wallbox ™

USER MANUAL
# Supernova

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# Purpose and Scope of the Document

This manual contains the description on how to use the SUPERNOVA Quick Charging Station.

You will also find answers to the most frequently asked questions from Supernova users, alongside a troubleshooting guide that will help you to overcome the difficulties that some users may have encountered while using the charger.

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# Manufacturer contact and information

WALLBOX CHARGERS S.L.U.

| | |
|---|---|
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| **Province** | Madrid |
| **Country** | Spain |
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# Charging power

Supernova is a fast-charging solution that is compatible with all vehicles with a fast-charging outlet (CCS and CHAdeMO). It is the ideal solution for destination charging.

Charging time from empty to full depends on the vehicle's battery capacity. With its 60kW power, you can recover up to 30kWh in 30min (around 200km, depending on car model). In case the vehicle has a lower charging rate than Supernova, it will just charge using the maximum acceptable rate.

### Charging speed

This time can vary depending on your vehicle's battery capacity, the charging curve of the battery, and other factors.

|  |  | Charging Time (minutes) Supernova 60 kW |
| --- | --- | --- |
| **CAR** | 60 kWh EV 400 Vdc | 40 |
|  | 90 kWh EV 400 Vdc | 60 |
|  | 100 kWh EV 400 Vdc | 65 |
| **BUS/TRUCK** | 120 kWh EV 400 Vdc | 80 |

*Charge times displayed above are based on the average vehicle battery management system (BMS) requesting charging power from 20% to 80% under mild environmental conditions. Data assumes vehicles capable of charging at cited power levels.
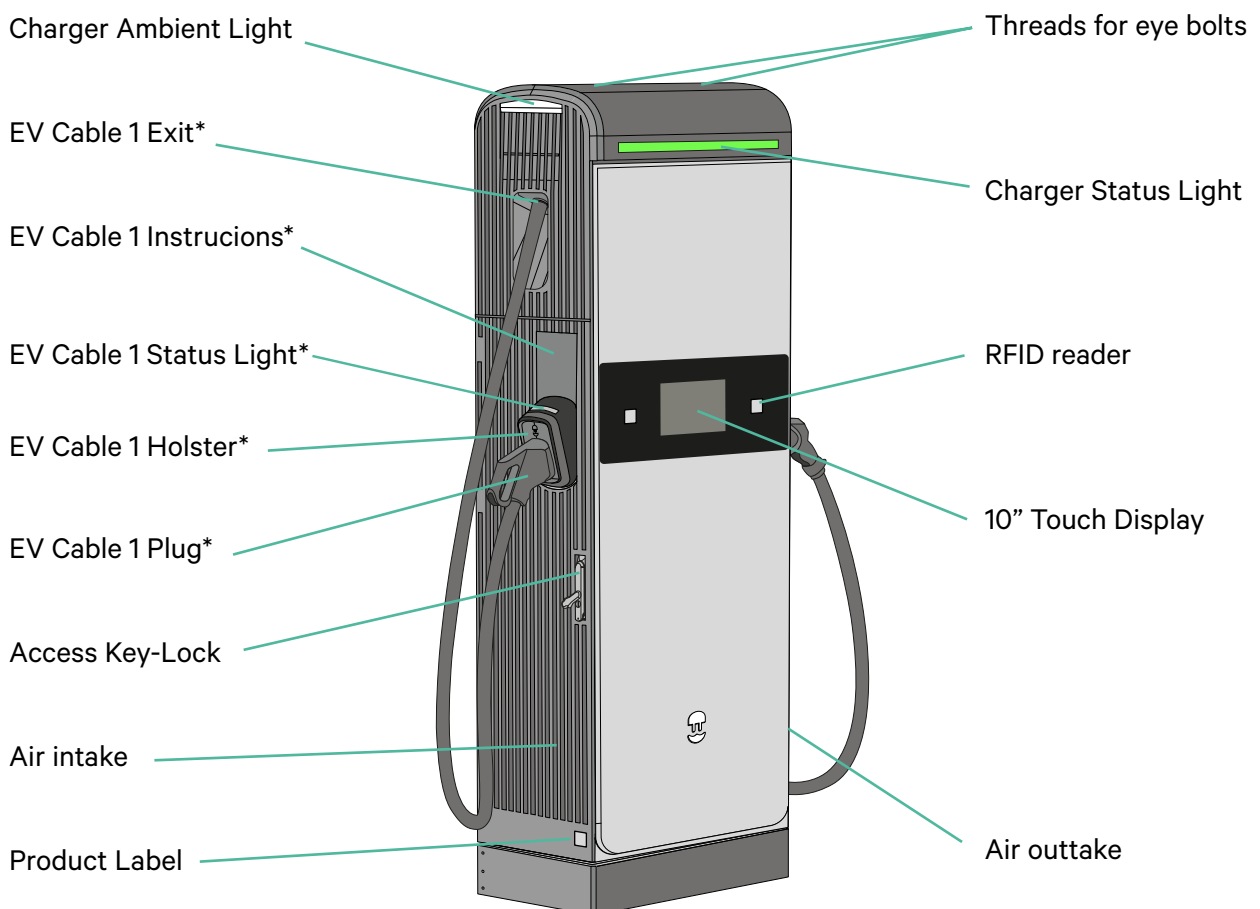
### Connector types

