

Mercedes-Benz Wallbox



Instruction Manual

Mercedes-Benz
The best or nothing.



Important addresses

Contact

Daimler AG
Mercedesstraße 137
70327 Stuttgart, Germany

In case of technical questions, please contact your local Mercedes-Benz technical support.

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Important information

About this manual

This manual is delivered as an original component of your Mercedes-Benz Wallbox and documents the steps and options necessary for set up and operation of your wallbox. For quick and easy reference, certain sections of this manual are specially formatted.

- Descriptions listing equally valid options (as is the case here) are indicated by bullet points.
- Descriptions that describe performing a function are shown in the form of numerical lists indicating the order of the individual working steps.

Please make sure you read this manual, as it contains important information for use of the wallbox with your Mercedes-Benz vehicle. Please especially follow all operational and safety notices that are printed in this manual.

Keep this manual in a safe place for future reference. In case the wallbox is operated by several users, the contents of this manual, and the safety notices in particular, must in all cases be passed on to each individual user or made available to them.

All measurements in this manual are in millimeters. Where necessary, the scale is indicated for different illustrations.

Please note that all technical details, specifications and design characteristics of the product may be changed without prior notice.

Safety notices in this manual

In particular, the warnings and safety measures in this manual that are marked as follows must be adhered to. The symbols carry the following meanings:



DANGER!

Sections marked with this symbol draw attention to electrical voltages that represent a danger to life and limb: Actions contrary to these safety notices may lead to severe injury and death. Actions marked with this symbol must not be carried out under any circumstances.



CAUTION!

Sections marked with this symbol draw attention to further hazards that may lead to damage to the wallbox itself or to other electric devices. Actions marked with this symbol must be carried out with special care.



PLEASE NOTE!

Sections marked with this symbol draw attention to further important information and special features that are necessary for the reliable operation of the device. Actions marked with this symbol should be carried out as required.

Safety notices on the device

Further operational and safety notices are provided on the outside of the housing and on the electronic components cover inside the wallbox. These symbols carry the following meanings:



WARNING!

Please ensure that you first read the instruction manual (this document), especially before you open the housing cover of your Mercedes-Benz Wallbox.



WARNING!

After opening the housing, dangerous electrical voltages may be present inside the wallbox.

General safety information

Please pay attention to the following points:

- Read this manual carefully.
- Heed all warnings.
- Follow all instructions.
- The wallbox must be installed, connected and approved for operation according to local rules and regulations by a qualified specialist electrical contractor.
- Please ensure that a minimum distance of 50 cm to the wallbox is kept on all sides after installation.
- Never remove the cover of the electronic components inside the Mercedes-Benz Wallbox housing door: Cleaning or maintenance of components behind this cover is not necessary, and must under no circumstances be performed by the user.
- The Mercedes-Benz Wallbox must only be operated with the housing cover closed and locked: Before charging, ensure that the housing cover is closed and lock it using the triangular key supplied.
- Only use accessories intended and sold for the device by Mercedes-Benz.
- Do not operate this wallbox in close vicinity to running water or water jets. However, the Mercedes-Benz Wallbox is sufficiently protected against water splashes and sprays according to the respective protection degrees.
- The Mercedes-Benz Wallbox must not be installed in areas subject to flooding.
- The Mercedes-Benz Wallbox must not be installed in explosive atmosphere areas (EX areas).
- The Mercedes-Benz Wallbox must not be covered with stickers or other objects or materials so that sufficient air circulation is ensured at all times.
- No liquids, or objects or receptacles containing liquids, must be placed on the housing.
- Please note that operating a radio transmitter in the immediate vicinity (< 20 cm) of the wallbox may lead to malfunctions and should therefore be avoided.
- This device is not intended to be used by persons with limited physical, sensory or mental abilities (including children) and/or lacking knowledge, unless they are supervised by someone responsible for their safety or have received instructions from such a person on how to use the device.
- Children must be supervised so that they do not play with the device.
- Please note that the Mercedes-Benz Wallbox may be installed and operated at elevations of max. 2,000 meters AMSL (above mean sea level).

General product information

This Mercedes-Benz Wallbox represents the current state of technology and fulfills all current technical safety requirements, guidelines and standards. The safety information provided in this manual serves to ensure the proper and safe operation of the device. Disregard of or actions contrary to the safety information and instructions contained in this manual may lead to electric shock, fire and/or severe injury. Malfunctions affecting the safety of persons, connected electric devices or the device itself must be repaired by a specialist electrical contractor.

Should a malfunction occur with the wallbox, please always contact the company that carried out the installation first. If the malfunction can still not be resolved, please contact your local Mercedes-Benz technical support.

Always contact Mercedes-Benz technical support if:

- the housing has been damaged mechanically,
- the housing cover has been removed or can no longer be closed or locked,
- sufficient protection against splashing water and/or foreign objects is obviously no longer evident,
- there is functional or visible damage to the charging socket or external charging cable
- or the wallbox does not function properly or has been otherwise damaged.



