

JuiceBox

User Manual

ENGLISH

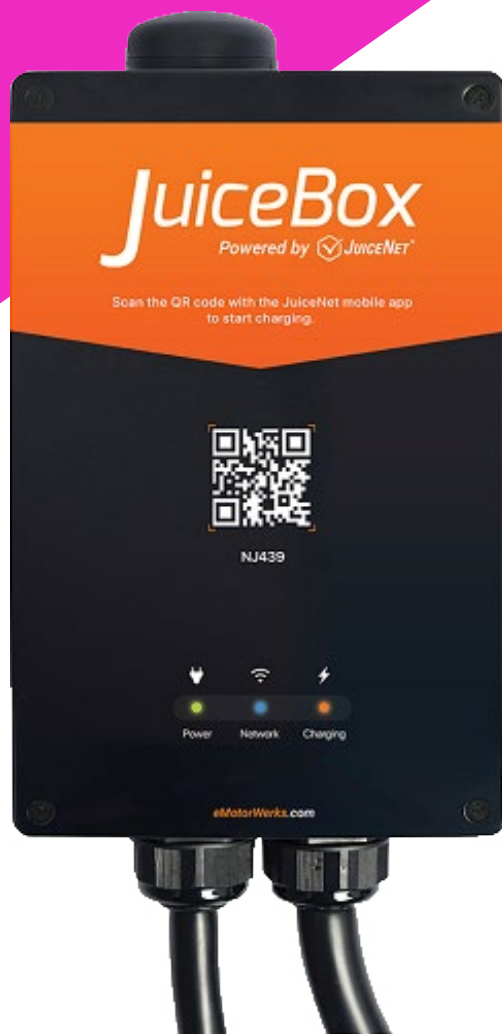


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Welcome to JuiceBox

Package Contents

- > JuiceBox
- > Enclosure mounting bracket
- > Enclosure screws (x4)
- > Wall mounting bracket
- > Wall screws (x3)
- > EV charging cable holder
- > EV charging cable holder screws (x4)

Required Tools

- > Phillips screwdriver
- > Stud finder
- > Beam level
- > Pencil or marker

Installation

Installation Prerequisites

OVERVIEW

JuiceBox requires one of the following to be installed by a qualified technician:

- > NEMA 14-50 outlet
- > Hardwired electrical connection
- > The JuiceBox may require a disconnecting means if:
 - > Not within line of sight of the Electrical Panel
 - > Required by local code
- > **Hardwire version:** Only the pre-installed, hard wire whip shall be used to connect to a junction box or disconnect. It is not long enough, nor is it meant to go directly into the electrical panel.



CAUTION: Do NOT drill any additional holes into the JuiceBox enclosure as it can cause damage to the PCB and/or electronics inside.

LOCATION

When selecting a location to install the outlet or hardwire connection, keep in mind that JuiceBox should be positioned:

- > Within range of the local Wi-Fi network
- > Within reach of the vehicle's charge port
- > Away from direct sunlight (for outdoor installation)
- > Protected from rain (for outdoor installation)
- > With sufficient vertical clearance:
 - > **Mounted indoors:** 24 - 48 in (61 - 122 cm) above the floor
 - > **Mounted outdoors:** 18 - 48 in (46 - 122 cm) above the ground
- > **Plug-In Version Only:** Within reach of the NEMA 14-50 outlet so that the cable does not strain. The cable is 1 foot (30 cm) long.

