wallboxia
LUMA



USER MANUAL

7.4 KW WL55PA-1-32
11 KW WL55PA-3-16
22 KW WL55PA-332

PORTABLE EV CHARGER

CE

EN 61851-21-2:2021
EN IEC 61000-3-2:2019+A1:2021+A2:2024,
EN 61000-3-3:2013+A1:2019+A2:2021
EN 61000-4-2:2009, EN IEC 61000-4-3:2020,
EN 61000-4-4:2012,
EN 61000-4-5:2014+A1:2017, EN IEC 61000-4-6:2023,
EN 61000-4-8:2010, EN IEC 61000-4-11:2020+AC:2022

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Contact and Support

IMPORTANT SYMBOLS

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Warning of a hazardous situation that may result in death, injury, or property damage if safety regulations are not followed.

This procedure must only be carried out by a qualified electrician.

Information on adapting the product or its functions to individual needs.

Tip for more environmentally friendly or economical product use.

Welcome to the World of Wallboxia LUMA!

Thank you for choosing us for smart charging technologies.
Wallboxia is more than just a charging station; it is a technological companion designed to maximize your vehicle's charging capacity and optimize energy consumption.
This manual contains all the technical information you need to use the system with maximum efficiency.

The Future of EV Charging

Exceptional Design: Crafted for modern EV driver, this charging station seamlessly blends aesthetics with functionality.

A Distinctive Experience: This product makes you feel truly special with its compact design, premium quality, sleek chrome housing, and soft surface texture. It stands out by delivering unique functional benefits.

Efficiency: Compact and portable, this mobile station easily fits in your trunk so you can charge your vehicle anywhere, at home, the summer house, or on the go. It supports both Three-Phase (11kW–22kW) and Single-Phase (3.7kW–7.4kW) power options. While electric vehicles offer eco-friendly mobility, charging at the right time is key to saving money and reducing strain on the grid. With scheduled charging and off-peak tariff planning, you can power up smarter and more efficiently.

Advanced Technology: Powered by smart hardware, this mobile charger lets you easily manage your sessions via a mobile app with Wi-Fi and Bluetooth connectivity. Enjoy seamless control with features like RFID card start/stop, scheduled charging, real-time tracking, and full access to your charging history.

High Protection: Engineered for maximum safety, the system provides top-tier defense through IP65 outdoor ingress protection, comprehensive safeguards against overcurrent, voltage fluctuations, and overheating, as well as residual current protection and an emergency stop button. To achieve peak efficiency from the system's full capacity, simply adhere to the technical installation instructions.

Sustainable Energy

A Cleaner Tomorrow Starts at Home: Transportation is going electric to build a zero-emission future. Wallboxia is the quiet powerhouse making it happen in your driveway.

Directly Reducing Carbon Footprints: Electric vehicles eliminate tailpipe emissions to drastically improve local air quality. Dedicated charging solutions are the key to keeping this clean mobility moving.

Renewable Energy Integration: Smart charging technologies efficiently channel electricity generated from variable sources like solar and wind directly to your vehicle, preventing clean energy from going to waste.

Energy Efficiency Optimization: Smart charging management systems schedule charging during off-peak hours, when electricity is both cleaner and more cost-effective, minimizing peak strain on the power grid.

Circular Economy and Storage Integration: Beyond powering mobility, smart charging integrates seamlessly with residential and industrial energy storage solutions to maximize total energy efficiency across the lifecycle.

For a cleaner, smarter, and more sustainable tomorrow. Let's power the future together.

For more information, visit
www.wallboxia.com

SAFETY INFORMATION

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WARNING

THE ELECTRIC VEHICLE CHARGER MUST BE INSTALLED BY A LICENSED OR QUALIFIED ELECTRICIAN IN ACCORDANCE WITH REGIONAL OR NATIONAL ELECTRICAL REGULATIONS.

ATTENTION

The AC grid connection and load planning of the EV charger must be inspected and approved by authorized personnel in accordance with applicable local or national electrical codes and standards.
For multi-charger installations, the load management plan must be calculated accordingly.
The manufacturer shall not be held liable, directly or indirectly, for any damages, faults, or risks arising from improper AC grid connection or inadequate load planning.

Safety Precautions and Operating Instructions

Preserving Documentation: Store this manual in a safe place for quick reference whenever needed.

Authorized Personnel: Any work on the electrical installation must be performed strictly by trained, licensed electricians in compliance with national codes.

Intended Use: The device is designed exclusively for charging electric and plug-in hybrid vehicles equipped with a Type 2 connector that do not require ventilation during charging.

Electrical Specifications: Prior to operating the charging station, verify the voltage ratings indicated on the device rating plate/label. Ensure your mains supply voltage strictly matches these specified values.

Malfunction & Fault Conditions: Immediately stop using the charging station if any damage or irregular performance occurs. Shut off the mains power supply at the circuit breaker (MCB/RCCB) and notify authorized technical support or your distributor.

Operating Environment: Ensure the unit is installed away from direct sunlight, at ambient temperatures between -35°C and +55°C, and within 5% to 95% relative humidity.

Mounting Location: Install the charging station in a well-ventilated spot away from direct sunlight and heat sources. Excessive heat will engage automatic thermal protection, reducing the charging speed or stopping the session.

Test and certify the EARTHING VALUE prior to installation! Should values exceed 1 ohm, immediately upgrade or reinforce earth wiring.

Application Areas: Designed for both indoor and outdoor environments, as well as public spaces.

Adverse Weather Conditions: The device must be shielded from direct liquid ingress and severe weather events such as heavy rain, snow, or storms to reduce the risk of fire or electric shock.