DANGER!

Should you detect damage to the housing, charging socket or charging cable, you must take the wallbox out of operation immediately via the upstream fuse(s) in your domestic power distribution box: No further use of the wallbox is permitted in this case! Please contact your local Mercedes-Benz technical support!

User information

To operate your wallbox, please note these instructions:

- The device must always be connected to the protective earth conductor of your electricity supply. The protective earth connection will be made and checked by the installing contractor. After installation, only qualified specialist electrical contractors may make changes.
- The wallbox should not be installed in areas of high pedestrian traffic. Installation along thoroughfares and marked escape routes should be especially avoided.
- When there is no charging procedure under way, the charging cable should always be unplugged and stored (model variants with charging socket) or inserted into the compartment on the side of the wallbox (model variants with fixed charging cable) to avoid trip hazards.
- Ensure that the rated voltage and rated current of the device comply with the parameters of your local electricity grid and that the rated output is not exceeded during the charging procedure.
- At all times comply with local safety regulations for the country in which you operate the wallbox.
- To disconnect the wallbox completely from the power grid, the power supply must be interrupted using the upstream fuse(s) and the external residual current circuit breaker (RCCB).
- Never operate the wallbox in a confined space. In particular, you must ensure that the vehicle can be parked at a suitable distance from the wallbox and connected without any strain on the charging cable.
- A parking spot for the vehicle must be planned for in the area in front of the wallbox. The distance between vehicle and wallbox should be at least 50 cm and no more than 5 m.
- Make sure that the cover of the wallbox housing is always closed and locked when in use. Keep the triangular key for unlocking the door in a place that is only accessible to authorized users.
- Under no circumstances remove the protective cover for electronic components located behind the housing cover of the wallbox.
- You must not under any circumstances make any changes to the housing or the internal wiring of the wallbox: Any disregard of this instruction represents a safety risk, fundamentally breaches the guarantee provisions and may void the warranty with immediate effect.
- Only have qualified, specialist personnel install and/or repair the device. No parts to be maintained by the user are located inside the device.

Introduction

Thank you for choosing this wallbox to charge your Mercedes Benz electric vehicle. With this Mercedes-Benz Wallbox, you have decided on an innovative and future proof solution.

eMobility helps save natural resources and protect the environment sustainably – e.g. with Electric Drive models by Mercedes-Benz. The Mercedes-Benz Wallbox combines progressive and pleasing design with intuitive functionality: According to their requirements, users may select from models with charging socket or fixed charging cable, which are designed for domestic and also for semi-public applications.

Mercedes-Benz Wallboxes are manufactured in Germany and comply with the regulations and norms for the charging of electric vehicles applicable throughout Europe according to IEC 61851-1, Mode 3. Please refer also to the section on “Standards & guidelines” on page 15.

Introducing the product

Your Mercedes-Benz Wallbox allows you to comfortably and safely charge electric vehicles according to IEC 61851-1, Mode 3 and is designed for the shortest possible charging times.

We place the highest value on user safety in all our products. For this purpose, your wallbox offers integrated DC fault current detection which, in combination with the protective measures of your domestic power supply and your electric vehicle effectively protects from short circuit, electric shock and other operational hazards.

The wallbox is especially easy to operate during everyday use: Three LED lights in the lower part of the housing cover allow you to check the current operating status at any time. Should a malfunction occur, you can identify the cause by its specific LED error code without having to open the housing. After being taken into operation by a specialist contractor, the Mercedes-Benz Wallbox is ready for charging at any time, while each charging process must be separately authorized via the integrated key switch.

A common characteristic of all wallboxes is the space-saving housing, which effectively protects the internal electric circuits against environmental influences and unauthorized access. In principle, all model variants of the wallbox must be installed and taken into operation by a specialist electrical contractor. Please contact your local Mercedes-Benz partner with any queries you may have.

Unpacking and components included

Your Mercedes-Benz Wallbox is delivered in an extremely sturdy carton, including a range of accessory components required for proper operation. Therefore, please check immediately after unpacking whether the following components are included:

| Component | Quantity | Description |
|-------------------|----------|---|
| Wallbox | 1 | Charging station, consisting of plastic housing with lockable cover and separate mounting plate. |
| Quick start guide | 1 | Quick start guide including safety notices in printed form |
| Installation kit | 1 | Set of fixings for wall mounting, consisting of 2 x 4 screws as well as matching wall plugs, triangular key, key for the key switch (2 pcs), strain relief including screws (2 pcs), sealing grommets for openings at the back of the housing (3 pcs) |

Should one or more components be missing after unpacking, please contact your local Mercedes-Benz distributor immediately.

PLEASE NOTE!

