

Please refer to the diagram below for installation steps:



Please note that upon receiving the product, the fixing plate is mounted on the back of the product. To remove it, please follow the screw positions indicated in step one of the diagram to unscrew it, and then use the provided tool to detach the fixing plate.

### Attention

- ❖ Working Voltage: Recommended 240V.
- ❖ Outlet: Compatible with NEMA 14-50 plugs only.
- ❖ **The default current is set to 40A. If you notice a different setting, please update the default current to 40A by upgrading the Smart Life App.**
- ❖ **Adjusting the current during charging may cause charging issues. Please do not plug in your car before making current or schedule time adjustments.**
- ❖ If the device is already tied to another phone. The new phone cannot be added. If necessary. Restore factory settings: Rotate the emergency stop button 45 degrees to the right and press it once. Repeat this action three times within 12 seconds.
- ❖ Hybrid vehicles automatically reduce charging current based on the electric car's maximum allowable current.
- ❖ Tera EV charger is compatible with most J1772 vehicle models. **(Except for Jeep Grand Cherokee and Mazda CX-90 PHEV).**

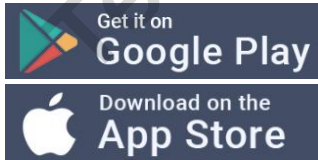


Scan to Download the APP

## FAQ

### Q: How to Connect to the App?

- Before connecting to the EV charger for the first time, please ensure your phone's WiFi and Bluetooth are enabled to facilitate successful pairing with Tera EV charger after downloading the app.
- Search for the "Smart Life" app in the app store, download it, and register.



- Open "Smart Life" app, tap the "Add Device" button, and search for your EV Charger. Add it once it appears.



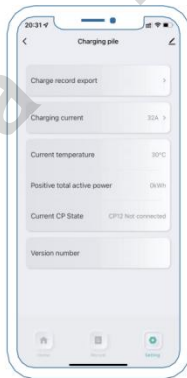
### Q: Why Can't I Find the EV Charger on the App?

- Make sure your phone is connected to 2.4Ghz WiFi, not a network with a 5G suffix.
- Ensure that both WiFi and Bluetooth are enabled on your phone. The "Smart Life" app will only function correctly when the EV charger and the phone are connected to the same WiFi network.
- Please try to restart your "Smart Life" app to add your EV Charger.

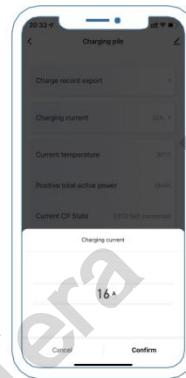
## Q: How to Adjust Current?

- Open the "Smart Life" app and connect to the EV Charger. Navigate to the "Charging pile" page and tap the third button in the bottom right corner. Locate "Charging current" and tap it to adjust the current.
- If you have purchased a model with manual scheduling functionality, you can also adjust the current by simply tapping the 'A' button on the screen.

(Note: Adjusting the current while charging may cause charging issues, please stop charging before making adjustments.)



**Step 1:**  
**Setting**  
Click on the  
"Setting" TAB.

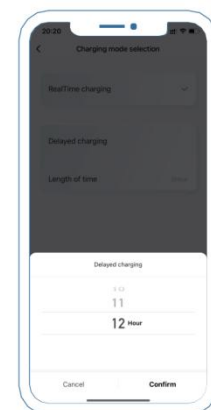
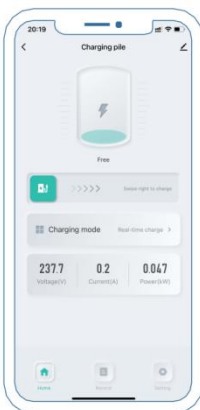


**Step 2:**  
**Charging Current**  
Click on charging current to  
switch from 0/16/20/24/32A.

## Q: How to Schedule Charging Time?

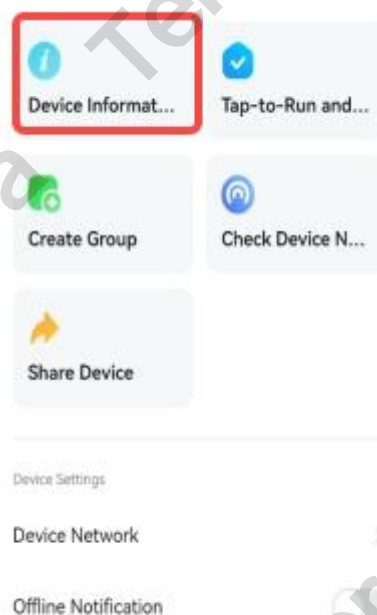
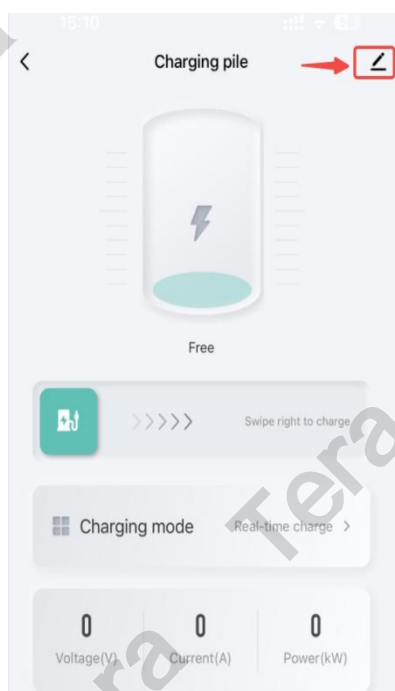
- Open the "Smart Life" app, add your device, and then schedule the charging time.
- If you have purchased a model with manual scheduling functionality, you can short press the "Time" button on the screen to delay the charging time. Charging will start when the screen displays "Wait 00:00:00."

(Note: The time displayed for scheduling in the app, is not a specific time but a delay timer.)



## Q: What should I do if the screen shows a fault prompt?

- If WiFi reset does not work, please contact us and provide your vehicle model and virtual ID. After troubleshooting, we will push OTA updates or other solutions for you.
- How to find the virtual ID:
  1. Connect to the APP, go to the charging page, and click the edit symbol in the upper right corner;
  2. Click on "Device Information", and you will see the virtual ID. (The virtual ID is only visible when the device is connected via the app; it cannot be viewed when the device is not connected).



## Q: What should I do when the charging plug is stuck in the car's charging port?

- Many electric cars are equipped with a locking mechanism for the charging plug, which activates when the car is locked. This lock can often be controlled either through the car's onboard interface or via its associated mobile app. To potentially release a stuck charging plug, **try locking and then unlocking your car** using these controls. This process may disengage the lock and allow you to safely remove the plug.