There are two different types of EV guns on a Supernova: CCS and CHAdeMO.

# Supernova presentation

The charging process is standardised for all Supernova chargers, although some minor differences may exist depending on the site.

A Supernova charger consists of the following components:

Charger Ambient Light

EV Cable 1 Exit*

EV Cable 1 Instrucions*

EV Cable 1 Status Light*

EV Cable 1 Holster*

EV Cable 1 Plug*

Access Key-Lock

Air intake

Product Label

Threads for eye bolts

Charger Status Light

RFID reader

10" Touch Display

Air outtake

*Equivalent for EV Cable 2 is located on the other side.

# Status lights

Supernova comes with three status lights that help you recognize its current status. There is a wide LED light at top of the charger (referred to as "beacon"), and one on each of the two EV guns holsters.
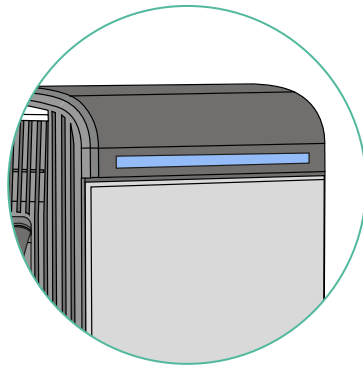
The colour coding has been designed to be intuitive and easily interpreted. For a more detailed explanation of each colour's meaning, please refer to the guide below.
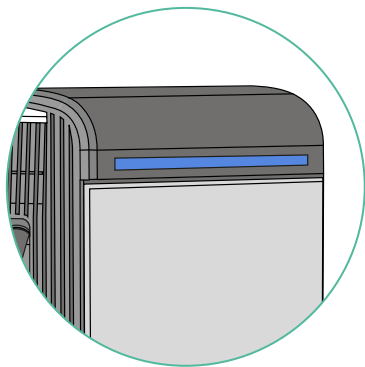
## Beacon Status Light
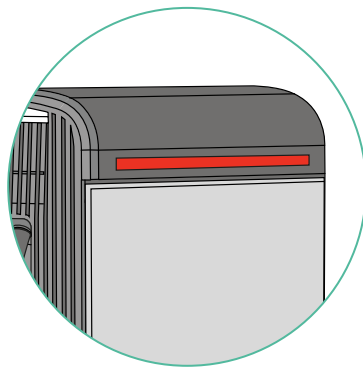
**1.** **Green - Ready:** Supernova is ready to be used.
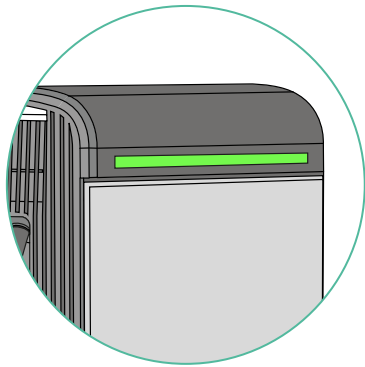
**2.** **Light Blue - Initialising**: Charging session is getting started.