WIRING AND CIRCUIT REQUIREMENTS

	32A	40A	80A
OUTPUT POWER	32A Max 7.7 kW at 240V 1-phase	40A Max 9.6 kW at 240V 1-phase	80A Max 19.2kW at 240V 1-phase
CIRCUIT REQUIREMENTS	40 Amp 2 pole breaker	50 Amp 2 pole breaker	100 Amp 2 pole breaker



NOTE: For the installation wiring, please have your electrician size the conductors for both rated wire temperature and 125% continuous load. Please refer to both the National Electrical Code (NEC) and your local Authority Having Jurisdiction (AHJ) for any additional requirements.¹

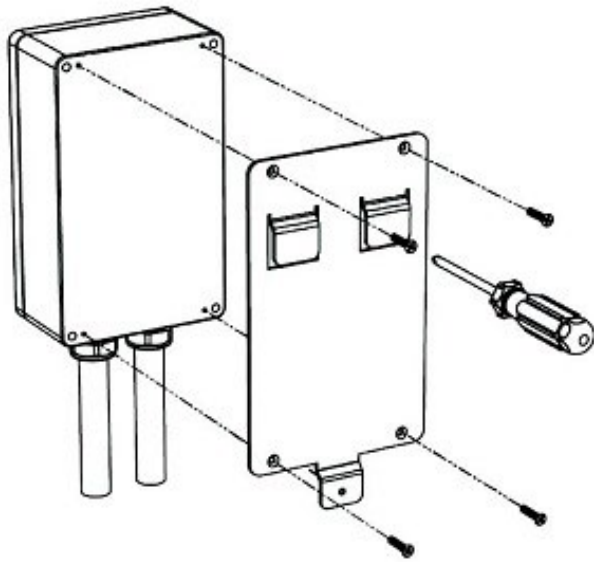
¹The neutral wire is not used, but may need to be present in the receptacle.

Installation

Fully read and understand the directions before installation. Refer to [important safety information](#) at the end of this document.

This section describes installing the JuiceBox Pro onto a wall mount. If installing onto a JuiceStand, refer to the [JuiceStand Manual](#).


1. Turn off the circuit breaker to the NEMA 14-50 outlet or hardwired electrical connection.
2. Use the enclosure screws (x4) to secure the enclosure bracket onto the back of the JuiceBox.

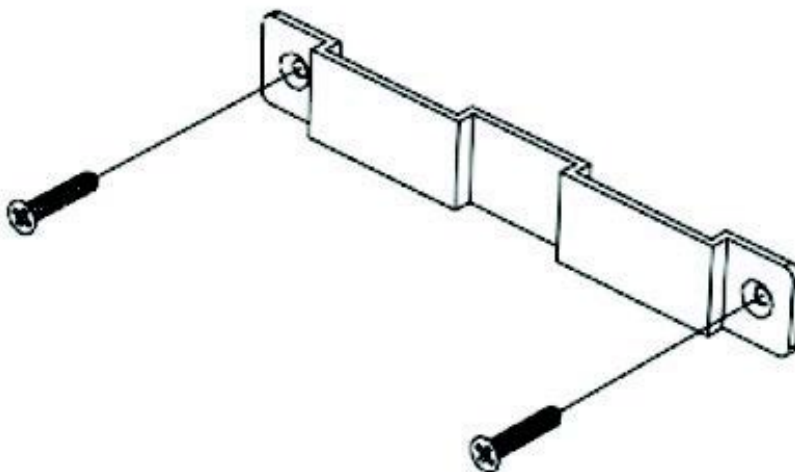


 **WARNING:** Do not continue this installation until the circuit breaker is turned off.

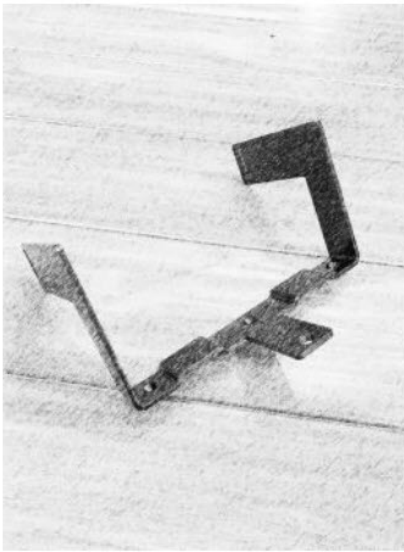
3. Install the locking bracket:

- > **Standard:** Use a wall screw (x1) to secure one side of the wall bracket into the stud closest to the installation area. Use a beam level to ensure that the bracket is level horizontally, then use a wall screw (x1) to secure the other side of the bracket into the wall.