Foreign Objects: Avoid touching charging terminals, connectors, or any internal electrical components with metal or sharp objects.

Hazardous Substances: Keep the station away from heat sources and do not mount near explosive, flammable, chemical, or vapor-releasing materials.

Explosion Hazard: Because the device contains components that may produce electrical arcing or sparks, it must not be installed below ground level or in enclosed spaces where combustible gases could accumulate.

Technical Specs: Suitable only for EVs not requiring ventilation while charging. Ensure a compatible circuit breaker and RCD are correctly wired to the building's electrical system.

Mounting Height: The bottom edge of the device must be installed between 0.5 meters and 1.5 meters above the ground level.

Equipment Use: The use of extension cords, cable reels, or conversion adapters is strictly prohibited.

WARNING!

Persons with reduced physical, sensory, or mental capabilities, or lacking experience (including children), must not operate this electrical device unless supervised by a person responsible for their safety.

INSTALLATION

Installation: All electrical work must be performed exclusively by a qualified electrician who has received the necessary training and is authorized to work in accordance with national regulations.

Installation Requirements: The charging station must be mounted on a flat, vertical wall. Do not install it on ceilings or inclined surfaces.

Electrical Installation: Ensure the power supply is completely disconnected before making any electrical connections. Installation must comply with local and regional regulations, and include a properly rated circuit breaker and RCD.

Grounding Requirements: The charging station must be connected to a central grounding system; a continuous and proper ground connection must be ensured. If the ground resistance exceeds 1 ohm, the grounding line must be reinforced or replaced.

IP Rating: If the unit is installed outdoors, the mounting hardware and installation method must maintain the unit's IP rating.

CHARGING CABLE, PLUGS, AND POWER CONNECTION: Do not use charging cables that are damaged, worn, or have compromised insulation. Do not step on or trip over the cables, and keep them away from sharp objects that could damage them.

Usage: Disconnect the plugs by gripping the plug body, never by pulling the cable. Do not use extension cords. Do not touch the power cable or plug with wet hands.

Technical Standards: Ensure that the charging station is compatible with a Type 2 socket. The cables should comply with applicable TSE standards, and it is recommended to use cables from reputable, recommended brands. For circuit breakers, brands such as **Schneider, ABB, Siemens, or Legrand** are recommended.

MAINTENANCE, REPAIR, AND CLEANING

Unauthorized Access: Opening the device or making any hardware or software modifications is strictly prohibited. All servicing must be performed by technical personnel authorized by the manufacturer. Any unauthorized repair or modification will completely void the warranty. Removing or damaging the labels affixed to the device, or opening the device, will release the manufacturer from all related liabilities.

Cleaning: Do not use abrasive detergents, chemical solvents, high-pressure washers, or running water to clean the device. Clean only with a slightly damp microfiber cloth. Never perform any cleaning while the vehicle is charging.

TROUBLESHOOTING & FAULT HANDLING

Device Not Operating:

Critical Situations: Abort charging instantly if you detect overheating, discoloration, deformation, or damage to the unit or cable. Strictly do not operate if the housing or outer casing has suffered any damage.

Liability: Non-compliance with manual guidelines, unauthorized servicing, or using non-certified parts relieves the manufacturer of all liability for any damages incurred.

Registration & Statutory Requirements: Wallboxia may be subject to registration or permitting requirements depending on national regulations. Local grid operators may also impose restrictions on single-phase charging.

Therefore, consult your grid operator (DSO) regarding whether Wallboxia:

- Requires prior registration, notification, or approval,
- Is subject to any specific operational or capacity restrictions.
- The copyright of this user manual remains the exclusive property of the manufacturer.
- All texts, illustrations, and specifications reflect the technical state at the time of publication. The manufacturer reserves the right to make technical modifications without prior notice.
- The contents of this manual do not constitute grounds for any legal claims against the manufacturer; illustrations and images are for reference only and may differ from the actual product.

Communication & Interfaces

WLAN: 802.11 b/g/n, 2.4 GHz • Frequency: 2412–2472 MHz (channel 1–13) • Max output power: 20 dBm • RFID: • Operates at 13.56 MHz • Radiated power of max 60 dBµA/m at 10 m distance (field emission)

Disposal (WEEE 2012/19/EU):

Electrical waste must not be mixed with household trash. Take the device and its packaging to certified collection centers according to local regulations.

DEVICE OVERVIEW



Package Contents

1. HOUSING : High-performance UV- and impact-resistant plastic, soft-touch surface.

2. STATUS LED : Visual indicator for operating and charging status.

3. RFID CARDS : Start and stop charging sessions via authorized RFID tags.

4.RESET BUTTON : Restores factory settings; initial setup and device pairing must be reconfigured after the reset.

5. FRONT & SIDE CHROME FRAME

6. TYPE 2 CHARGING SOCKETİ

7. Model 22kW (WL55PA-332)
5*32A CEE Plug
60cm TPU Cable

Model 11kW (WL55PA-3-16)
5*16A CEE Plug
60cm TPU Cable

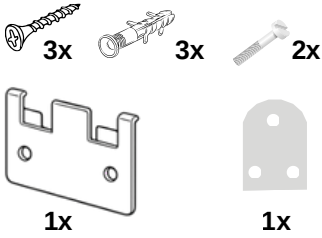
Model 7,4kW (WL55PA-1-32)
3*32A CEE Plug
60cm TPU Cable