The carton in which the Mercedes-Benz Wallbox is delivered offers optimal protection against external influences during transport and storage. If possible, keep this carton and use it to pack the Mercedes-Benz Wallbox, should you need to send it to the manufacturer or otherwise transport it because of a malfunction or similar.

Identifying your model variant

The Mercedes-Benz Wallbox series comprises several model variants, which are mechanically and electrically adapted to different usage profiles. A product sticker with the specific Mercedes-Benz product identification number is located on the underside of the wallbox. Please check the product sticker to ensure that the model variant you have installed is the one described in this manual.



For identification, the model code (A000 906 XX XX) as well as the power supply ratings (voltage, frequency, current) indicated below it are especially relevant.

The following wallboxes are described in this manual:

| Model | Grid connection | Model Variant |
|-------------|---------------------|---|
| A0009060407 | see product sticker | Fixed charging cable according to IEC 62196-2 Type 2, ca. 6 m; charging output 11 kW |
| A0009060507 | see product sticker | Integrated charging socket according to IEC 62196-2, Type 2 for separately available Mode 3 charging cable; charging output 22 kW |

For information about Mode 3 charging cables, please contact your local Mercedes-Benz distributor.

CAUTION!

The information and technical specifications contained in this manual relate exclusively to the model variants mentioned in this manual and must not be transferred to other wallbox models. These variants include specific instruction manuals where necessary.

Charging procedure

The mechanical and electrical installation of the Mercedes-Benz Wallbox model variants described in this manual must always be carried out by qualified specialist personnel: Preparation of the domestic power supply, and electrical connection to your domestic power supply in particular, must be carried out by a specialist electrical contractor, and subsequently inspected and approved as part of the process of taking the device into operation. Please contact a specialist electrical contractor or your local Mercedes-Benz partner, who will be pleased to assist you with any questions regarding the installation and operation of your wallbox.

Installation itself is described in the a separate installation manual. That manual contains important information regarding mechanical and electrical installation as well as regarding the subsequent functional inspection, approval and taking into operation of the wallbox. It is advisable that you are present when the device is taken into operation for the first time by a qualified electric contractor to ensure that you are able to easily carry out charging procedures with your Mercedes-Benz Wallbox.

The current operating status is indicated by the three color LEDs on the front of the housing. Each LED may ...



You can find further information about operating states on the following pages.

Charging procedure using the Mercedes-Benz Wallbox

The wallbox is engineered for the fastest possible charging procedure of your Mercedes-Benz vehicle according to IEC 61851-1, Mode 3. Actual charging time depends on the battery installed in the vehicle and its remaining level of charge at the beginning of the charging procedure.



Type 2 connector


The Mercedes-Benz Wallbox is available in model variants with fixed charging cable and with Type 2 charging socket. The A0009060407 model variant, however, includes a charging cable with Type 2 charging connector. Here, the charging connector is kept in a matching charging connector compartment on the right side of the wallbox housing and is only removed for the charging procedure.

The A0009060507 Model variant features a charging socket for which you will need the separately available Mode 3 charging cable in order to connect your Mercedes-Benz vehicle. This model variant has an electromechanical locking mechanism, which secures the charging connector to the wallbox as soon as the charging cable is connected to both wallbox and vehicle. You can obtain information about charging cables from your local Mercedes-Benz distributor.

CAUTION!

The Mercedes-Benz Wallbox must only be operated with the housing cover closed and locked: Before charging, ensure that the housing cover is closed and locked using the triangular key included.

Please follow these steps to charge your Mercedes-Benz vehicle using the wallbox:

1. Park your vehicle so that the vehicle charging socket can be easily reached with the charging connector of the charging cable: The charging cable must not be stretched tight or placed under strain during the charging procedure.
2. Open the vehicle charging socket as described in the vehicle's instruction manual.
3. Check the LED indicators at the front of the wallbox: When the wallbox is ready for operation, the blue LED indicator  will flash every 5 seconds, while the two other LEDs will be OFF.

4. Remove the charging connector from the charging connector compartment (model variant A0009060407) or connect the separately available Mode 3 charging cable to the charging socket on the right side of the wallbox (model variant A0009060507).
5. Insert the charging connector of the charging cable all the way into the vehicle's charging socket.
6. If necessary, unblock the charging procedure using the key switch on the right side of the housing.



- Key switch in horizontal position: The next charging procedure is blocked.



- Key switch in vertical position: Charging procedure unblocked.

i PLEASE NOTE!

Unblocking is only required to start the charging procedure: The key switch may be returned to the horizontal position immediately afterwards and this will not interrupt the charging procedure. However, after separating the connection with the vehicle, the next charging procedure is again blocked by the wallbox.