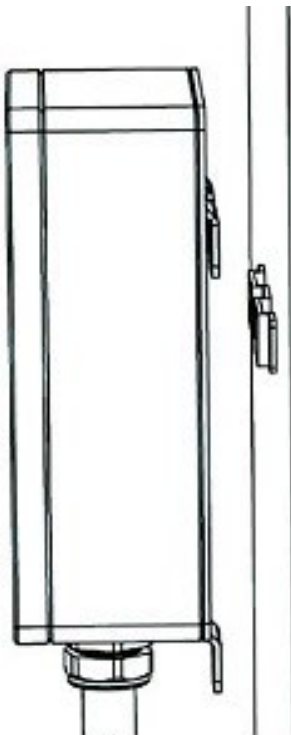
 **NOTE:** Mount to wood, a stud, or use concrete or dry wall anchors.



- > **Locking:** Mount the locking bracket to the wall with the center tab facing downwards; the side posts protrude out from the wall and point upwards.



4. Hang the JuiceBox onto the wall bracket.




5. **Optional:** Use a wall screw (x1) to secure the bottom of the enclosure bracket to the wall.



6. **Locking Bracket:** Slide the locking bar through the holes in the side posts of the bracket. Secure the locking bar with a padlock.


7. Connect the JuiceBox to the hardwired connection:


> **Plug-In Version:** Plug the JuiceBox into the NEMA 14-50 outlet.

 **WARNING:** Do not use this device with an extension cord.

> **Hardwire Version:** Connect the pigtail harness to the wiring terminal:

RED	BLACK	GREEN
L1	L2	Ground

 **NOTE:** No neutral (white) line is used.

 **CAUTION:** Do not use wire nuts. They might melt at high current.

8. Turn on the circuit breaker that supplies power to the JuiceBox. Wait 10 seconds. Verify that the JuiceBox is powered by checking that the “Power” indicator light on the enclosure is solid green.
9. **Optional:** Install the charging cable holder.



NOTE: Mount to wood, a stud, or use concrete or dry wall anchors.

Load Balancing

- > Load balance to Circuit only.
- > Load balance to panel is NOT recommended.
- > Can only balance stations with the same specifications (Pro40 with Pro40).
- > Balancing specifications cannot exceed the rated continuous load of the circuit. (50 amp circuit = 40 amp continuous load allowed) (NEC 625.41 & 42) 2017 code.
- > Per NEC 625.42 additional outlets per circuit can be added due to the JuiceNet Automated Load Management System.
- > Recommend no more than 3 per circuit. The maximum number of stations per circuit is determined by dividing the number of continuous load amps allowed based on circuit size by 8. (e.g. 40 amps / 8 amps = 5 stations maximum). Note this may result in a slower charge per car.

Wi-Fi Setup

1. Reset the circuit breaker that supplies power to the JuiceBox.



NOTE: The following steps must be completed within 2 minutes of reconnecting power to the JuiceBox.

2. Open Wi-Fi settings on your personal device. Connect to the "JuiceBox-###" or "JuiceNet-###" Wi-Fi network. If the network requires a password, use the password "GoElectric" (case-sensitive).