**3.** **Blue - Charging:** Charging session is in progress.

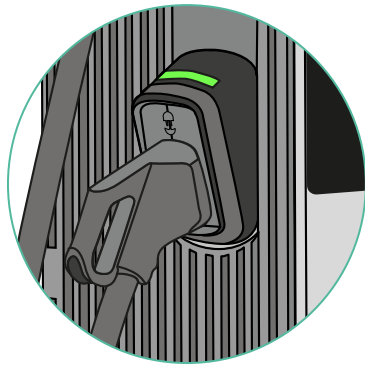**4.** **Red - Error:** Charger is deactivated or under maintenance.
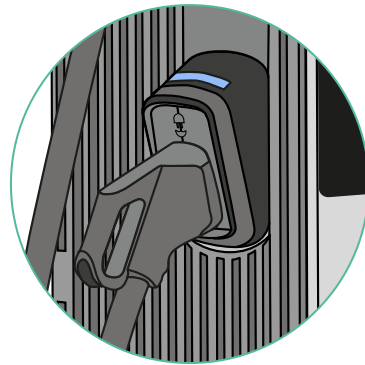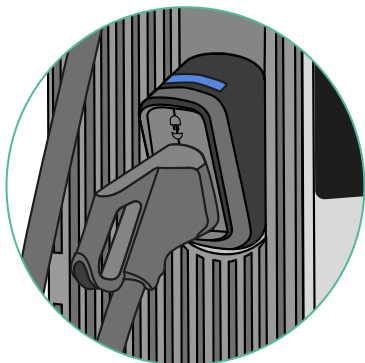
# Status lights

## Holsters Status Light
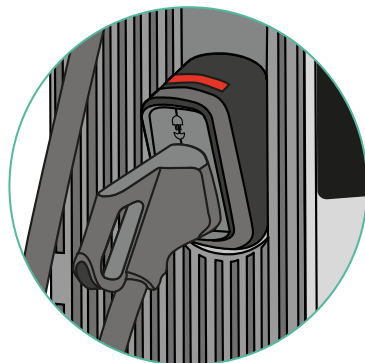
**1.** **Green - Ready:** EV gun is available.

**2.** **Light Blue - Ready to be used:**
A charging session is being initiated on the Supernova's screen and the EV gun is ready to be pulled out.





**3.** **Blue - EV Charge in process:**
EV gun is being used to charge an EV.

**4.** **Red - Out of service:**
EV gun is under maintenance or deactivated.

# Status lights

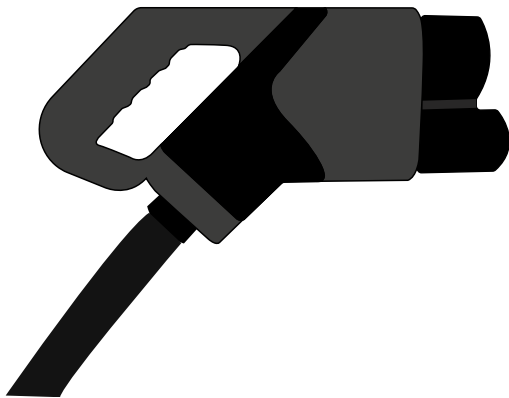## 5. Yellow - Unavailable:
EV gun is unavailable.



## Charger ambient light

This light is always on and helps you using Supernova with more  convenience in a dark or poorly lit environment.
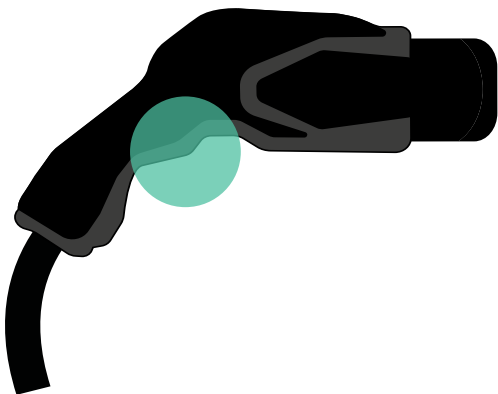
# Starting a charge

## Before starting

Supernova comes with two types of EV guns:

**1.** Type CCS, marked with the letter "K", is located on the left side of the charger. The CCS gun is automatically released/locked by its holster or the vehicle.

