AC Level 2
Commercial Charging System

Owner’s Manual

Simply Smart.
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IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

Before using the Blink Electric Vehicle Supply Equipment (EVSE), hereafter called “charger” or “charging system”, read all of these instructions, as well as the WARNING and CAUTION markings in this document, on the charger, and on your vehicle.

Legend

⚠️ WARNING: Used when there is a risk of personal injury
⚠️ WARNING: RISK OF ELECTRIC SHOCK – Used when there is a risk of electric shock
⚠️ WARNING: RISK OF FIRE – Used when there is a risk of fire
⚠️ CAUTION: Used when there is a risk of damage to the equipment

⚠️ WARNING: RISK OF ELECTRIC SHOCK
Basic precautions should always be followed when using electrical products, including the following:

a. Read all the instructions before using this product.
b. This device should be supervised when used around children.
c. Do not put fingers into the electric vehicle connector.
d. Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
e. Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indications of damage.

⚠️ WARNING: RISK OF ELECTRIC SHOCK
Improper connection of the equipment-grounding conductor can 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.

MODEL WE-30 GROUNDING INSTRUCTIONS: This product must be connected to a grounded, metal, permanent wiring system; or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.
WARNING: RISK OF ELECTRIC SHOCK
- Do not touch live electrical parts.
- Verify that the system is properly installed and grounded according to its installation manual and national, state, and local codes.
- Disconnect input power before installing or servicing the equipment.

WARNING: RISK OF FIRE
This equipment has arcing or sparking parts that must not be exposed to flammable vapors. This equipment must be located at least 18 inches (460 mm) above the floor.

WARNING: Not to be used for vehicles that require ventilation during charging
This equipment is intended only for charging vehicles that do not require ventilation during charging. Please refer to your vehicle’s owner’s manual to determine its ventilation requirements.

WARNING: No user-serviceable parts inside
If any component part is found to be damaged and/or in need of service, have all such service performed by a certified electrical contractor or qualified Blink charger service facility.

CAUTION: This Blink EVSE’s factory default current setting is 30 amps. If the device is connected to a lower current setting, a qualified Blink technician must adjust the device settings and reset the unit before use.
Federal Communications Commission (FCC) Statements and Notices

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with these instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.
3. Changes or modifications not expressly approved by the manufacturer could void the user’s authority to operate the equipment.
Welcome to Blink

Blink features
The Blink charging system makes your day-to-day vehicle charging experience convenient and cost effective. Its software is intuitive and user-friendly, making this system easy to set up and easy to use.

A closer look at…
Your Blink Charger

- **Touch screen**
  Full access at your fingertips:
  - Confirm user identity
  - Start charge session
  - Navigate help screens
  - View charge session status

- **Cord reel**
  Keeps your cord off the ground, clean, and tidy:
  - Wraps it up – just like a garden hose
  - Holds the connector firmly in the holster – just lift up the connector to remove it
  - Protects the connector from the weather

- **Connector**
  - Locks in place in the vehicle inlet to prevent accidental disconnection
  - Safe in wet or dry use
  - No power unless locked in place – grounded pole is first to make contact, last to break contact
  - Designed for over 10,000 charging cycles
  - Meets UL standards – SAF

- **Cord**
  - Flexible in freezing temperatures

- **Charger**
  Durable housing that is sun- and heat-resistant
Your Blink connector

Every time you firmly plug the Blink connector into your car’s inlet, you can hear it “click” as it locks into place. To unlock it, just press this button. It also sits firmly in the connector holster on the Blink cord reel, to keep it from falling on the ground.

Your Blink touch screen

Go ahead and touch it! It’s just like clicking a computer mouse. Touch Help when you’re stuck. You can also view the displayed messages to check your charging status.
More Blink features

Internal energy meter
The Blink charger has a built-in energy meter, so some local utilities may not require the installation of a second meter.