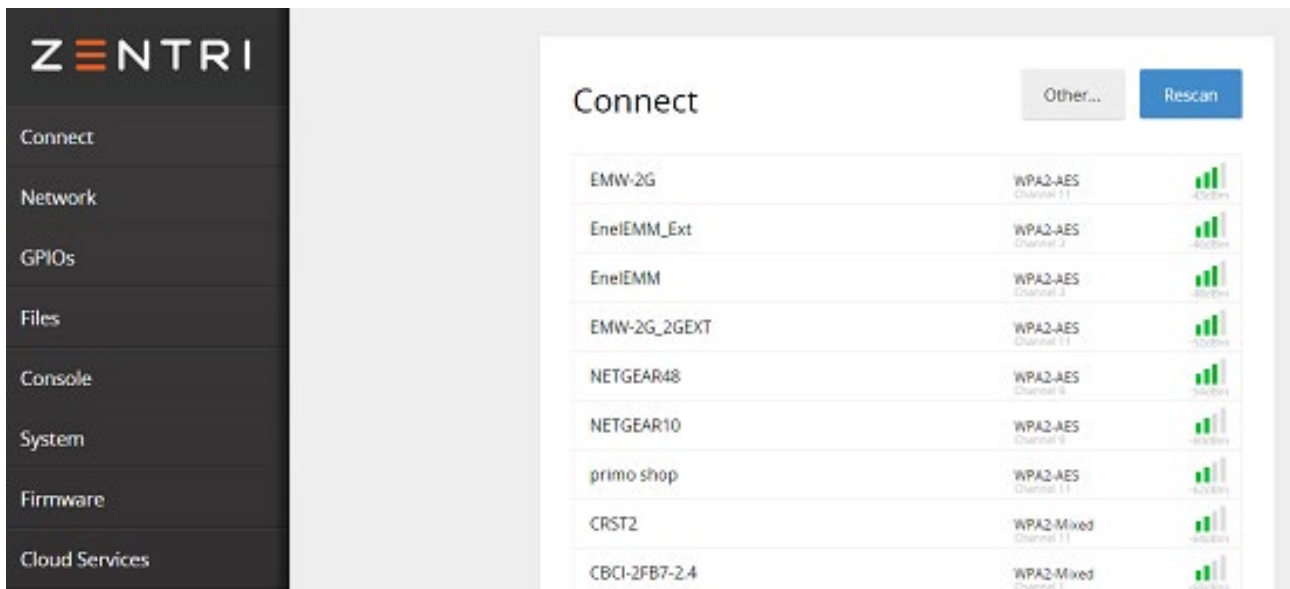
NOTE: The actual name of the network varies by device, such as "JuiceBox-123".

3. In a web browser, navigate to 10.10.10.1 or to setup.com to view a list of available Wi-Fi networks.



NOTE: If there are problems connecting, ensure that the following addresses are not blocked:

IP ADDRESS	PROTOCOL	PORTS	FQDN
dynamic	HTTPS	443	directory-api.emotorwerks.com
dynamic	HTTPS	443	ota.zentri.com
dynamic	HTTPS	443	dms.zentri.com
138.91.137.23	UDP	8042	jbv1.emotorwerks.com
40.118.171.20	UDP	8042	emwjucibox.emotorwerks.com
dynamic	HTTPS	443	device-backend.juice.net



4. Select the desired Wi-Fi network. Enter the Wi-Fi network password, if necessary. Click **Connect**.

Verify that the JuiceBox is connected by checking that the “Network” indicator on the enclosure is solid blue.