The operating status is shown by the LED indicators on the front of the wallbox as follows:

| LED display | Description |
|-------------|--|
| | The blue LED flashes every 5 seconds, the green LED and the red LED are not illuminated. The vehicle may now be connected. |
| | The blue LED is illuminated permanently when the vehicle has been connected and detected but the charging procedure has not yet been unblocked using the key switch. |
| | The blue LED goes out and the green LED is illuminated permanently when the vehicle is connected and the charging procedure has been unblocked using the key switch: In this state, the wallbox is waiting for the vehicle to initiate the charging procedure. |
| | The green LED flashes during the actual charging procedure. The charging procedure can be manually interrupted at the vehicle and is automatically terminated by the vehicle when charging is complete. |
| | When the charging procedure is paused or completed, the green LED is again continuously ON. |

i PLEASE NOTE!

In principle, the charging procedure is always terminated by the vehicle, not by the wallbox. An illuminated green LED indicates, on the basis of communication with the vehicle, that the charging procedure has been either paused or completed: Distinguishing these two operating states is only possible by checking the battery charge indicator inside the vehicle. Should the vehicle not be fully charged after a sufficiently long charging process, please contact your local Mercedes-Benz partner.

After the charging procedure has been completed, please remove the cable from the vehicle socket and store it appropriately in readiness for the next charging procedure.

Resolving errors

Your Mercedes-Benz Wallbox is engineered for maximum operational safety and the highest possible charging reliability. Should a malfunction occur in practice, this is shown by the indicator LEDs front of the wallbox as an error code. The following chapter describes how you recognize error codes and which measures you must take to resolve them.

Disruptions to the operation of the wallbox and solutions

For secure operation, the Mercedes-Benz Wallbox must be protected during operation by (an) upstream fuse(s) and an external residual current circuit breaker. To take suitable measures and restore operation in case of malfunction, you must first clearly identify the type of error.

The following errors may occur:

| Type of error | Possible cause | Suggested solution |
|---|---|---|
| LEDs are not functioning. | The wallbox does not have a power supply. | The power supply is interrupted within the domestic electrical infrastructure: Check the upstream MCB(s) and RCCB and switch them back on if required. If the error repeats or occurs permanently, contact your local Mercedes-Benz technical support. |
| | An internal fault has occurred in the wallbox. | The wallbox must be replaced. In this case, please always contact your local Mercedes-Benz technical support. |
| The electric vehicle is not recognized. | The charging cable is not properly plugged into the vehicle or the wallbox. | Remove the charging connectors from the vehicle and the wallbox and plug them back in: Should the error persist, check the Mode 3 charging cable and contact your local Mercedes-Benz technical support. |
| The indicator LEDs show an error message. | The Mercedes-Benz Wallbox detects a malfunction. | To represent certain errors, the indicator LEDs will illuminate and flash in a specific, repeating pattern. Error codes F1 to F10 are displayed at 200 ms intervals: LEDs may be illuminated or extinguished permanently, or may flash for 200 ms. You can find the correlations between visual display and errors in the following list. |

i PLEASE NOTE!

Should the power supply be faulty, please take the wallbox out of operation (see page 11) and contact your local Mercedes-Benz technical support.

Error codes and solutions

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|---|
| | | | | | | | | | | | | Error F1: The main contactor of the wallbox does not open. The green LED flashes four times, the blue LED is OFF, the red LED is continuously ON. |
| | | | | | | | | | | | | Error F2: The firmware has detected a disallowed operating state during the initial or periodic self-test. The green LED flashes three times, then the blue LED flashes once, the red LED is continuously ON. |

Solution: In both cases, switch the power supply off and then back on again. If the error continues to occur, take the wallbox out of operation (see “Taking the product out of and back into operation” on page 11) and contact your local Mercedes-Benz technical support.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|--|
| | | | | | | | | | | | | <p>Error F3: The internal DC fault current module has detected a DC fault current.</p> <p>The green and blue LEDs alternately flash twice each, the red LED is continuously ON.</p> |
| | | | | | | | | | | | | |

Solution: If the error occurs for the first time, the charging procedure is interrupted for 30 seconds and then restarted automatically. If the error occurs again immediately, the charging procedure is terminated: a new charging procedure is only possible after disconnecting the vehicle from the wallbox.

There is possibly an electrical fault in the charging system of the vehicle. Do not charge the vehicle and immediately contact a qualified specialist repairer. In addition, always consider the notices provided in the operating manual of the vehicle.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| | | | | | | | | | | | <p>Error F5: This error is only relevant for model variants with charging socket (A0009060507) and indicates that the connector of the Mode 3 charging cable could not be locked inside the charging socket of the wallbox.</p> <p>The blue LED flashes four times, the green LED is OFF, the red LED is continuously ON.</p> |
| | | | | | | | | | | | |

| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|---|
| | | | | | | | | | | | <p>Error F6: This error is only relevant for model variants with charging socket (A0009060507) and indicates that the electrical current coding of the Mode 3 charging cable is faulty.</p> <p>The green LED flashes twice, then the blue LED flashes twice, the red LED is continuously ON.</p> |
| | | | | | | | | | | | |