3 RFID CADRS

Shipping Box

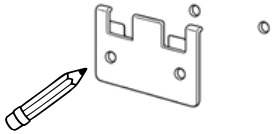




Installation Steps

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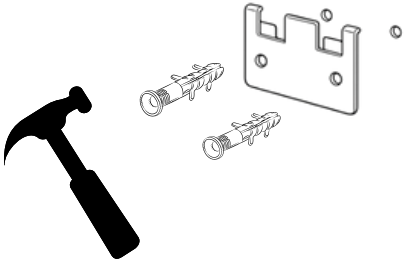
WALL MOUNTING



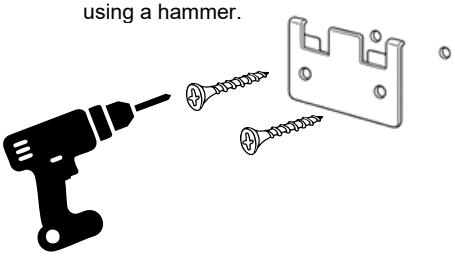
1. After determining where you will mount the device, place the mounting bracket on the wall. Mark the holes with a pencil.



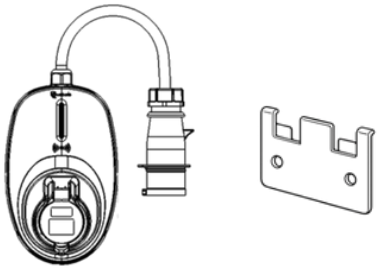
2. Drill the indicated locations using an 8 mm drill bit.



3. Insert the wall plugs into the drilled holes using a hammer.



4. Tighten the screws securely using a power drill.

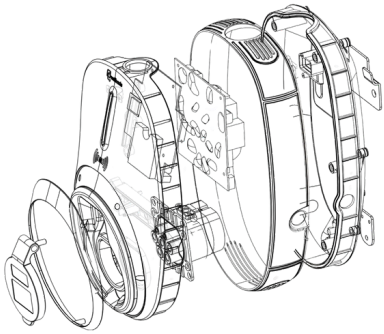


5. Securely hang **Wallboxia Luma** on the wall.

REQUIRED MATERIALS

PENCIL	MEASURING TAPE
SPIRIT LEVEL	UTILITY KNIFE
SCREWDRIVER	WIRE CUTTERS
HAMMER	DRILL

WARNING!
The actions outlined above should be performed by a certified electrician or specialist!



INSTALLATION STEPS

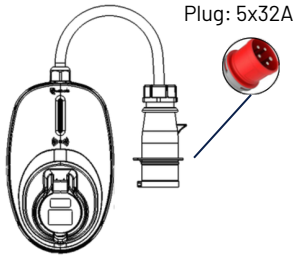
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22kW

WL55PA-332

Three-Phase und Single-Phaze Connection: 22kW 32A

ELECTRICAL INSTALLATION & WIRING

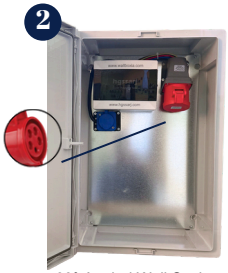


1 **Socket Combination Unit**



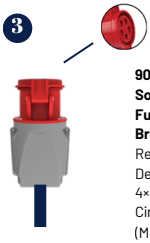
Socket: 5x32A CEE

2 **Control Panel**



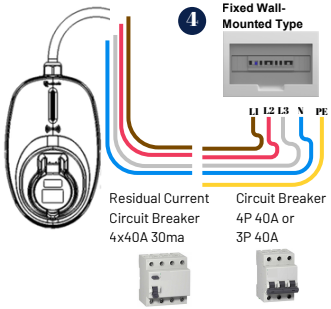
90° Angled Wall Socket (5×32A CEE)

3

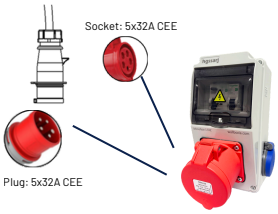


90° Angled Wall Socket Fuses/Circuit Breaker
Residual Current Device (RCD): 4×40 A, 30 mA
Circuit Breaker (MCB) 4P 40 A or 3P 40 A

3-Phase 90° Angled Wall Socket (5×32 A) Usage



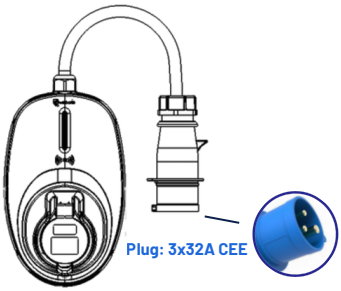
5 **Single-Phase Circuit Breakers**
Residual Current Device (RCD): 2P 40 A, 30 mA
Circuit Breaker (MCB) 2P 40 A



7.4kW

Single-Phase Connection: 7.4 kW / 32A (WL55PA-1-32)