**2.** Type CHAdeMO, marked with the letter "M", is located at the charger's right side. The CHAdeMO has a trigger that must be pulled in order to release it from its holster or the vehicle.

Both EV guns are locked by default. When a charge session is initiated, both EV guns will unlock to allow the needed EV gun to be pulled out. Once the desired EV gun is released from its holster, the remaining EV gun will re-lock.
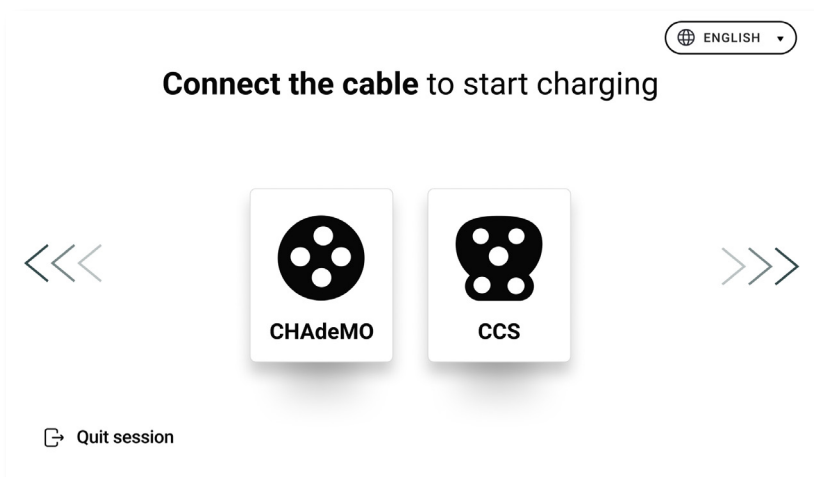
# Starting a charge

**1.** Either touch the screen to unlock the charger, or tap your RFID card against the reader on the right side of the screen. If you do not have a RFID card: download the mobile app linked to the Supernova and follow its instructions to start charging.
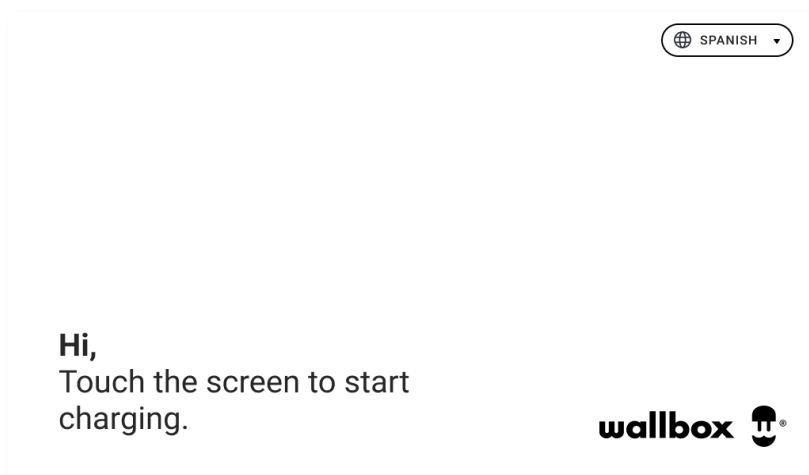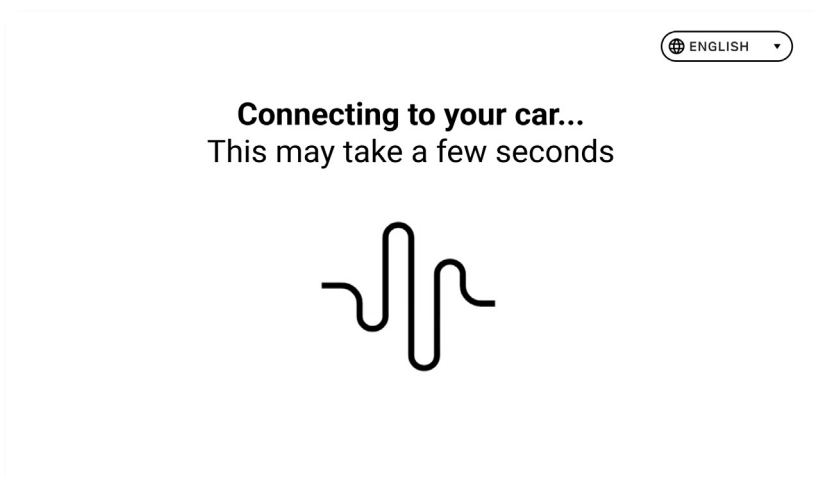