Solution: The wallbox automatically reinitiates the charging procedure every 60 seconds: Should the error continue to occur, check the position of the connector in the charging socket or unplug it and plug it back in. If the error continues to occur, check the Mode 3 charging cable itself. If the cable itself does not show signs of damage, the wallbox might have to be replaced: Please contact your local Mercedes-Benz technical support.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| | | | | | | | | | | | <p>Error F7: The vehicle demands a charging procedure with ventilation.</p> <p>The blue LED flashes twice, the green LED is OFF, the red LED is continuously ON.</p> |
| | | | | | | | | | | | |

Solution: The wallbox automatically reinitiates the charging procedure every 60 seconds: If the error continued to occur, please contact your local Mercedes-Benz technical support. Charging vehicles that require ventilation during the charging procedure is not possible with the Mercedes-Benz Wallbox.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| | | | | | | | | | | | Error F8: A short circuit has been detected between the pilot contact CP and the protective earth PE or the communication interface of the vehicle is faulty. |
| The green LED flashes twice, the blue LED is OFF, the red LED is continuously ON. | | | | | | | | | | | |

Solution: The wallbox automatically reinitiates the charging procedure every 60 seconds: If the error continues to occur, check the Mode 3 charging cable. If the cable does not show signs of damage, the vehicle must be checked: Please contact a qualified specialist repairer.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| | | | | | | | | | | | Error F9: The electrical current monitoring module has detected that the charging current is exceeding the preset maximum current. |
| The green LED flashes four times, every fourth time the blue LED also flashes, the red LED is continuously ON. | | | | | | | | | | | |

Solution: The wallbox automatically reinitiates the charging procedure every 60 seconds: If the error continues to occur, the Mode 3 charging cable or the vehicle must be checked: Please contact a qualified specialist repairer.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| | | | | | | | | | | | Error F10: The temperature monitor has detected a temperature above 80° Celsius inside the housing. |
| The green LED flashes four times, the blue LED also flashes every third and fourth time and the red LED is continuously ON. | | | | | | | | | | | |

Solution: The temperature monitor interrupts the charging procedure.

- After 10 minutes, the charging procedure is automatically reinitiated if the temperature inside the housing has fallen to below 70° Celsius.
- The charging procedure is reinitiated immediately as soon as the temperature inside the housing falls to below 60° Celsius.

If the error repeats or persists, the wallbox must be cooled and/or shaded more effectively at the installation site. If the error continues to occur, the vehicle must be checked: Please contact a qualified specialist repairer.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| | | | | | | | | | | | Error F16: Data transfer to the integrated electrical current monitor is disrupted. The maximum charging current is limited to 10 A while this error occurs. |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| The blue and the green LED are continuously ON, the red LED flashes twice. | | | | | | | | | | | |

Solution: Charging operations can continue, but the charging output will be reduced. If the error repeats or occurs permanently, take the wallbox out of operation (see “Taking the product out of and back into operation” on page 11) and contact your local Mercedes-Benz technical support.

| 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | 200 ms | Description |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|
| | | | | | | | | | | | Error F17: The temperature monitor has detected a temperature above 60° Celsius inside the housing. The maximum charging current will be limited to 6 A. The blue and the green LED are continuously ON, the red LED flashes twice. |
| | | | | | | | | | | | |
| | | | | | | | | | | | |

Solution: Charging operations can continue, but the charging output will be reduced. If the error repeats or persists, the wallbox must be cooled and/or shaded more effectively at the installation site. If the error continues to occur, the vehicle must be checked: Please contact a qualified specialist repairer.

CAUTION!
 If the wallbox continues to or permanently displays error messages, take the wallbox out of operation (see “Taking the product out of and back into operation”) and contact your local Mercedes-Benz technical support. Repairs may have to be carried out before charging procedures can resume.

Taking the product out of and back into operation

If required, you can take your Mercedes-Benz Wallbox out of operation. To take the wallbox out of operation, please proceed as follows:

1. Switch of the external residual current circuit breaker (RCCB), thus disconnecting the wallbox from the power grid.
2. In addition, switch off any upstream fuse(s).
3. Now, the Mercedes-Benz Wallbox can no longer be used for charging.
4. To take the wallbox back into operation at a later time, please proceed as follows:
5. Switch on any upstream fuse(s).
6. In addition, switch the external residual current circuit breaker (RCCB) on, thus connecting the wallbox to the power grid.

When the Mercedes-Benz Wallbox is reconnected to the power grid, it will reinitiate the start-up procedure: This includes an internal test of the electronics to ensure correct functioning. The internal check routine is indicated by the LEDs on the front of the Mercedes-Benz Wallbox as follows.

| LED display | Description |
|-------------|--|
| | All three LEDs flash once ... |
| | ... and then go out. |
| | Then, the blue LED and the green LED flash to indicate the current version of the software (not relevant for operation). |

On completion the blue LED flashes every 5 seconds, the green LED and the red LED go out. The vehicle can now be connected for charging.