ELECTRICAL INSTALLATION & WIRING



WL55PA-1-32

INSTALLATION STEPS

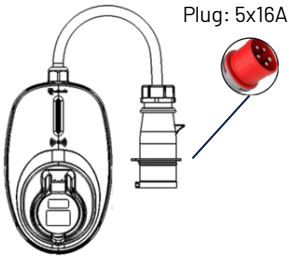
wallboxia LUMA

Three-Phase Connection: 11kW 16A

ELECTRICAL INSTALLATION & WIRING

11kW

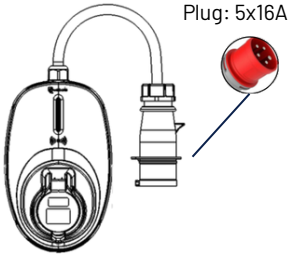
WL55PA-3-16



1

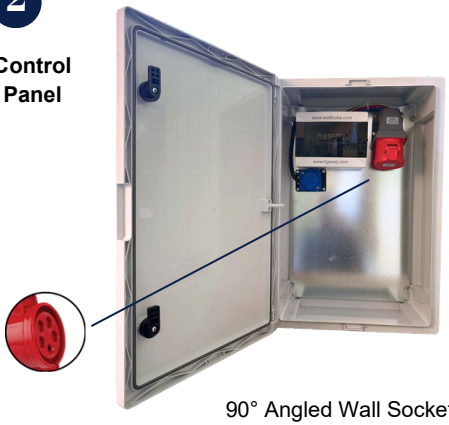
Socket Combination Unit





2

Control Panel



90° Angled Wall Socket
5x16A CEE

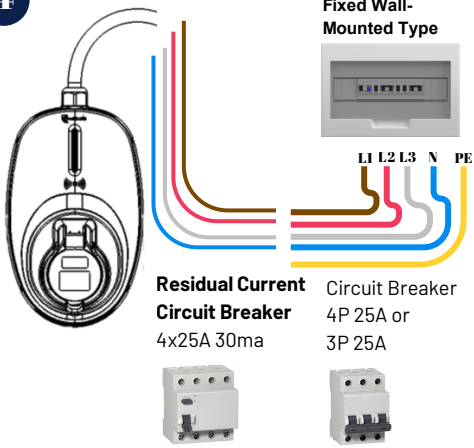
3



90° Angled Wall Socket
Fuses/Circuit Breaker
Residual Current Device (RCD)
4x25A 30ma
Circuit Breaker (MCB)
4P 25A or
3P 25A

3-Phase 90° Angled Wall Socket 5x16A Usage

4



INSTALLATION STEPS

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Model 22kW 32A (WL55PA-332)
Model 11kW (WL55PA-3-16)

With Wallboxia Luma, you can achieve a maximum charging power of up to 22 kW depending on your vehicle's On-Board Charger (OBC) capacity (e.g., Tesla 11 kW, Togg 22 kW).
Luma features a 5×32 A or 5×16 A (male plug) power inlet.

FOR THREE-PHASE INFRASTRUCTURES
Model 22kW 32A (WL55PA-332)
Required Components for Connection:
4x40A Residual Current Device (RCD),
3×40A or 4×40A C-Curve Circuit Breaker / MCB
with power connected to:

- Socket Combination Unit
- Control Panel
- 90° Angled Wall Socket Fuses/Circuit Breaker or
- Fixed Wall-Mounted Type.

FOR THREE-PHASE INFRASTRUCTURES
Model 11kW (WL55PA-3-16)
Required Components for Connection:
4x25A Residual Current Device (RCD),
3x25A veya 4x25A C-Curve Circuit Breaker / MCB
with power connected to:

- Socket Combination Unit
- Control Panel
- 90° Angled Wall Socket Fuses/Circuit Breaker or
- Fixed Wall-Mounted Type.

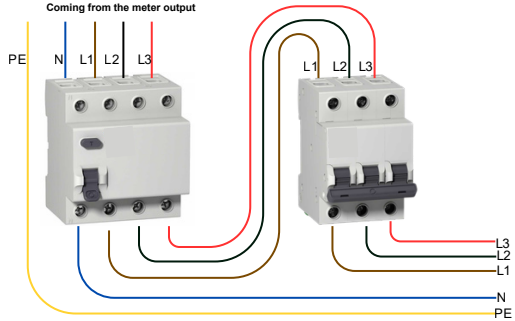
FOR SINGLE-PHASE INFRASTRUCTURES
Model 22kW 32A (WL55PA-332)
Required Components for Connection:
2x40A Residual Current Device (RCD),
2x40A C-Curve Circuit Breaker / MCB
with power connected to:

- Socket Combination Unit
- Control Panel
- 90° Angled Wall Socket Fuses/Circuit Breaker or
- Fixed Wall-Mounted Type.

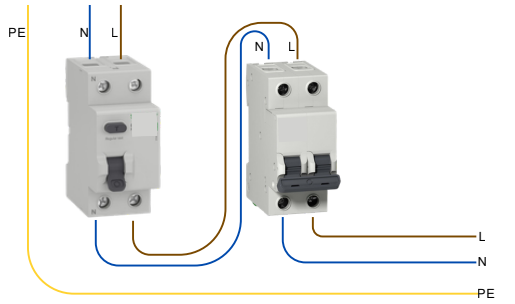
THREE-PHASE Infrastructure Cable Selection:
5×6 mm² cable up to 50 meters
5×10 mm² cable up to 100 meters
SINGLE-PHASE Infrastructure Cable Selection:
3×6 mm² cable up to 50 meters
3×10 mm² cable up to 100 meters

Wiring Details

THREE-PHASE (3-PHASE)
Meter → Power Unit
From the meter output, L1, L2, L3, and N are connected directly, along with PE (Earth/Ground).
The grounding resistance value must be below 1 ohm.



SINGLE-PHASE (1-PHASE)
Meter → Power Unit
From the meter output, L and N are connected directly, along with PE (Earth/Ground).
The grounding resistance value must be below 1 ohm.



Safety and Warnings

Installation must be carried out by licensed electricians in compliance with local regulations.
• The Residual Current Device provides human safety; the breaking capacity (Icn) and selectivity of the device must be verified based on project requirements.

IMPORTANT NOTICE! ⚠

When Charging Your Electric Car Using an Extension Cable..

- NEVER Perform The Charging Process while leaving your
- Charging Unit Inside The Vehicle!
- Charging while the extension cable is coiled or overlapping - Causes Overheating and Severe Fire Hazard to break out!

