no wallbox. no problem.

User manual NEcharge

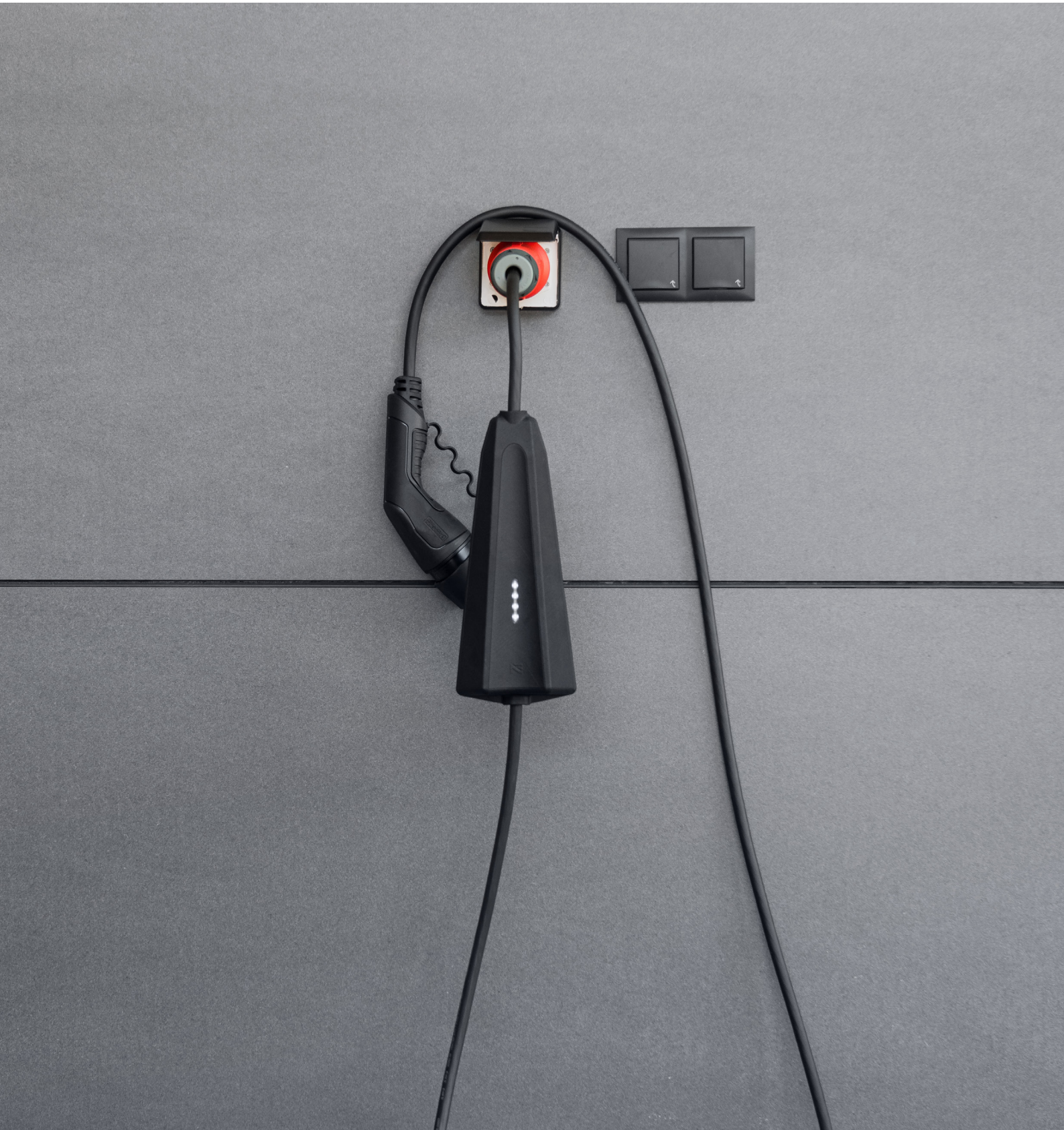


Table of contents

General Information	2
Legend	2
Safety instructions	3
Technical data	5
Product overview	6
Start up	6
Communication Interface	7
Operating modes	8
Charging	9
Error messages	9
Cleaning and maintainance	10
Disposal	10
CE-Certification	11
Support	12

General information

This user manual contains important information on how to set up and use your NEcharge and the optional adapter for domestic plugs safely.

