

Legacy 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

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

- > NEMA 14-50 outlet
- > Hardwired electrical connection

The JuiceBox power supply must be connected to a circuit breaker that is rated for at least 125% of the device's continuous load.

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
- > 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.
- > If possible, sheltered from weather (away from direct sunlight and protected from rain)

Installation

Fully read and understand the directions before installation. Refer to additional safety information at the end of this document.

1. Turn off the circuit breaker to the NEMA 14-50 outlet or hardwired electrical connection.



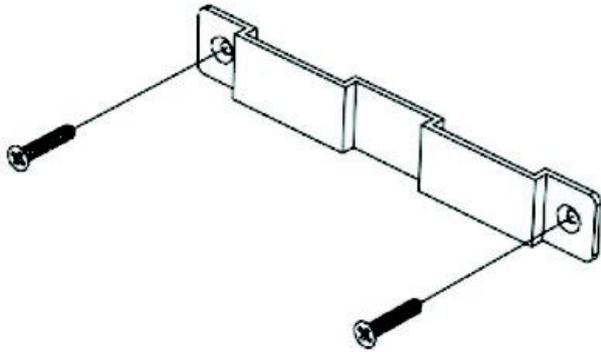
WARNING: Do not continue this installation until the circuit breaker is turned off.

2. 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.

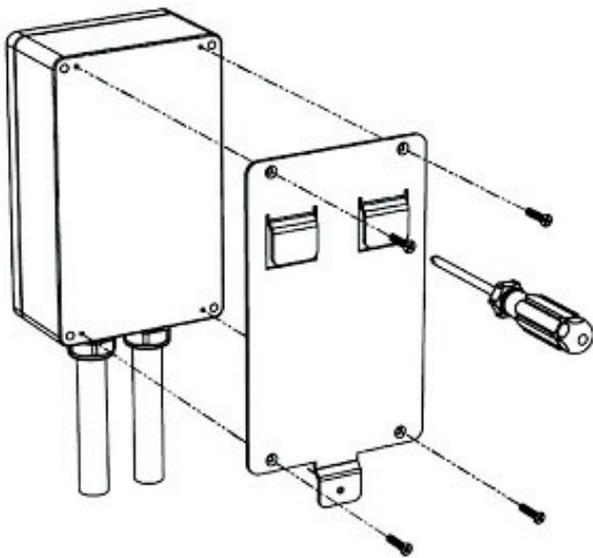
NOTE



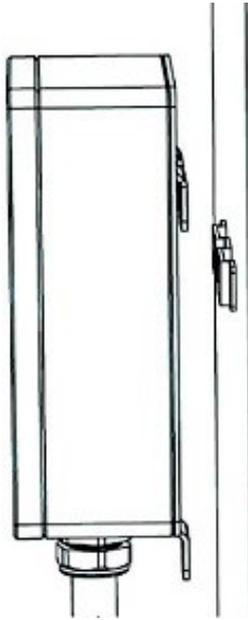
Mount to wood, a stud, or use concrete or dry wall anchors.



3. Use the enclosure screws (x4) to secure the enclosure bracket onto the back of the JuiceBox.



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. 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.

7. 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.
8. Install the charging cable holder.



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

Load Balancing

- > Only balance to the circuit level.
- > 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.

Wi-Fi Setup

Wi-Fi Setup – Mobile Device

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



Video walkthrough of this section



2. Log into the EV JuiceNet app. If you do not have an account, create one.
3. Select **Start**.



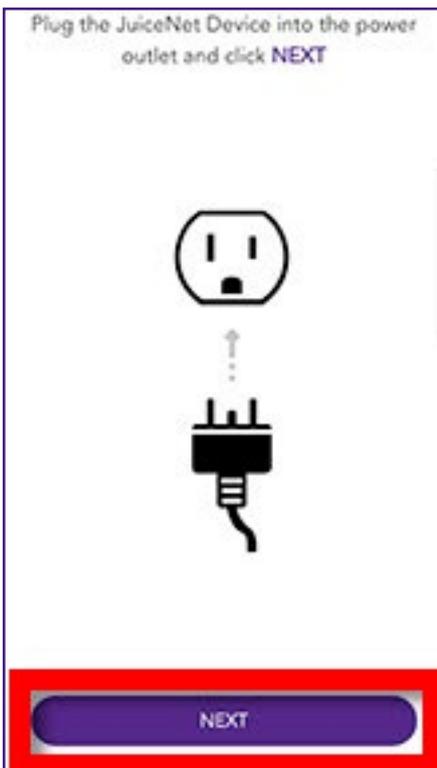
4. Select **Connect Now**.



5. Have the Wi-Fi network password ready, then disconnect power from the JuiceBox. In the app, select **Next**.



6. Connect power to the JuiceBox. In the app, select **Next**.





NOTE: After powering the JuiceBox, steps 7 through 10 must be completed within 2 minutes.

7. 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".