Technical Data: Power & Cable

Operating System Compatibility:
The Wallboxia LUMA is compatible with both single-phase and three-phase electrical infrastructures.
Single Phase Connection: Provides a charging output ranging from 1.84 kW to 7.4 kW across an adjustable current range of 8 A to 32 A.
Three Phase Connection: Provides a charging output ranging from 5.25 kW to 22 kW across an adjustable current range of 8 A to 32 A.

Infrastructure System	Amperage Adjustment Range	kW Setting Range	Home-Type Schuko From Outlet (Max. per hour)	From Electricity Meter (Max. per hour)
SINGLE-PHASE	8A - 32A	1,84kW - 7,4kW	max. 3,68kW	max. 7,68kW
THREE-PHASE	8A - 32A	5,25kW - 22kW	max. 3,68kW	11kW max. 22kW

From the Meter to the Charger Location	Cable Size (for lengths up to 50 m)	Cable Size (for lengths up to 100 m)
SINGLE-PHASE	3x6mm2	3x10mm2
THREE-PHASE	5x6mm2	5x10mm2

Wallboxia users with a ready electrical infrastructure can access operating instructions in the user manual or watch the instructional videos at www.wallboxia.com.

For more information,
please visit
www.wallboxia.com

Wallboxia Technical/Safety Specifications

LUMA	With Three Phase	With Single Phase
Power / kW	22kW - 11kW	7,4kW - 3,7kW
Voltage	380V-415V	230V
Mobile App	✓	✓
RFID Card	✓	✓
Wi-Fi / Bluetooth	✓	✓
LED Light	✓	✓
Frequency 50/60Hz	✓	✓
IP65 Protection	✓	✓
Operating Temperature -30 +55	✓	✓
Relative Humidity %5 - %95	✓	✓
Dimensions in mm	285,8x178,6x108,2	285,8x178,6x108,2
Unit Weight (without cable)	1,280 Kg	1,280 Kg
Total Weight (with cable)	1,900 Kg	1,900 Kg
Wi-Fi Connection	802.11b/g/n 2.4GHz	802.11b/g/n 2.4GHz
Installation Location	Portable / Wall-Mountable	Portable / Wall-Mountable
Amperage Range	8-32A	8-32A
Cable Type	Type 2	Type 2
Cable Length	60 cm	60 cm

Safety	Three Phase/Single Phase	
Connection	IEC 62196-2 (Type 2) Socket	
Outdoor Protection	IP65	✓
Residual Current Relay (DC Load Detection)	RCD AC 20 mA / DC 6 mA	✓
Emergency Stop Button / Reset	on the side	✓
High Current Protection	✓	✓
High Voltage Protection	✓	✓
Low Voltage Protection	✓	✓
High Heat Protection	✓	✓
Phase Check / Voltage Check	✓	✓
Withstand Voltage	2000V	✓
RFID Card	✓	✓
Electrical Current Sensor	✓	✓
Protection Class	I	✓
Pollution Degree	II	✓
Mobile App Connection 2.4Ghz	Tuya App	Tuya App
Contact Resistance	0,5mΩ Max	0,5mΩ Max
Mechanical Lifetime	> 10,000 operating cycles (no-load plug-in/pull-out)	

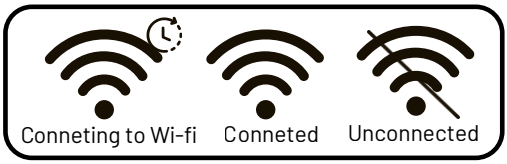
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EN 61000-4-2:2009, EN IEC 61000-4-3:2020, EN 61000-4-4:2012,
EN 61000-4-5:2014+A1:2017, EN IEC 61000-4-6:2023,
EN 61000-4-8:2010, EN IEC 61000-4-11:2020+AC:2022

Add Device

1. Download the App
Download the TUYA SMART app to your phone

2. Configuring the Charger Network
Ensure both the charger and your mobile phone are connected to the same Wi-Fi network. (Note: The charger does not currently support 5 GHz Wi-Fi bands) Also, keep you phone in close proximity to the charger during set up. With the charger powered on, open the Tuya Smart app. The app will display the charger's network status, similar to the examples below. The following pages provide a step-by-step visual guide to completing the connection.



If the setup fails with a timeout or network error, first verify that your phone and the charger are both connected to the same 2.4 GHz Wi-Fi network (5 GHz bands are not supported). Also, ensure your phone is kept close to the charger throughout the process and that Bluetooth is enabled, as it is required for the initial device discovery. Should the problem continue, please repeat the network configuration procedure from the start.

If you do not have a fixed Wi-Fi network in your location;
You can use a mobile hotspot from a friend or your family member. Set up the charger with this temporary hotspot. Once the initial configuration is complete and the charger is operating normally, you can safely turn off the hotspot or disconnect from it. The charger will continue to charge your vehicle according to your last saved settings.

Bluetooth Connection

1. After power-up, the device becomes discoverable and can be connected to the mobile app successfully.

2. When the device has no network connection, it will automatically switch to Bluetooth connection mode.

3. On your smartphone, enable Bluetooth and open the app. Then, initiate a scan for devices. The app will automatically search for and display nearby chargers. Once the device's status changes from 'offline' to 'online' in the app, the Bluetooth connection is successfully established, and you can begin controlling the device via Bluetooth.

Precautions

1. The mobile phone must support BLE (Bluetooth Low Energy) version 4.2 or above; please, note that some older phone models may not meet this requirement.

2. Bluetooth connection is only effective at close range. If an obstacle blocks the signal or you move too far away, the connection will be lost. To reconnect, bring your phone close to the device and update the device list in the app. Select your charger from the list to re-establish the connection.