Frequently asked questions

A few frequently asked questions regarding installation and operation of your Mercedes-Benz Wallbox are listed here. Please always read this section first before you contact your local technical support: Your question may already be answered here.

Can I install the Mercedes-Benz Wallbox myself?

- No, the mechanical, and especially the electrical installation of the Mercedes-Benz Wallbox must always be carried out by a specialist electrical contractor. Only then can electrically safe operation be guaranteed.
- Installing the Mercedes-Benz Wallbox yourself can lead to a breach of warranty provisions and voids the warranty protection for operating the wallbox.

How must the Mercedes-Benz Wallbox be protected electrically?

- The Mercedes-Benz Wallbox must be protected in the domestic power supply for each phase as well as with one residual current circuit breaker (at least Type A). Always consider all local provisions for the operation of electrical devices, which may prescribe a different RCCB (e.g. Type B).

Can the Mercedes-Benz Wallbox be operated on a single phase power supply?

- Yes, in principle all model variants of the Mercedes-Benz Wallbox can be operated on a single phase power supply.

The Mercedes-Benz Wallbox is out of order (no LED indicators). How do I investigate the cause?

- If no vehicle is connected to the wallbox, the blue LED indicator on the front of the wallbox should flash every 5 seconds. Should this not be the case, please check the following:
 1. The upstream fuse(s)
 2. The external residual current circuit breaker (RCCB)Should these protection devices not show any sign of malfunction, please contact your local Mercedes-Benz technical support.

The charging output of the Mercedes-Benz Wallbox is lower than expected. What may be the cause?

- In some error scenarios, the internal safety circuits of the Mercedes-Benz Wallbox are triggered so that the internal current of the wallbox will be limited: In this case, the red LED will flash every 10 seconds. However, charging continues to be possible. Should the internal safety features be activated repeatedly or permanently, please take the wallbox out of operation (see page 11) and contact your local Mercedes-Benz technical support.

The key for opening the housing or for unblocking the charging procedure has been lost. Can I order a replacement key?

- One triangular key for the housing cover is included with the Mercedes-Benz Wallbox. Two keys for the key switch on the side of the box, which is used to unblock the charging procedure, are also included. If both keys to the key switch have been lost and the key switch on the right side of the housing is in the horizontal position, the wallbox is blocked for charging operations and no further charging procedures are possible. Contact the dealer from whom you have purchased the wallbox to order replacement keys for housing or key switch.

Where can I order spare parts for the wallbox?

- Should you need spare parts for your wallbox, please contact your local Mercedes-Benz technical support.