Before using the NEcharge and the optional adapter for domestic plugs for the first time, read the manual carefully, especially the safety instructions.

Legend

Non-switched protective earth conductor

Lowest environmental temperature

Do not dispose in unsorted household waste

Indicates danger.
Failure to follow the safety instructions can result in death and injury as well as damage to the device.

CE-Declaration of Conformity:
The complete text of the CE-Declaration of Conformity can be viewed in the respective chapter.

⚠ Safety instructions

Failure to follow the safety instructions can result in death and injury as well as damage to the device. NEcharge GmbH rejects any liability for any resulting claims.

Intended Use

NEcharge and the optionally included adapter for domestic plugs can only be used for charging battery-powered electric vehicles (BEV) and plug-in hybrid vehicles (PHEV).
No extension cables or adapters not provided by the manufacturer may be used.
The NEcharge housing must be mounted at least 30 cm off the ground.

Exclusion of Liability

NEcharge GmbH declines any liability for damage caused by disregarding the user manual, safety regulations or warnings on the device. Removing and damaging the warning labels attached to the NEcharge, opening the device or making any modification to the device will result in the loss of any liability and warranty by NEcharge GmbH.

If you have any questions, please contact support.

⚠ **Before starting**

The device must be visually inspected for damage to the housing, defects on the type 2 plug, 16 A CEE connector red and on the cables before every use. The device must not be put into operation if any of the components are damaged, defective or worn components.

To ensure that the device functions properly and is protected from possible damage, it should be installed in a protected location that is protected from the effects of weather such as rain, snow or direct sunlight.

The optionally supplied adapter for domestic plugs may only be used in conjunction with the NEcharge and for charging battery electric vehicles (BEV) and plug-in hybrids (PHEV). The use of extension cords, cord drums, multiple outlets or third party adapters is not permitted.

The NEcharge enclosure must be mounted at least 30 cm off the ground.

National regulations may require lower charging currents, therefore the maximum permissible charging current of the connection must be observed. If this is unknown, the lowest charging current must be used.

Store the NEcharge and the adapter for domestic plugs in a clean and dry place when not in use. The cable must be coiled, not bent or twisted.

If you have any questions, please contact support.

⚠ **Danger of fire, electric shock, explosion and short circuit.**

Before unplugging the 16 A CEE plug or the optional adapter for domestic plugs, the charging process must be stopped at the vehicle. The charging process on the vehicle must be completed before disconnecting the 16 A CEE plug or the optional earthed adapter.

Unplugging under load may cause sparks. The device can generate sparks that can ignite dusts and gases and must therefore not be used in rooms with an increased risk of explosion.

Plug connections must not be disconnected by applying force to the cable, but only by direct intervention on the plug system.

The charging cable is equipped with an integrated FI circuit breaker with DC fault current detection (trip current ≥ 6 mA) and AC protection (trip current ≤ 30 mA) in accordance with DIN EN 62752. The power circuit used for charging must additionally be protected by at least one external FI circuit breaker (Type A) and a dedicated circuit breaker. Only tested, properly installed, and undamaged sockets may be used. Installation and inspection must be carried out exclusively by qualified electricians in accordance with national and international installation standards.

No repairs, modifications or conversion work may be carried out on the device. Repairs may only be carried out by the manufacturer.

If damage to the NEcharge occurs while charging is in progress, disconnect it immediately from the mains, if possible by switching off the mains fuse. Never touch live parts.

Do not insert any objects into the plug systems.

Technical data

Product features

Dimensions (l, w, h)
302 mm x 124 mm x 93 mm

Weight
NEcharge 2,5 kg
Adapter for domestic plugs 0,4 kg

Connection cable
CEE plug red

Charging output 400 V 3-phase
4,2 kW up to 11 kW

Charging current 400 V 3-phase
up to 16 A

Charging output 230V 1-phasig
1,4 kW up to 2,3 kW

Charging current 230V 1-phasig
up to 10 A

Mains frequency
50 Hz

Status display
yes

Charging current settings
yes

Charging current levels
6 A, 8 A, 10 A, 13 A, 16 A

Protection class
IP67

FI circuit breaker
DC 6 mA
AC 30 mA

Communication interface – One and Pro only
Bluetooth, WIFI
NEcharge-Applikation
OCPP 1.6J

Ambiance

Installation location
Indoors and outdoors without influence of weather such as rain, snow or direct sunlight

Operating temperatur
-25 to +45 °C / +-5 degrees deviation

Storage temperature
-40 to +85 °C

Altitude
2000 m

Relative humidity
95 %

Scope of delivery

Mobile charging cable 11 kW

Mode 2 charging cable, 5 meters

Type 2 connector (European Standard)

CEE connector red 16 A, 3-phase

Quick Start Guide

Optional

Adapter for domestic plugs

Product overview

(a) 16 A CEE connector (b) Housing (c) Touch-sensor (d) LED-display (e) Type 2 connector (f) Product label

Start up

If you experience any problems during start-up of the NEcharge or if any states on the LED display (d) are not described, please take a look at the chapters "Operating modes" and "Error messages".