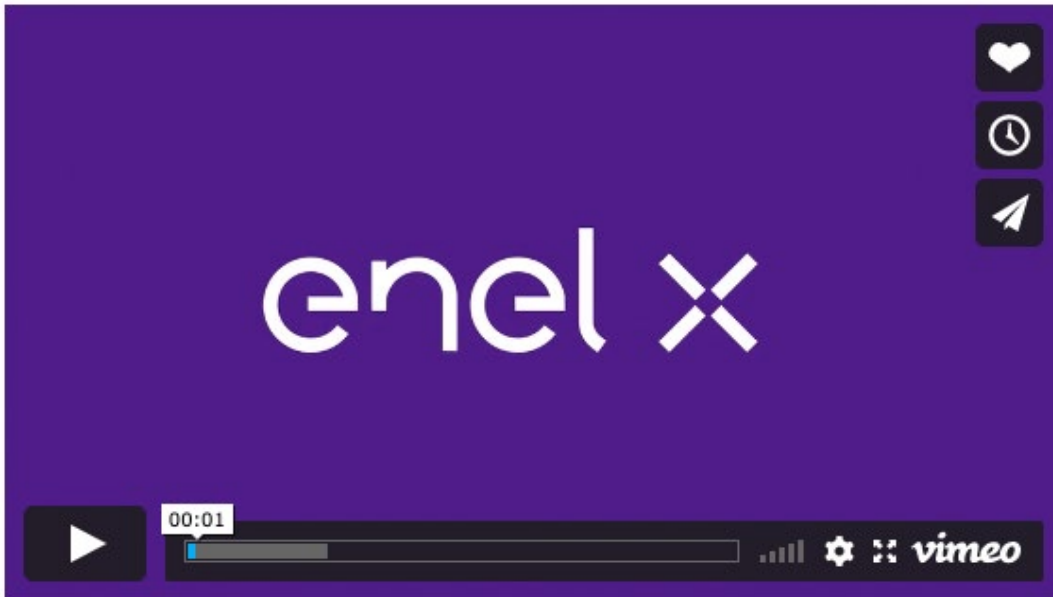
JuiceBox Configuration

For best results, perform this procedure while standing within 5 ft (1.6m) of the JuiceBox.

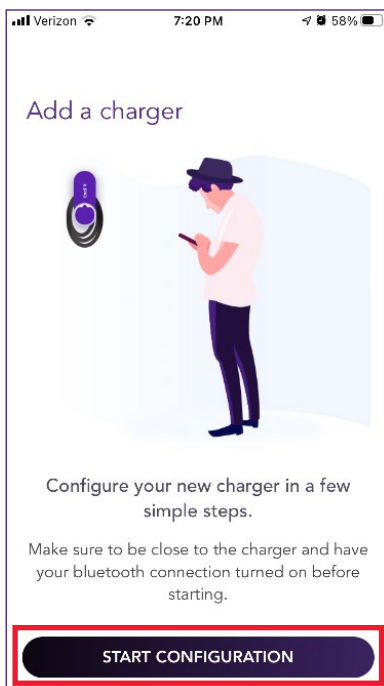
1. Download and install the “JuiceConfigure” app onto your mobile device.