Appendix

Technical specifications

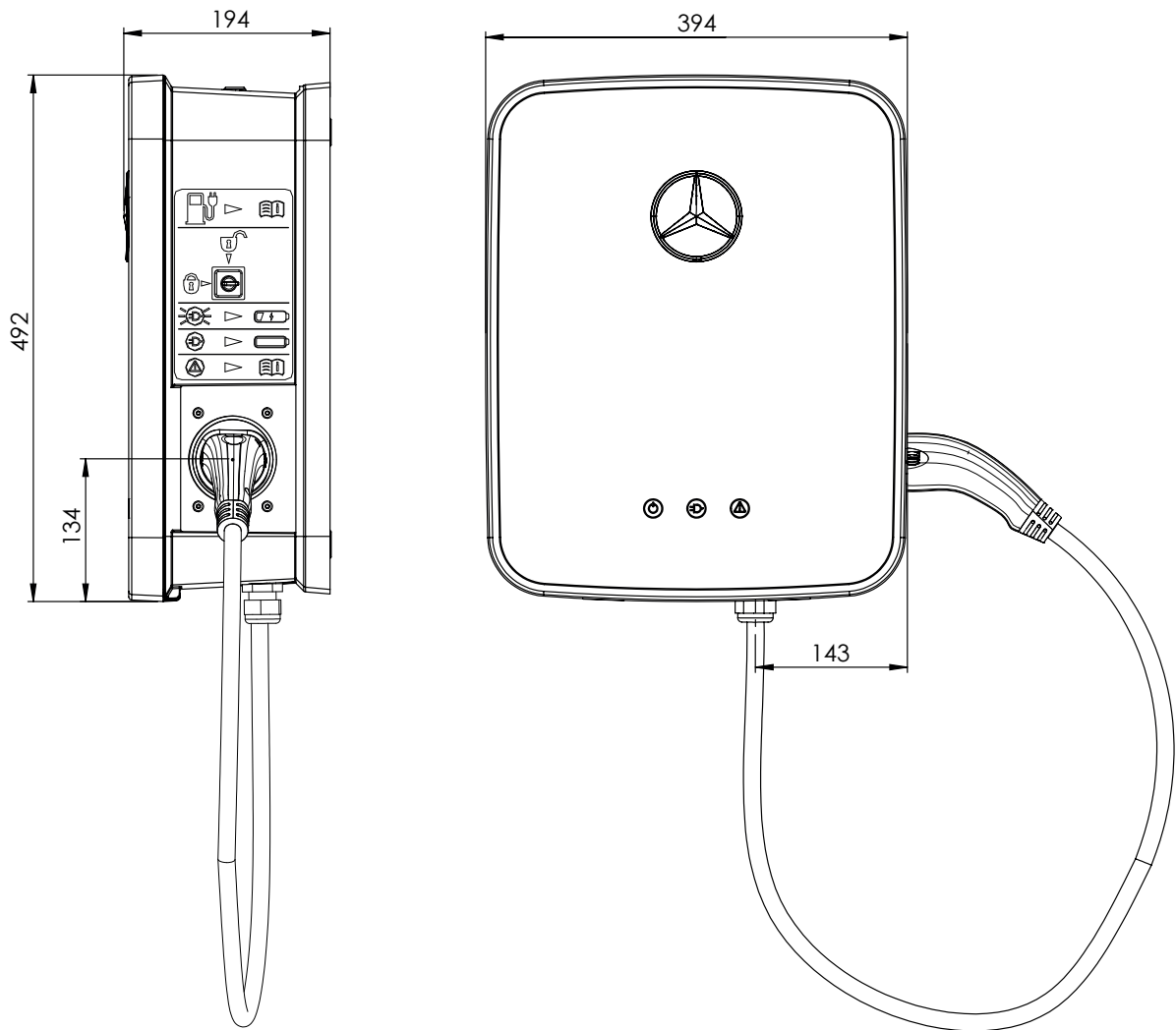
| Model Variant | A0009060407 | A0009060507 |
|--------------------------------------|--|------------------------|
| Compliance | IEC 61851-1 / 61439-7 | |
| Grid connection | for supply cable sizes of max. 5 x 16 mm ² | |
| Rated voltage | see product sticker | |
| Rated current | 16 A, 3-phase | 32 A, 3-phase |
| Rated frequency | 50 Hz | |
| Max. output | 11 kW | 22 kW |
| Charging outlet | Type 2 charging cable, ca. 6 m | Type 2 charging socket |
| Circuit-protection devices | DC-RCM electronic DC fault current detector, $I_{br\ d.c.} \geq 6\text{ mA}$ | |
| Control / Customization | internal RS485 interface (no user/installer access) | |
| Operating temperature | -30°C to 50°C | |
| Storage temperature | -30°C to 85°C | |
| Relative humidity | 5 to 95% (no condensation) | |
| Class of protection | I | |
| Overvoltage category | III | |
| Degree of pollution | 3 | |
| Degree of protection (housing) | IP54 | IP44 |
| Impact strength | IK08 | |
| Dimensions incl. mounting plate | 492 x 400 x 194 mm (H x W x D) | |
| Dimensions w/o mounting plate | 492 x 400 x 162 mm (H x W x D) | |
| Mounting plate dimensions | 477.9 x 376.4 x 32 mm (H x W x D) | |
| Maximum elevation | ≤ 2,000 m AMSL (above mean sea level) | |
| Weight per unit incl. mounting plate | ca. 14 kg | ca. 5.7 kg |
| Weight per unit w/o mounting plate | ca. 13 kg | ca. 4.7 kg |

Scale drawings and dimensions

The Mercedes-Benz Wallbox is delivered fully assembled and checked. All dimensions are indicated in the scale drawings below.

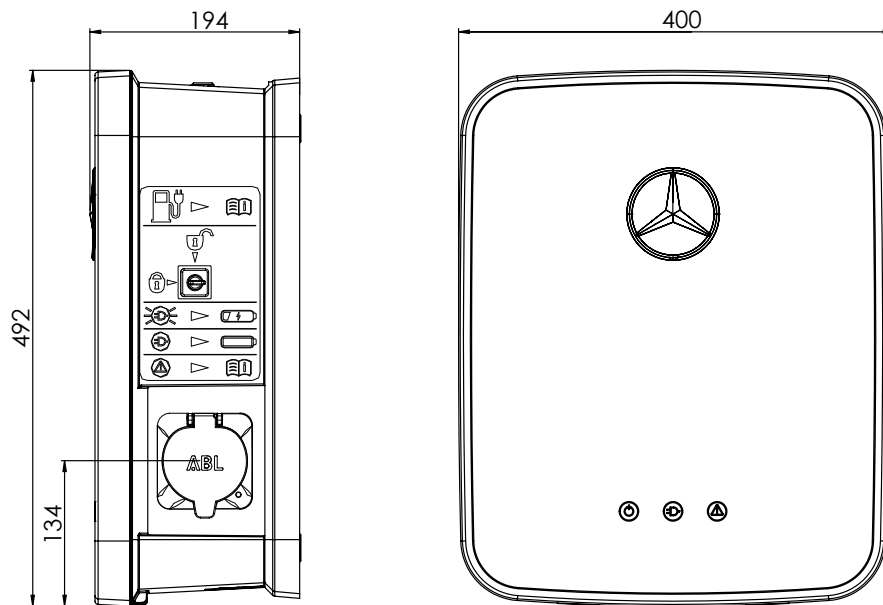
Wallbox with fixed charging cable

Plan and elevation (all dimensions in mm)