1 Connect the red 16 A CEE connector to a CEE 16 A socket that has been verified and installed by qualified personnel.

2 Wait until the automatic self-test is successfully completed and the LEDs (d) light up continuously white. The NEcharge is now ready to charge.

3 Optional: To adjust the current setting in 5 steps (6 A – 8 A – 10 A – 13 A – 16 A), press and hold the Touch-sensor (c) for 3 seconds until the LEDs (d) flash blue. Afterwards, you can use the Touch-sensor to make the requested setting (f), which will be saved after 5 seconds.

4 Connect the type 2 plug (e) to your vehicle.

5 The active charging process is indicated by green pulsing LEDs (d). Charging is stopped when the LEDs (d) are continuously green.

6 To unlock and unplug the NEcharge, stop the charging procedure using your car control system.

7 To use additional NEcharge functions, download our NEcharge application to your smartphone. All necessary information on downloading the NEcharge application and connecting the smartphone to the NEcharge can be found in the "Communication interface" chapter.

Communication interface

Download the application

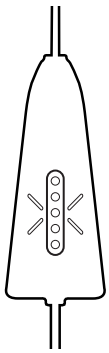
To use additional functions of your NEcharge, download the NEcharge application to your smartphone. The application is available for smartphones in the App Store and Google Play Store.

Connecting NEcharge with your smartphone

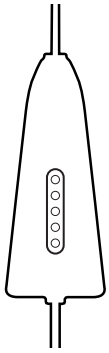
To connect the NEcharge to your smartphone, activate the Bluetooth interface of your smartphone before running the NEcharge application, activate the Bluetooth interface on your smartphone and connect your NEcharge to a power source that has been checked and installed by qualified personnel. After running the NEcharge application, you can set up a user account and pair your NEcharge with your smartphone. All further information on operating the NEcharge can be found in the application under the menu item "Help Center".

The NEcharge also supports the "Open Charge Point Protocol" in version 1.6J.
The configuration is explained in the help center of the NEcharge application.

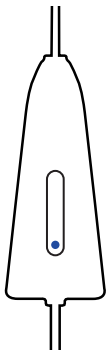
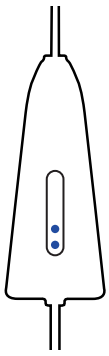
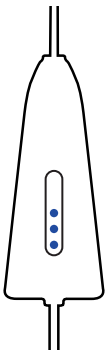
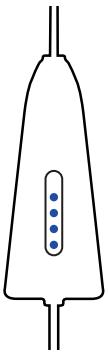
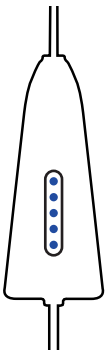
Operating modes



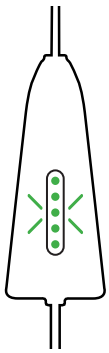
Self-test in progress – LED flashes white (d)



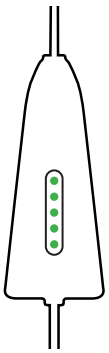
Self-test successfully completed – LED-display continuously white (d)

1 LED	2 LED	3 LED	4 LED	5 LED
				
Display 6 A	Display 8 A	Display 10 A	Display 13 A	Display 16 A

Charging

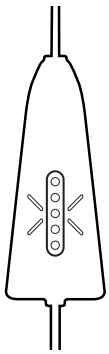


Active charging – LED-display pulsing green (d)



Charging completed – LED-display continuously green (d)

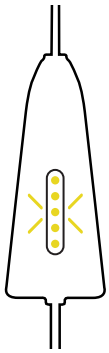
Error Message



Continuous self-test – LED display pulsating white (d)

Reason: 1. over- or undervoltage
2. overtemperature of 16 A CEE connector (a) or housing (b)

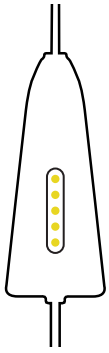
Information: The self-test will continue as long as the main power supply voltage or the operating temperature are not in the specified range.



