID card**. However, lineup of the cards may change if custom requests has been made for order of the charger.

Black RFID card can **authorize the TCHARGE® HM10 charger to start and stop charging** an EV **with or without internet connections**. However, each of these cards is **strictly associated with a single HM10 charger** and **cannot be used to authorize charging on any other charger**. Therefore, if you own multiple TCHARGE® HM10 chargers, please mark the RFID cards in a way that you can tell each of them serves which charger.

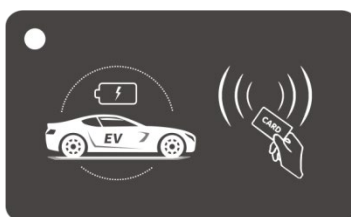


Figure 5.2 Typical TCHARGE® RFID Card Design

In addition, these black RFID cards do not support OCPP related features. If you do need to use RFID-card-supported OCPP related features on your home charger, please contact **TCHARGE®** tech team for specific solutions.

To use an RFID card to authorize charging, just **tap the RFID card in the card reading area** ([B] in **Figure 5.1**) after plugging the connector (charging gun) into a vehicle. Messages of start charging will appear on the screen display and your **TCHARGE®** mobile APP (if you have already bonded the charger to your **TCHARGE®** mobile APP account; see **TCHARGE® HM10 Home Charger Mobile APP User Guide** document for more information).

During an ongoing charging session, you can tap the RFID card again to make a stop charging authorization.

5.3 LED Indicator Strip

The LED indicator strip is found on the charger’s cover below the screen and RFID card reader zone. It shows the status of the charger with different combinations of light signals.

Please see **Table 5.3** and **Table 5.4** below for a list of light signals applied to **TCHARGE®** HM10 charger. For error codes represented by red and yellow colored LED lights, some troubleshooting tips are also listed in **Table 5.4**.

No.	Light Color	Light Status	Signal Meaning
1	Green	Solid on	Standby status, not connected to an EV
		Slow flashing	Connecting to the server
2	Blue	Solid on	Connected to an EV, wait for charging
		Fast flashing	Launching a charging session
		Slow flashing	Charging session in progress
3	Purple	Fast flashing	Charging session ended, may unplug the connector
4	Red & Yellow	Yellow solid on	Ground fault (error code 25, see Table 5.4 below)
		Fast flashing red and yellow	System failure, giving an error code. See Table 5.4 below for details.

Table 5.3 Basic HM10 Charger LED Color Signal

LED Indicator Signal	Error Code	Possible Solutions
● LED flash: Red×1+Yellow×1	Error code 11: CP voltage anomaly	<ul style="list-style-type: none"> ● Check the connection of charging connector and the socket on the vehicle. ● Disconnect and reconnect the charging connector.
● LED flash: Red×1+Yellow×3	Error code 13: Undervoltage input	<ul style="list-style-type: none"> ● Check whether the input cable is reliably connected. ● Check whether the AC power supply voltage is abnormal.
● LED flash: Red×1+Yellow×4	Error code 14: Overvoltage input	<ul style="list-style-type: none"> ● Check whether the input cable is connected correctly. ● Check whether the AC power supply voltage is abnormal.
● LED flash: Red×1+Yellow×5	Error code 15: Over-temperature protection	<ul style="list-style-type: none"> ● Check whether the charging station is covered, bad ventilated, or installed in a high temperature environment.
● LED flash: Red×1+Yellow×7	Error code 17: Leakage protection	<ul style="list-style-type: none"> ● Check whether the charging connector and its cable are damaged or wet. ● Recover after pulling out the adapter.
● LED flash: Red×1+Yellow×8	Error code 18: Output shortage	<ul style="list-style-type: none"> ● Check whether the charging adapter and its cables are damaged or wet.
● LED flash: Red×1+Yellow×9	Error code 19: Output overcurrent	<ul style="list-style-type: none"> ● Check whether the charging connector is correctly connected. ● Check whether the OBC of vehicle functions normally. ● Check the settings for output current.
● LED flash: Red×2+Yellow×1	Error code 21: EV response timeout	<ul style="list-style-type: none"> ● Battery of EV is full, or the charging connector is not properly connected. ● Disconnect and reconnect the charging connector.
● LED flash: Red×2+Yellow×2	Error code 22: EV not supported	<ul style="list-style-type: none"> ● This EV does not meet the IEC standards and cannot be charged.
● LED flash: Red×2+Yellow×3	Error code 23: Relay sticking	<ul style="list-style-type: none"> ● The device is damaged and needs to be returned to the factory for repair.
● LED flash: Red×2+Yellow×4	Error code 24: RCD fault	<ul style="list-style-type: none"> ● The RCD is damaged and needs to be returned to the factory for repair.
● LED stays on: Yellow	Error code 25: Ground fault	<ul style="list-style-type: none"> ● Charging station is not grounded; input power cable needs to be checked.
● LED flash: Red×2+Yellow×6	Error code 26: Ground leakage current	<ul style="list-style-type: none"> ● The ground cable has leakage current, and the charger needs to be restarted