3. After connecting device to Wi-Fi, the Bluetooth connection is disabled.

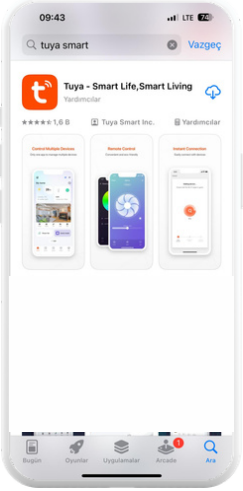
App Setup Process

wallboxia
LUMA

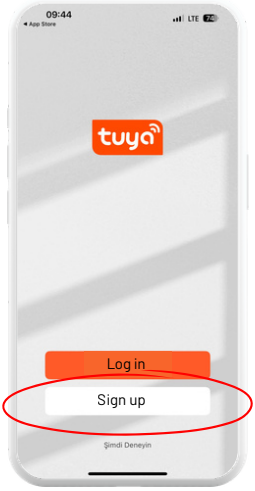
iOS
Download the
App Now

Android
Download the
App Now

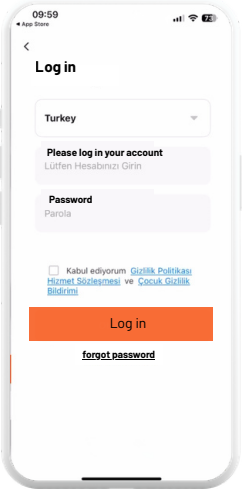
1 Find the app on the Play Store or App Store and download the App



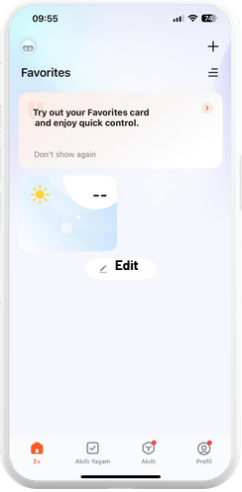
2 If you already have an account on Tuya Smart, please log in



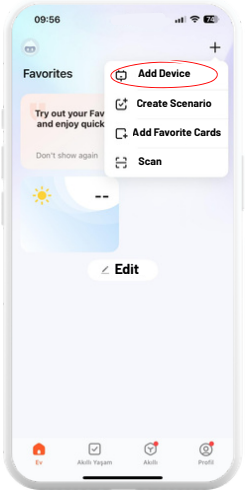
3 If you are a new user, create an accont



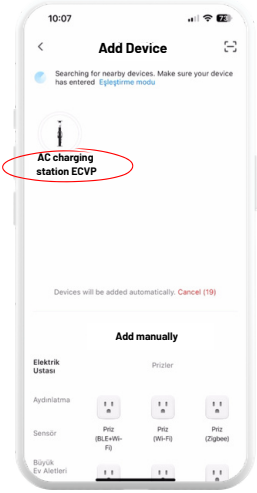
4 You have accessed the app interface



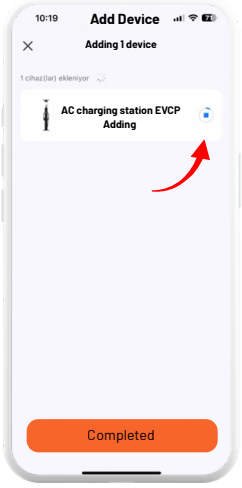
5 Tap Add Device in the upper right corner



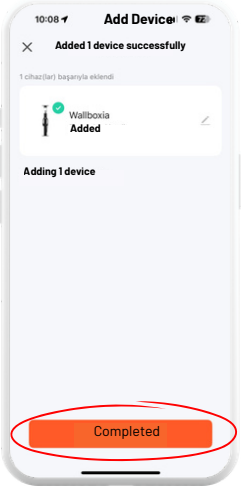
6 Select the device



7 Wait Walllboxia Luma to be added



8 Completed



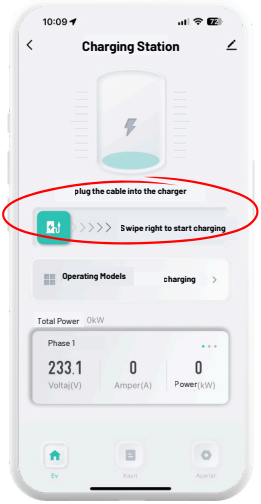
In the event of an error during the installation process, restart and repeat the procedure!

App Setup Process

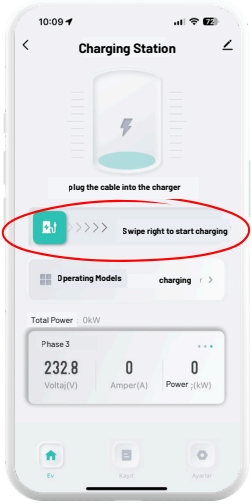
Demonstration

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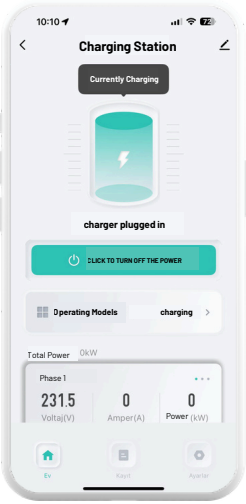
1 Ready to charge



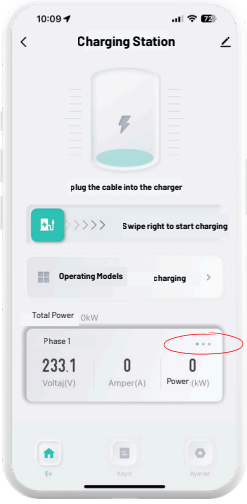
2 Plug the cable into the charger and sideways