- Monitors energy usage and demand
- Provides certified energy and metered demand response, so it can support electric utility electric vehicle billing when certified to ANSI C12.20 and IEC standards (if supported by your local electric utility)
- Supports energy usage data evaluation

Flexible communications
Blink has many ways to connect to the Internet:

- Ethernet Local Area Network (LAN)
- IEEE 802.11b/g (Wi-Fi)
- Cellular Modem

Safety
Blink safety features:

- Certified to UL 2594 – Electric Vehicle Supply Equipment.
- Will not dispense power unless the connector is properly latched in the vehicle’s inlet – with an audible click.
- Communicates with your vehicle when the Blink connector is plugged into the vehicle inlet, so the vehicle will not drive until the connector is unplugged.
- Turns off the charging power if the Blink connector or cable is subjected to excessive strain.
- Contains a charge circuit interrupting device (CCID) and a ground monitoring circuit.
- Meets all National Electric Code and UL requirements related to electric vehicle charging systems.

Even more from your Blink

- Restarts automatically after a power outage.
- Provides adjustable output current to support electric utility demand response requests, where available (and with your permission).
- Complies with the Americans with Disabilities Act (ADA), and can be installed in a variety of configurations to meet your needs.
The Blink Network

The Blink Network supports the entire Blink family, including your home unit, public chargers, and DC Fast Chargers, where available. With its two-way Internet communications and dedicated network operations center, the Blink Network is designed to both grow and change to meet the needs of electric vehicle and plug-in hybrid electric vehicle owners.

The Blink Network includes:

- The Blink Portal, providing friendly, near real-time access to the Blink Network.
- Automatic firmware updates, so your Blink charging station can be updated when new capabilities and functionality become available.
- 24x7 Contact Center with live customer support.
- Secure, high-availability infrastructure and software technologies that ensure that your information is always safe from others and available to you.

The powerful features available to your Blink charging system can be accessed through the Blink Network. To see the Blink Network membership options, please visit www.Blinknetwork.com.

The Blink Portal

The Blink Portal presents all the information you need in one place. With your customizable Blink Dashboard, you can quickly view and interact with the Blink Network to access dynamic information any time from your mobile phone or over the Internet.

Blink Portal features include:

- **Customizable Blink Dashboard** with an easy-to-use interface – choose the Blink gauges you want to see every time you log in, such as how much energy you saved or how much your vehicle reduced your CO₂ output. Gauges will be expanded based on user input.
- **Advanced map technology** to find public charging stations and see their status, plan a trip, and more. Need a charging station near your destination? Simply search by address or zip code.
- **Personalization** – lets you store favorite viewpoints and makes suggestions based on your usage.
- **Management tools** that let you update your Blink system’s charging schedule and set up event notification via email or text message, such as sending an alert when charging stops.
- **Security features** such as a unique user name, password, and challenge questions.
- **Blink RFID Card management**, so you can use public charging stations.
Using the Blink Charger

Update firmware
When a Blink charging system is started, the Firmware Update screen may appear. Please be patient as this process is performed automatically.

Calibrate the Blink Charger touch screen
When a Blink charging system is started, a calibration screen will appear.

When the screen is touched, a small plus sign (+) will appear in one corner.

To calibrate the touch screen:

1. Touch the plus sign (+) in the corner.
   A small plus sign will appear in the next corner.
2. Touch the plus sign (+) and repeat three more times as the plus sign moves to the next two corners then to the center of the screen.

3. A circle will (O) appear in one corner. Touch the circle. Repeat this step three times as the circle moves to each corner.

4. A Calibration Complete message appears in the center of the screen. Touch this message to continue.

Configure the Blink Charger

Once the Blink touch screen has been calibrated, the Hello screen will appear.

Use your Blink InCard (RFID) or Maintainer InCard to activate your Blink unit.

Note: The Maintainer InCard is for licensed contractors only.

To begin, hold a Maintainer InCard to the reader symbol below the touch screen.

Follow the on-screen instructions to authorize a charging session.
When the **Charge Confirmation** message appears, select the **Charge** button.

**Enter a Maintenance Access Code**

You must type in your maintenance PIN to enter Maintenance Mode. Contact the Blink Network Operation Center (NOC) at 1-480-525-7710 to request the latest maintenance PIN.
Use these options to create or modify the Blink unit’s settings.

**Set Output Current**

Touch **Amperage** on the Maintenance menu screen. The default setting for this EVSE is 30 amps. Only qualified Blink technicians should modify this setting.
Touch **Exit Setup Process** to return to the Maintenance menu screen.