**A.** *Language selector box:** You can change the display language at any time by tapping this button.

# Starting a charge

**2.** Beacon and EV guns holsters become light blue. Pull out the needed EV gun.
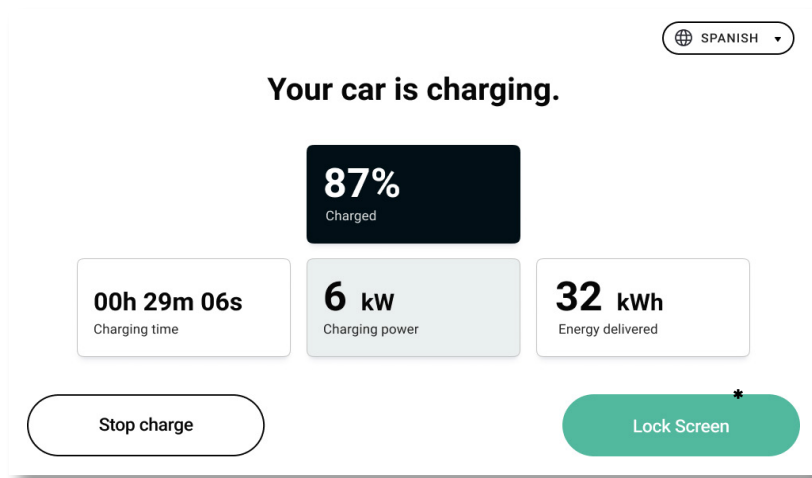


**3.** Connect the EV gun to your car.

# Starting a charge

**4.** Charging starts automatically after connecting the EV gun. The Supernova display gives you information in real time on the status of the charge, you can also check this information via the operator's app.



**A.** \* **Lock screen button:** press this button to lock the charger screen. User will have to re-authenticate (via the app or RFID card) to check charging info again, or stop charging.

Detail of the information given in real time on the charging screen:

- **"Charged"**: the actual battery charge level of the vehicle.

- **"Charging time"**: the amount of time the charge session has been running for.

- **"Charging power"**: the current power the charging session is using.

- **"Energy delivered"**: the amount of energy that has been delivered to the charging session until now.

# Finalising a charge

**1.** Unlock the Supernova screen by touching its display, tapping your RFID card on the card reader or via the app if you used one.