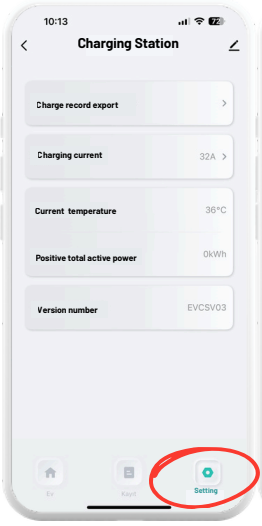
3 Charging



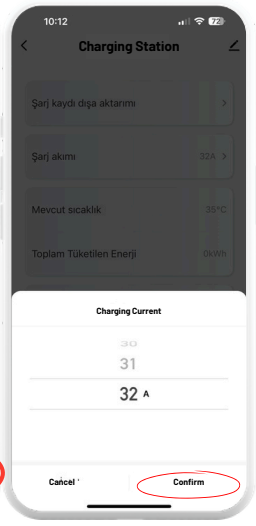
4 Swipe left to change between Phases



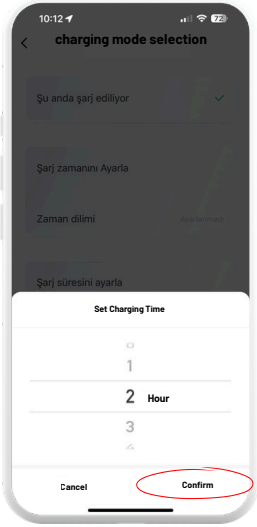
5 Tap the Settings icon in the bottom-right corner.



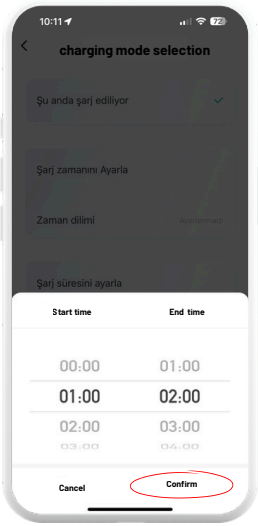
6 You can adjust the charging current from 8 to 32 A



7 Set Charging Time



8 Set charging time (start - end)



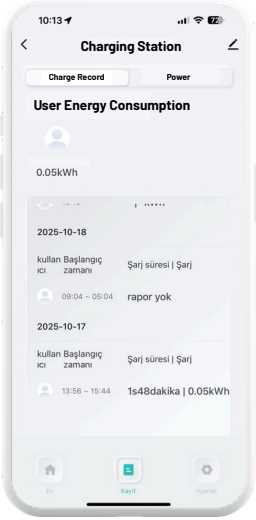


When using a 220 V adapter on a standard outlet, set the charging current to **16 A** via the app before starting. Never start charging without this setting!!

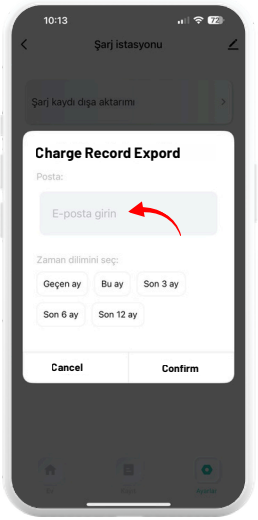
Charging at 32 A may cause severe damage to the wiring and device. The manufacturer accepts no responsibility in this case.

Demonstration of the Mobile Application Process

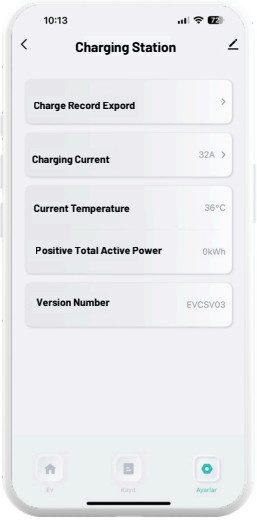
Your past charging sessions



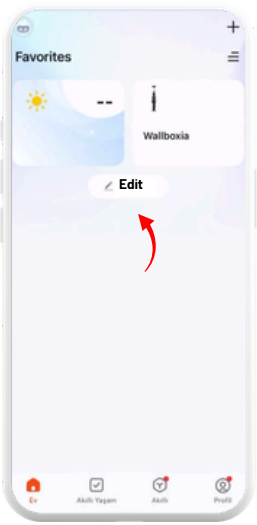
Export charge session



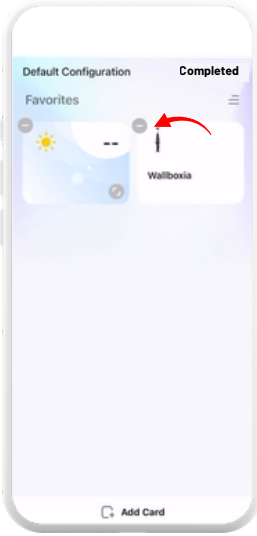
Total charging capacity



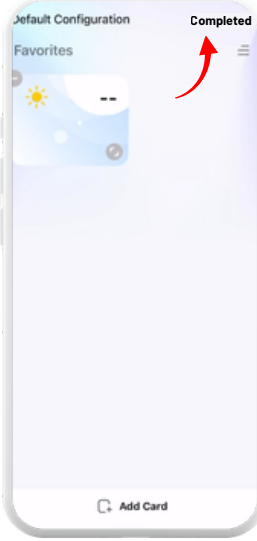
To remove a device, tap the edit on the screen



Tap the remove/delete device



Completed



Removing the Device from Your Phone!