Use the right and left arrows to raise and lower the amperage values to the correct level.

Touch **Save** when the correct setting is reached. You will be returned to the Maintenance menu.
Set System Date & Time

Touch **Date & Time** on the Maintenance menu screen.

Select **OFF** to manually update the time and date.

Use the right and left arrows to select the time zone.

Select **ON** if the location observes Daylight Savings time.

Use **OFF** for units installed in Arizona.

Touch **Back** or **Exit Setup Process** to return to the Maintenance menu screen.

View System Log

Touch **System Log** on the Maintenance menu screen.

Use the up and down arrows to scroll through the system.

This is an informational screen. Touch **Back to Maintenance Menu** to return to the Maintenance menu screen.
Set up the Network

The following instructions are for setting up Wi-Fi and LAN network connections only. Contact the Blink Support Center at 1-888-998-BLINK (2546) to set up a connection via the cellular modem. If the cellular modem is used for communications, no additional setup is required.

1. Touch **Network Setup** on the Maintenance menu screen.
2. Select Home Network Type.

3. Continue through the network setup screens.

**Note:** If a “No Wi-Fi Networks Detected” message appears, the charging system currently cannot connect to a Wi-Fi network. See the Blink Owner’s Manual for more details.

If you selected **Manually connect to Wi-Fi**, a keypad screen appears.

If you see your Wi-Fi network, touch **Configure** next to its name to set up the connection.

If you do not see your network, touch either:
- Manually connect to Wi-Fi, or
- Connect over LAN instead of Wi-Fi.
4. Use the keypad to type in the name of your home network. Touch Next.

5. If your Wi-Fi network has WPA2 encryption, select WPA.

Enter Your Password

Refer to the Blink Owner’s Manual for further details.
Set up the IP

If you have a standard setup, touch **Save** and let DHCP set your IP address.

Touch **Static** to specify the IP address for your home network.
Set up an HTTP Proxy

Touch MANUAL to enter the server address and port.

If you chose AUTO, touch PAC below and enter the PAC URL.
Test the Network

Once network setup is complete, your Blink unit automatically performs a network test, confirming that all of the settings are correct. Or, you can touch Network Test on the Maintenance menu.

The EVSE will run through six connectivity tests. Each test will end with a status of Pass or N/A.

If testing fails, retry the test or restart setup.
When test passes, touch **Continue** to exit Maintenance mode.

A completion screen appears, confirming the operation.

Press **Touch to Continue** to return to the Blink Main screen.
View Device Information

Touch **Device Information** on the Maintenance menu. This is an informational screen only.

Use the up and down arrows to scroll through the system messages.

This icon shows whether your **Blink** is connected to the Internet via your home network:

- Green signal – Wireless network connected
- Black signal – Wireless network not connected
- Green arrows – LAN connected
- Black arrows – LAN not connected
- Green signal – Cellular connected
**Set Location**

Touch **Location** on the Settings menu to modify your default location.

Select the location from the listed options.

**Re-Calibrate the Touch Screen**

Touch **Calibrate Screen** on the Settings menu to modify your default location.

Select **Calibrate Touch Screen** to re-calibrate the touch screen.
Clear a Contactor Feedback Fault

Touch **Contactor** on the Settings menu to clear a Contactor Feedback Fault.

Click the button to clear the contactor feedback fault.

Select **Clear** to reset the Contactor Feedback.
Use the Blink Charger

To begin, hold a Blink InCard to the reader symbol below the touch screen.

Follow the on-screen instructions to authorize a charging session.

When the **Charge Confirmation** message appears, select the **Charge** button.

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**Failed Card Read**

If the Blink unit is unable to read your card, read and follow the screen instructions.

| Note | This message may appear if you swipe your card too quickly. |
Vehicle Unplugged

![Image of Blink screen displaying 'Please plug in now.']

If your vehicle is unplugged, the ‘Please Plug In Now’ message displays until you plug in your vehicle for charging.

When your vehicle is plugged in

![Image of Blink screen displaying 'Ready to charge.']