Error: No protective earth conductor – LED pulsating yellow (d)

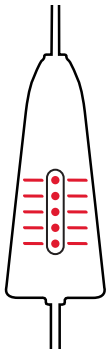
Reason: Detection of a missing protective conductor at 16 A CEE plug (a).

Information: The device can be operated without protective conductor (IT networks). By pressing the NEcharge tactile-button (c), a charging process without protective conductor can be initiated.



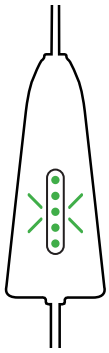
Initialisation: Charging without protective earth conductor – LED yellow steady light for 30 seconds (d)

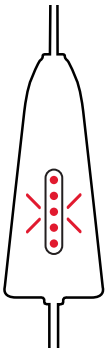
Information: Charging without a protective earth conductor is initialized. Another self-test is then carried out.



Error: Permanent – LED flashing red (d)

Information: Please disconnect type 2 connector (e) and 16 A CEE connector (a) and restart start up.
If this error still occurs, contact support.





Error: Temporary – LED-display (d) alternating pulsating green and red

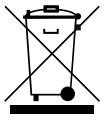
Reason: 1. Over or under voltage
2. Overtemperature of the 16 A CEE connector (a) or housing (b)

Information: As long as the main power supply voltage or the operating temperature are not in the specified range

Cleaning and maintanance

The NEcharge must be disconnected from the car and main power supply before cleaning. The device can be cleaned with a lightly wet wipe. Do not use any aggressive cleaning products. The device is maintenance-free (see safety instructions / start-up).

Disposal



The "do not dispose in unsorted municipal waste" symbol requires separate disposal of used electronic equipment waste (WEEE). According to the WEEE directive, electrical equipment (may contain potentially dangerous and environment-hazardous substances) are not allowed to be disposed of in household waste after the end of use. Take the device to a dedicated recycling collection point for used electronic equipment waste in accordance with national legal requirements. Also dispose the product packaging in an appropriate manner so that it can be recycled.

The manufacturer participates in recycling schemes under the WEEE Directive.
Germany: WEEE Reg. No. DE 62457147

CE-Certification

The Manufacturer has full responsibility for issuing the CE-Certification:

NEcharge GmbH
Johann-Sebastian-Bach-Gasse 16
8010 Graz
Österreich

Identification and specification of the product for which this CE-Declaration has been issued:

Product name:	NEcharge
Mobile charging cable:	Maximum charging output 11 kW, maximum charging current 16 A
Approved use:	The NEcharge and the optional adapter for domestic plugs may only be used for charging battery electric vehicles (BEV) and plug-in hybrids (PHEV). No extension cables or adapters not provided by the manufacturer are authorized to be used. The NEcharge housing must be mounted at least 30 cm off the ground.

The manufacturer declares the conformity of the product described as above with the following relevant regulations of the European Union when used as approved

E DIN EN IEC 62752
In-cable control and protection device for mode 2 charging of electric road vehicles (IC-CPD)

DIN EN IEC 61851-1
Amendment 1:2021-06 Conductive charging systems for electric vehicles

E DIN EN IEC 62196-1
Plugs, sockets, vehicle couplers and vehicle connectors – Conductive charging of electric vehicles

DIN EN 60309-1
Plugs, sockets and couplings for industrial applications

DIRECTIVE 2014/35/EU
electrical equipment (low voltage directive)

DIRECTIVE 2014/30/EU
electromagnetic compatibility (EMC-directive)

DIRECTIVE 2011/65/EU
Hazardous substances in electrical and electronic equipment (RoHS)

DIRECTIVE 2014/53/EU
including Commission Delegated Regulation (EU) 2022/30 amending Directive 2014/53/EU with regard to Article 3(3)(d), (e) and (f).

Signed for and on behalf of the manufacturer:

Graz, 31.07.2025
NEcharge GmbH

Patrick Hierhold,
CTO/COO

CE RoHS COMPLIANT

Support

NEcharge GmbH

hello@necharge.at
necharge.at
+43 316 300 114

Johann-Sebastian-Bach-Gasse 16
8010 Graz, Austria