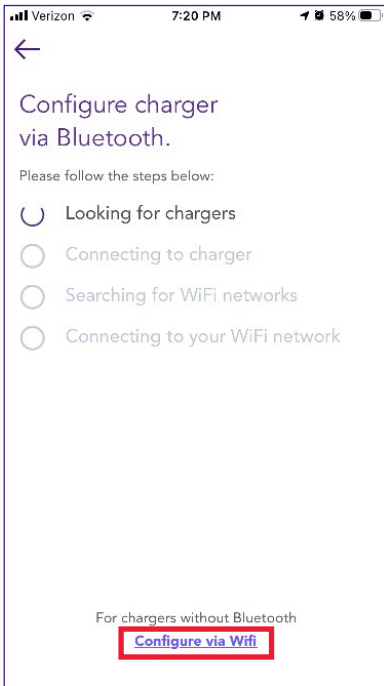
Video walkthrough of this section



2. Open the **JuiceConfigure** app.
3. Select **START CONFIGURATION**.



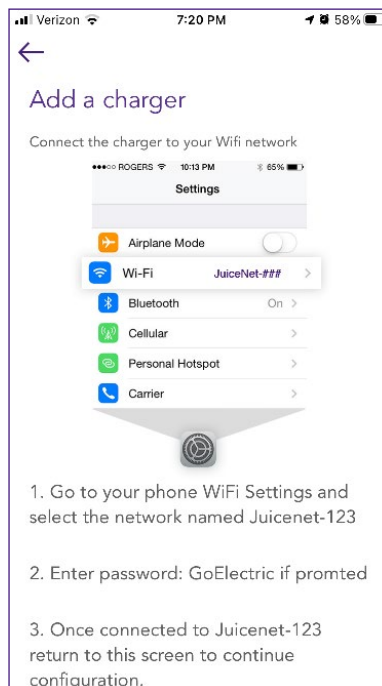
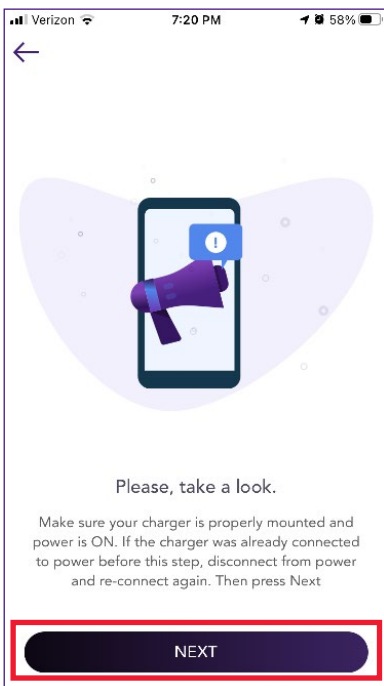
4. Select **Configure via Wifi**.



5. Have the Wi-Fi network password ready, then select **NEXT**.



NOTE: If the JuiceBox is already power on before this step, disconnect it from power and re-connect again before proceeding.



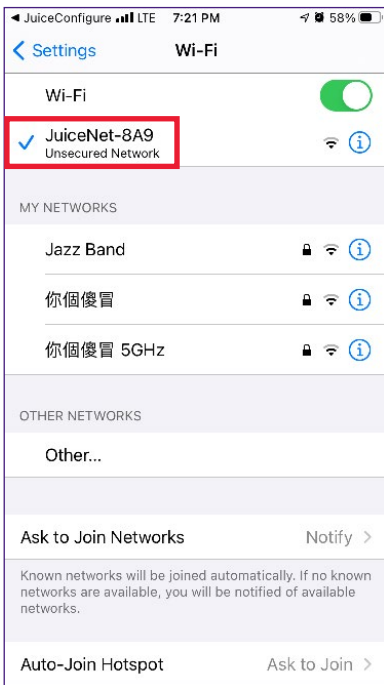


NOTE: After powering the JuiceBox, complete the steps 6 through 9 within 2 minutes.

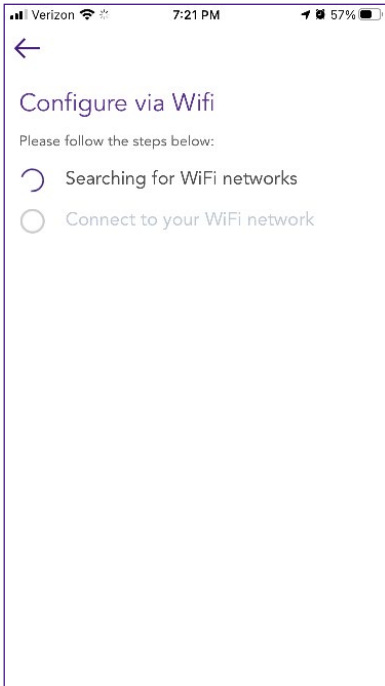
6. Navigate to the Wi-Fi settings on your mobile device. Connect to the “JuiceBox-###” or “JuiceNet-###” Wi-Fi network. If the network requires a password, use the password “GoElectric” (case-sensitive).