Note: The Total Elapsed Time indicates the cumulative time that the vehicle has been connected to the Blink unit. To determine if the vehicle has a full charge, check its onboard charge status.
**When your vehicle is charging**

When your vehicle is unplugged

You may unplug your vehicle from the Blink charging system anytime the “OK to Unplug Any Time” message is displayed on the screen.

**When your vehicle is unplugged**

You may unplug your vehicle from the Blink charging system anytime the “OK to Unplug Any Time” message is displayed on the screen.

The “Cost Summary” message appears when the vehicle has stopped accepting charge.
Power Fault Screens
The following screens indicate that a power fault occurred and charging has stopped.

- **First screen:** Your Blink charging system will reset itself after the indicated number of minutes; you can touch the screen to manually reset right away.

- **Second screen:** Your Blink charging system tried to reset itself four times and failed to reset safely. Touch the screen to reset. If it fails to reset (unlikely), contact the Blink Support Center.

In addition to these screens, an intermittent beep indicates that a power outage has occurred. This beep stops once the system is either manually reset or resets automatically.
Self-Test Fault
Your Blink charging system runs a self-test when a vehicle is connected to make sure its ground fault protection is working properly. If this self-test fails, the screen below appears and an intermittent beep indicates that a self-test fault has occurred. This beep stops once the system is either manually reset or resets automatically. In most cases, simply touching the screen to reset the system resolves the problem. However, if you see this screen again, unplug your vehicle and contact a Blink Contact Center service representative.

Pilot Diode Fault
The Pilot Diode Fault screen will appear whenever there is an issue identified with the pilot diode. This infrequent fault will be automatically cleared after two minutes. The fault can also be manually cleared by touching the Reset button.
Pilot Level Fault

The Pilot Level Fault screen will appear whenever there is an issue identified with the pilot signal. This infrequent fault will be automatically cleared after two minutes. The fault can also be manually cleared by touching the Reset button.

Out of Service

Most users will never see this screen. Following the screen’s instructions to unplug your vehicle and use another Blink charging system.
Disabled Unit
This message may appear occasionally. If so, use another Blink charging system until repaired.

Contactor Feedback Fault
The Contactor Feedback Fault screen will appear whenever there is an issue identified by the contactor feedback circuit. This infrequent fault can only be cleared by using a Maintainer InCard to access the Blink charger’s maintenance application.
USER MAINTENANCE INSTRUCTIONS

Your Blink charging system is designed to last for many years of use. One way you can ensure a long and happy experience with your Blink charging system is to take good care of this equipment.

⚠️ WARNING: RISK OF ELECTRIC SHOCK
Do not touch live electrical parts.
- Verify that the system is properly installed and grounded according to its installation manual and national, state, and local codes.
- Incorrect connections will cause electric shock.
- Disconnect input power before installing or servicing the equipment.

⚠️ WARNING: No user-serviceable parts inside
If any component part is found to be damaged and/or in need of service, have all such service performed by a certified electrical contractor or at a qualified Blink charger service facility.

Keep Blink equipment clean
- Regularly check for and remove foreign objects or debris on or around your Blink charging system.
- Wipe the touch screen with a damp cloth or a standard glass cleaner. If using a glass cleaner, spray it on the cloth, not the screen itself. Do not use products containing ammonia.
- Wipe clean the charger housing and cord reel with a damp cloth or a gentle cleanser. Do not spray the equipment directly – spray your cloth or sponge.

Check cords
- If operating, stop the charger and disconnect the connector from the vehicle.
- Inspect the vehicle charging cord – look for nicks in the insulation or excessive rubs on the cord.

Check connectors
- If operating, stop the charger and disconnect the connector from the vehicle.
- Visually inspect the Blink connector – verify that the connector handle assembly is undamaged, with no broken or chipped plastic parts. Verify that terminals are straight and undamaged and that the connector fits firmly and is secure in the vehicle receptacle.
• Inspect your Blink connector terminals on the charging cord – look for dark discoloration or corrosion. Verify that the terminals are straight and undamaged. Have any necessary repairs performed by a qualified Blink service representative.

• Refer to your vehicle’s manual for inspection and maintenance information on the vehicle inlet. We recommend that you inspect the connector receptacle and terminals in your vehicle. If the terminals are corroded or damaged in any way, have them repaired by a qualified vehicle service facility.
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<td>Outage</td>
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