1. To remove a device from your phone:
To remove a device from your phone: Open the mobile app and tap the EDIT. Tap the ⊖ on the device you would remove, then confirm the action by tapping the COMPLETED in the upper right corner of the screen.

2. Disconnecting the device from the emergency stop:
Press once the reset button located on side of the device - the LED will turn red. Press it again - when the LED turns blue, your device has been reset and is ready for a new setup.

User Management!

Download the Tuya Smart app via Wi-Fi to manage unlimited users and grant them charging dashboard access.

Charging Status and LED Description

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Working Status	LED 1	LED 2	LED 3	LED 4	LED 5
Ready	Steady Blue	●	●	●	●
Waiting to Start	Fast Flashing	●	●	●	●
Connecting...	Fast Flashing	Fast Flashing	Fast Flashing	Fast Flashing	Fast Flashing
Charging...	Rhythmically Flashing	Rhythmically Flashing	Rhythmically Flashing	Rhythmically Flashing	Rhythmically Flashing
Charging Ended	Steady Blue	Steady Blue	Steady Blue	Steady Blue	Steady Blue
Connection Error	●	●	●	●	Flashes rapidly once
Low-Voltage Error	●	●	●	●	Flashes rapidly twice
High-Voltage Error	●	●	●	●	Flashes rapidly 3 times
Current Leakage	●	●	●	●	Flashes rapidly 4 times
High-Current	●	●	●	●	Flashes rapidly 5 times
Overheating	●	●	●	●	Flashes rapidly 6 times
Err: Reset	●	●	●	●	Flashes rapidly 7 times



Device Reset
Restore Factory Settings

To reset the device, press the button indicated by the arrow. When you press the button once, the LED light of the device turns red. When you press the button a second time, the LED light turns back to blue. The reset process is completed.

If you reset the device, all Bluetooth and Wi-Fi connections will be reset. You will need to set it up again as if connecting for the first time.

Warranty and Exceptions

Warranty Coverage and Period

Wallboxia warrants its products against defects in materials and workmanship for a period of two (2) years (24 months) from the date of original purchase. This warranty is in addition to applicable statutory warranties and does not limit your legal rights.

Wallboxia is not responsible for any warranty extensions or conditional extended warranties provided by third-party companies, dealers, or sales representatives outside of its own organization beyond the standard two-year period.

Wallboxia reserves the right to void the two-year (24-month) warranty if the infrastructure materials used do not have CE approval from the relevant countries or are of substandard quality. In such cases, the product will be outside the scope of the warranty

Wallboxia reserves the right to grant a warranty extension beyond the standard 24-month period during promotional or seasonal campaigns, provided that specified brands are used: approved cable brands (Prysmian, Hes, Öznur), circuit breakers and residual current devices (Schneider, ABB, Siemens, Legrand), and infrastructure systems such as combination boxes and distribution panels (Hgsşarj - www.hgssarj.com). Any extended warranty must be explicitly noted on the invoice.

Warranty Validity Conditions

The warranty is valid only upon presentation of the invoice showing the date of purchase.

Warranty Notification and Claims Process

In the event of a warranty-covered issue, the customer is required to notify the Wallboxia dealer immediately and in writing of the defect. Upon validation of the defect claim, Wallboxia will perform or arrange for repair or product replacement as promptly as possible. If a defective product is legitimately returned, return costs shall be borne by Wallboxia. When a device replacement is carried out under warranty, ownership of the old device transfers to Wallboxia, and ownership of the replacement device transfers to the customer. This transfer of ownership also applies to out-of-warranty replacements performed on a paid basis goodwill gesture. Presentation of the invoice is mandatory in all cases for warranty processing.

WARRANTY LIABILITIES AND IMPORTANT CUSTOMER NOTES

1. The warranty is void if the product's original serial number on the Warranty Certificate has been tampered with or altered.
2. For warranty coverage to remain valid, no unauthorized personnel or third party—other than authorized Wallboxia staff or authorized service centers—may repair, modify, or tamper with the device in any manner.
3. The authorized service center shall determine the location (on-site or service workshop) and the method of repair for the defective device.
4. The warranty does not cover defective devices under the conditions outlined below:
a) Faults caused by external equipment connected to the device (voltage regulators, uninterruptible power supplies [UPS], etc.),
b) Faults resulting from abnormal voltage drops or surges, faulty electrical wiring, or connection to a mains voltage other than specified on the product label,
c) Faults or damage occurring during transportation or installation following product delivery (drops, severe vibrations, impacts, etc.),
d) Scratches, cracks, exterior and interior surface damage, or faults caused by user error or misuse,
e) Faults caused by natural disasters (lightning, flooding, water ingress, earthquakes, fires, etc.).
In such cases, the defective device will be repaired by authorized Wallboxia technicians, and standard repair fees will apply.
5. The responsibility for completing and issuing the Warranty Certificate to the consumer rests with the authorized dealer, agency, or representative from whom the product was purchased. The Warranty Certificate must include the date and number of the invoice corresponding to the purchased product, as well as its serial number.

Out-of-Warranty Conditions

Damage resulting from improper storage, use, installation, or assembly carried out by the buyer or installer is excluded from warranty coverage. In such cases, all shipping costs shall be borne by the customer.

CE

EN 61851-21-2:2021
EN IEC 61000-3-2:2019+A1:2021+A2:2024,
EN 61000-3-3:2013+A1:2019+A2:2021
EN 61000-4-2:2009, EN IEC 61000-4-3:2020,
EN 61000-4-4:2012,
EN 61000-4-5:2014+A1:2017, EN IEC 61000-4-6:2023,
EN 61000-4-8:2010, EN IEC 61000-4-11:2020+AC:2022

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