Table 5.4 Summary of TCHARGE® HM10 Charger LED Error Code Signal

5.4 Button-Controlled Charging

After connecting your **TCHARGE®** HM10 charger to a vehicle, apart from using RFID card and/or **TCHARGE®** home charging APP, you can also start and stop charging with the charger’s charging control button, which is found on the side of the charger ([D] as marked in **Figure 5.1** above).

There are two modes for button-controlled charging using this button (short pressing and long pressing). Details are given in **Table 5.5** below.

Operation	Short-Pressing Mode	Long-Pressing Mode
To start	Short press the control button; charge should start after pressing	Long press the control button; the button stays pushed down after charge begins
To stop	Short press the control button during the charging session	Press the control button again to release the button from pushed down position

Table 5.5 **TCHARGE®** HM10 Button-Controlled Charging Operations

5.5 Bluetooth Wi-Fi Configuration

TCHARGE® HM10 charger has two different possible ways to set up its Wi-Fi connection.

The more general method is to use **TCHARGE®** home charging APP. Please refer to our **TCHARGE® HM10 Home AC Charger Mobile APP User Guide** document (also packed together with the charger) for detailed instructions.

For users of **Android mobile devices**, there is one additional option of using the charger’s built-in Bluetooth function.

To use this function, you need to download the exclusive configuration APP “**WiFiConfig**” first with the QR code to the right.

After installing this APP on your Android device, follow the steps below.

- 1) On your **TCHARGE®** HM10 charger, **press the charging control button for a long time** until the **LED indicator** color changes to **white**. This indicates that the charger’s **Bluetooth function is turned on**.
- 2) Turn on **your device’s Bluetooth** function and open the **WiFiConfig** APP.
- 3) On the page of the APP, click on the **search button** as indicated in **Figure 5.3** below. The APP will pair your device with your charger automatically and establish a connection.

Scan this QR code to download **WiFiConfig** APP for your Android device.





Figure 5.3 Search Button on WiFiConfig APP Page

- 4) **Search and select the Wi-Fi to be connected to** from the Wi-Fi hotspot list and fill in the Wi-Fi password.
- 5) With the Wi-Fi hotspot name (SSID) and password entered correctly, the charger will be connected to that Wi-Fi hotspot.



Important Note

The Bluetooth Wi-Fi set up function is currently available for **Android system only**. User of other systems **must use TCHARGE® home charging APP** to connect **TCHARGE®** HM10 charger to the internet. See our home charging APP user manual for further details.



Note

As of now, design of the **WiFiConfig** APP only supports pairing with one charger. If you have multiple chargers to be configured, we recommend activating their Bluetooth functionality in turns, one at a time.

6. Service and Support

If you encounter problems while installing, configuring, or using the charger, please reach out to our technical support team.

For services in U.S. or Canada, please contact **BLUEVIEW** directly with the following information:

Web: <http://www.blueview-usa.com/>

Tel: +1 (317) 772-1526

Email: info@blueviewelectricity.com






7. Compliance Information

The product is in conformity and certified with the following technical standards:

- IEC 61851-1
- IEC 61851-21-1
- EN 61000-3-3
- IEC 62196-1

Search for Other TCHARGE® Product Documents!

Use the following tips and QR codes to access more useful tools and documents for TCHARGE® EV charger products.

Type	Instructions	
Home Charge APP User Guide	For the latest version of TCHARGE® HM10 home charging mobile APP using guide, please scan the QR code to the right to download the document.	
Android Devices APP Download	Search "TCharge" in Google Play or scan the QR code to the right to install the TCHARGE® home charging APP on your Android device.	 
iOS Devices APP Download	Search "TCharge" in APP Store or scan the QR code to the right to install the TCHARGE® home charging APP on your Apple device.	 

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