Wallbox with charging socket

Plan and elevation (all dimensions in mm)



Standards & guidelines

The Mercedes-Benz Wallbox complies with the following standards and protection ratings:


General guidelines

| Guideline | Explanation |
|------------|--|
| 2014/30/EU | EMC Guideline |
| 2011/65/EU | RoHS 2 guideline |
| 2012/19/EU | WEEE Guideline |
| 2014/35/EU | Low voltage directive |
| ElektroG | Electrical and Electronic Device Statute |

Device safety standards

| Standard | Explanation |
|---------------------------|---|
| IEC 61851-1 Ed 2.0:2010 | Conductive charging systems for electric vehicles – Part 1: General requirements |
| IEC/TS 61439-7:2014 | Part 7: Switching device combinations for specific applications such as marinas, campgrounds, market squares, charging stations for electric vehicles |
| DIN EN 61851-1: 2012-01 | Conductive charging systems for electric vehicles – Part 1: General requirements |
| E DIN EN 61851-22:2011-04 | Conductive charging systems for electric vehicles – Part 22: AC charging station for electric vehicles |
| HD 60364-7-722:2012 | Low voltage installations – Part 7-722: Power supply for electric vehicles |

Classes of protection & Degrees of protection

| Class of protection / Degree of protection | Explanation |
|---|--|
|  | The device complies with IEC protection class 1. |
| IP 44 | Degree of protection of the device: Protection against the intrusion of solid particles more than 1 mm in diameter and against splashing water (model variant: A0009060507). |
| IP 54 | Degree of protection of the device: Protection against touch, dust in harmful quantities and protection from splashing water (model variant: A0009060407) |

CE certification and declaration of compliance



The Mercedes-Benz Wallbox carries the CE mark. The associated compliance declaration is available for download in electronic format at www.yourwallbox.de.

Maintenance

After installation, your Mercedes-Benz Wallbox is mostly maintenance-free. However, because the Mercedes-Benz Wallbox internally processes high electrical voltages, it is recommended to conduct a visual inspection of the housing and check the externally accessible components and accessories at certain intervals (e.g. biannually).



DANGER!

Never remove the internal cover of the Mercedes-Benz Wallbox: Cleaning or maintenance of components is not necessary, or may not under any circumstances be performed by the user.

- Conduct a visual inspection of the housing surfaces as well as the charging socket(s) and check for damage.
- Conduct a visual inspection of the charging cable and ensure that the cable does not show any visual damage or deformation.

Should you find any obvious damage during the above-mentioned checks, please contact your local Mercedes-Benz technical support.

Have all damage repaired before continuing to operate the wallbox. Until then, take the wallbox out of operation as described in section “Taking the product out of and back into operation” on page 11.

- The Mercedes-Benz Wallbox does not have a dedicated ON/OFF switch: If you want to take the wallbox out of operation, you must always switch the upstream fuse(s) and the domestic RCCB to the 0 (OFF) position.
- The proper functioning of the external RCCB must be checked biannually to ensure it functions correctly during operation.

Cleaning and care

- The surface of the Mercedes-Benz Wallbox can be cleaned with a dry cloth.
- Do not use aggressive cleaning agents, waxes or solvents (such as cleaning fluid or paint thinner) because they can dull the housing and the displays on the device.
- Do not use abrasive cleaning agents or sponges as these can scratch the surface of the housing cover.

 **DANGER!**

The Mercedes-Benz Wallbox must under no circumstances be cleaned with a pressure cleaner or any similar device where liquids or steam could enter the openings in the housing because of high pressure.

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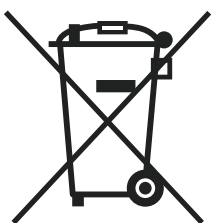
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Disposal advice



For the preservation and protection of the environment, the prevention of pollution and in order to improve the recycling of resources, the European Commission has issued a guideline (WEEE-Guideline 2002/96/EC and EAG-VO) according to which electrical and electronic devices are taken back by the manufacturer in order to have them properly disposed of or recycled.

Therefore, devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union: Please inquire with your local authorities regarding proper disposal.

The materials are recyclable as marked. By re-using, recycling or through other forms of processing obsolete devices, you make an important contribution to environmental protection.

The manufacturer may have made minor technical modifications to the product after publication of this instruction manual. This may also have led to minor discrepancies in the appearance of the product. Any color differences are a result of the printing process.



Mercedes-Benz

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