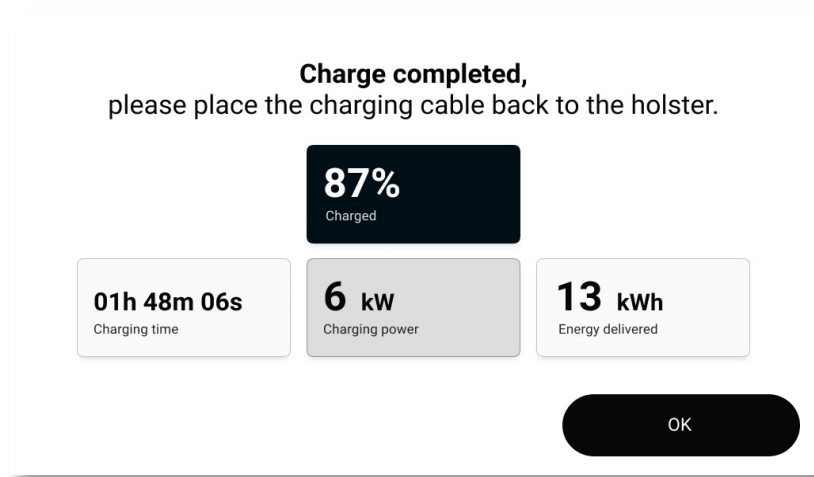**2.** Resume the charge by pressing the "Stop charge" button.
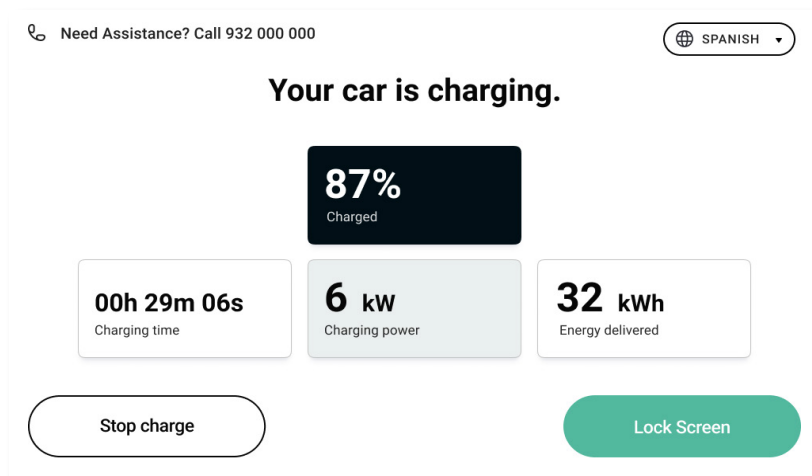


**3.** Press "Yes" to resume the charge.
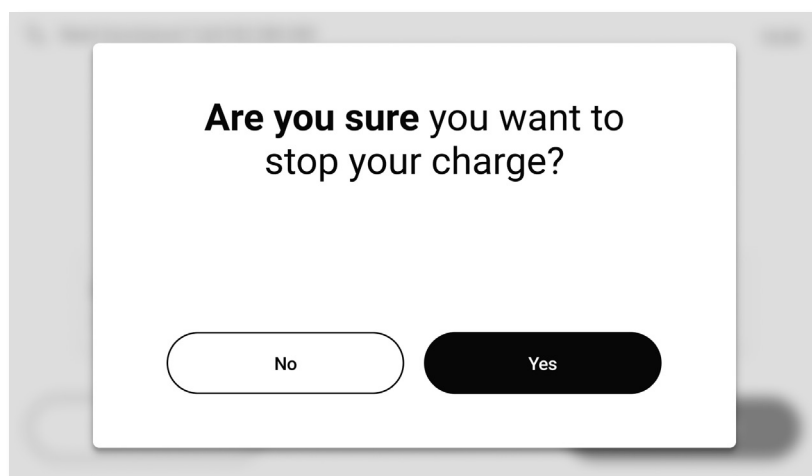
# Finalising a charge

**4.** The payment is processed through your RFID card or the app if you used one.

**5.** The charge is complete and the charging summary is displayed.
You can unplug the EV gun and place it back in its holster.

**Charge completed,**
please place the charging cable back to the holster.

**87%**
Charged

**01h 48m 06s**
Charging time

**6** kW
Charging power

**13** kWh
Energy delivered

OK

# Payment and Fees

## How does payment work?

The payment is automatically processed from the payment method in the App Account, or through the RFID card subscription.

## What payment methods are currently available?

Supernova accepts the following payment methods:

- RFID card.

# Most commun issues

## EV gun is stuck in the vehicle

If the EV gun is stuck and you cannot disconnect it from the vehicle, try these troubleshooting steps:

**1.** Unlock the Supernova by tapping your RFID card on the reader, or touching the screen.

**2.** Stop the charging session using the screen by pressing "Stop charge".

**3.** If you used an app, stop the charging session through it. If the app is buggy, try to stop/relaunche the app. If this does not solve the issue, install/uninstall the app, restart your phone and try again.

**4.** Try to pull out the EV gun again.

If this solution did not work out please check the following points:

**5.** Some vehicles allow you to unlock the EV gun, check your car manual.

**6.** Contact the Wallbox Service Engineering team.

## Process for any other issue with Supernova

If you encounter an issue during your charging session with a Supernova,
please contact the Wallbox Service Engineering team.

support.wallbox.com