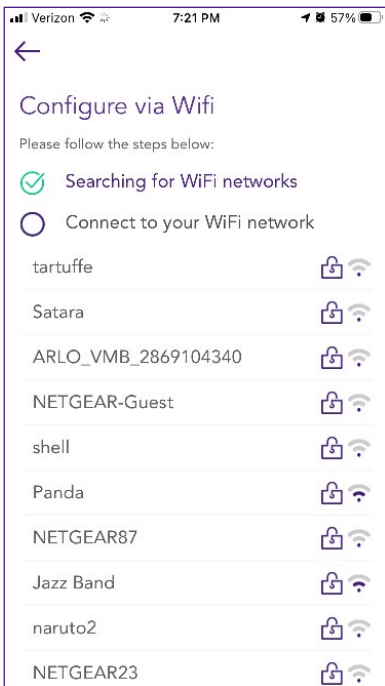
NOTE: The actual name of the network varies by device, such as “JuiceBox-123”.



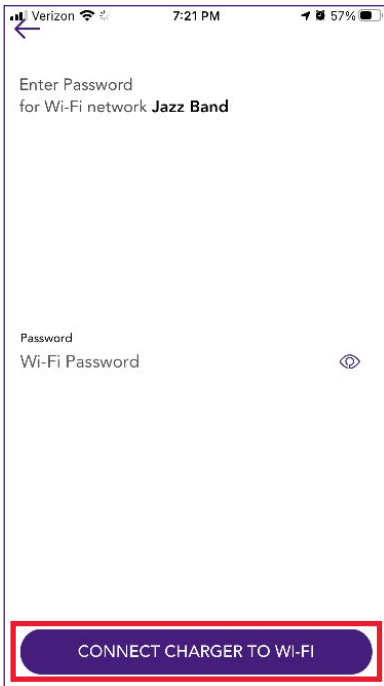
7. Return to the **JuiceConfigure** app.



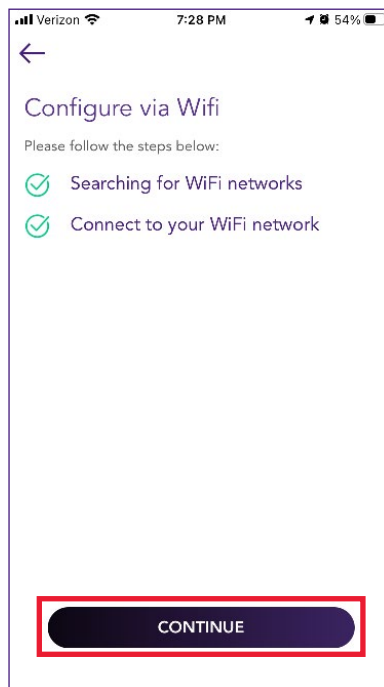
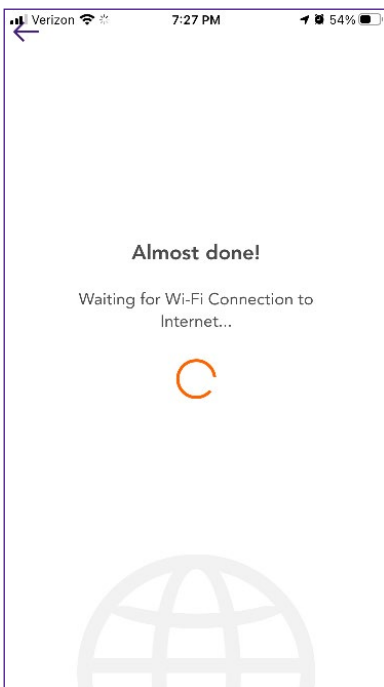
8. In the **JuiceConfigure** app, select the preferred local Wi-Fi network.



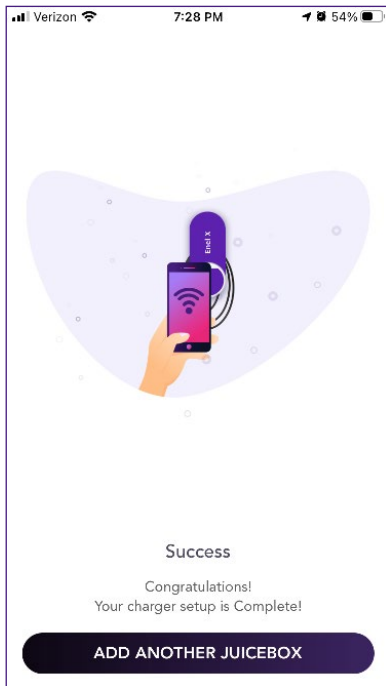
9. Enter the Wi-Fi network password, if necessary, then select **CONNECT CHARGER TO WI-FI**.



10. The app connects the JuiceBox to the Wi-Fi network, then select **CONTINUE**.



11. You did it! The JuiceBox is now online and ready to charge.



NOTE: After connecting, JuiceBox checks its firmware version and performs any necessary updates. Wait 10 minutes before plugging in a vehicle.

Know Before Charging

Ensure that the vehicle has stopped charging before removing the charging cable or any adapters from the vehicle charge port. If necessary, check any vehicle indicator lights to verify that charging has stopped. If you are unsure, wait at least 5 seconds to remove the charging cable after pressing down on the latch.

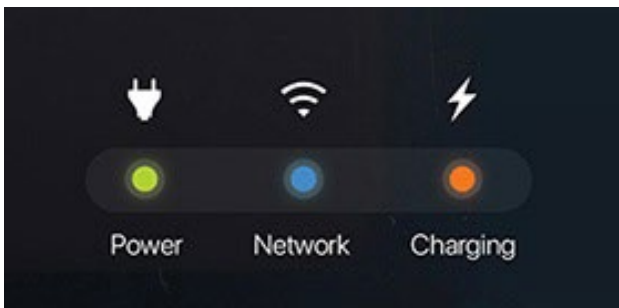
For Tesla owners using an adapter, refer to [this document](#) on how to best remove the charging cable with the adapter.

Troubleshooting

Common Solutions

- > Ensure that the latch on the EV charging cable handle is locked into place. If the handle is not latched securely, the vehicle will not charge. If the latch is pressed down during charging, charging automatically stops.
- > If the vehicle is not charging as expected, ensure that the vehicle is not set up to begin charging at a specific time of day. Refer to the app or JuiceNet dashboard for more information.

Indicator Lights



POWER (GREEN)	NETWORK (BLUE)	CHARGING (ORANGE)
Solid: Unit is powered and ready	Solid: Connected to Wi-Fi network	Solid: Charging
Off: Not powered or error	Slow flashing: Searching for configured network	Flashing: Time of use or delayed charging in effect
Flashing: Contact support.	Rapid flashing: Setup mode	

Audible Error Codes

If a system error occurs, the JuiceBox emits an audible sequence of tones that indicates its error state.

[Refer to the complete list of error codes.](#)

Using the Dashboard

Enterprise Dashboard Manual

To access the JuiceNet Enterprise documentation and FAQs, log into your [Enterprise account](#).

Business Dashboard Manual

To access the JuiceNet Enterprise documentation and FAQs, log into your [Business account](#).

Important Safety Information

Read all safety information before installing this product. Save this information card.

⚠ WARNING: This device should be supervised when used around children.

⚠ WARNING: Do not put fingers into the electric vehicle connector.

⚠ WARNING: Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or shows any other signs of damage.

⚠ WARNING: Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.

⚠ WARNING: For use with electric vehicles only.

⚠ WARNING: Do not use if unit or EV cable is damaged.

⚠ WARNING: Do not remove cover or attempt to open the enclosure. No user serviceable parts inside. Refer servicing to qualified service personnel.

⚠ WARNING: Install and use JuiceBox away from flammable, explosive, harsh or combustible vapors, materials or chemicals.

⚠ WARNING: Do not operate the JuiceBox outside its temperature rating of -22°F to 122°F (-30°C to 50°C).

⚠ WARNING: This device is intended only for electric vehicles not requiring ventilation during charging.

⚠ WARNING: This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

⚠ WARNING: Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

⚠ WARNING: In accordance to National Electric Code, breakers should be rated for at least 125% of the device's continuous load.