8. Return to the EV JuiceNet app.



9. In the EV JuiceNet app, select the preferred local Wi-Fi network.
10. Enter the Wi-Fi network password, if necessary, then select **Done / Connect JuiceNet device to Wi-Fi**.

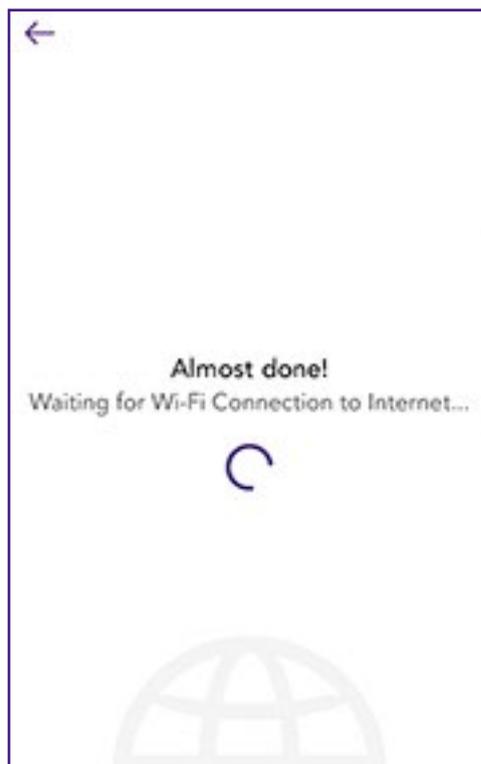




NOTE: If prompted, verify the password, then select **Done / Password is correct**.



The app connects the JuiceBox to the Wi-Fi network.



11. After the app confirms that Wi-Fi setup is complete, select **Next** to continue to the app home screen.



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



NOTE: Customize your experience by following the onscreen app instructions to select your vehicle and charging profile, or navigate to the JuiceNet dashboard on a personal computer at <https://home.juice.net>

Wi-Fi Setup – Personal Computer

CONNECT TO WI-FI

1. Unplug the JuiceBox, then plug it back in.



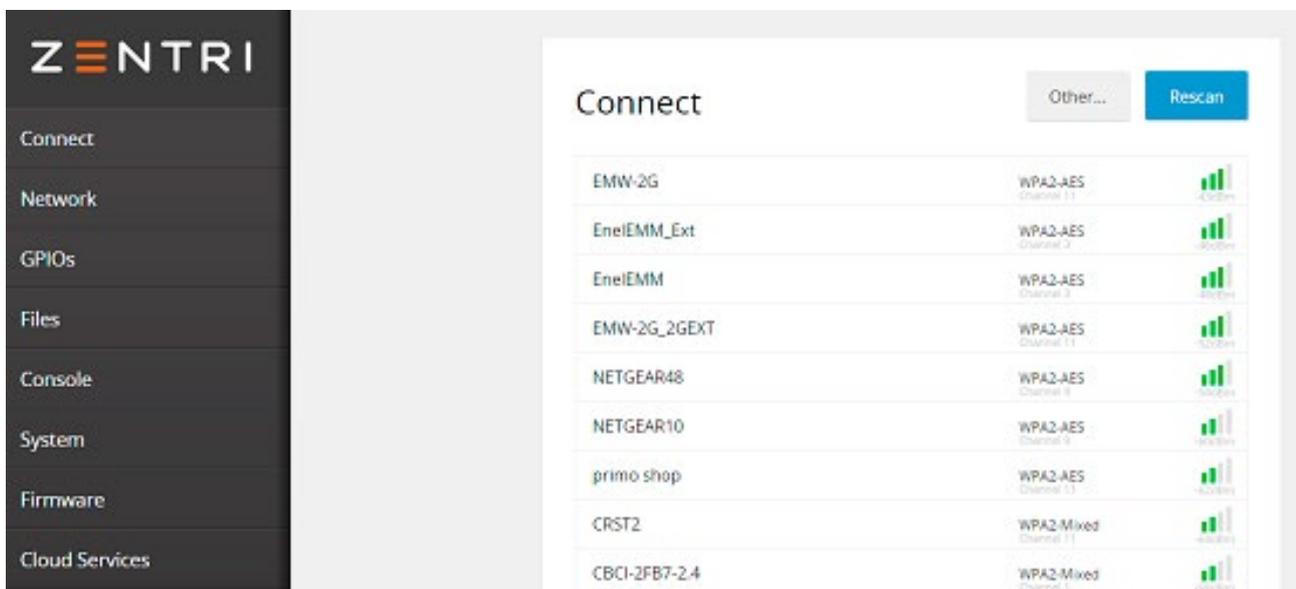
NOTE: The following steps must be completed within 2 minutes of plugging in the JuiceBox.

2. Open the Wi-Fi settings on your personal computer. Connect to the "JuiceBox-####" or "JuiceNet-####" Wi-Fi network using 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.



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

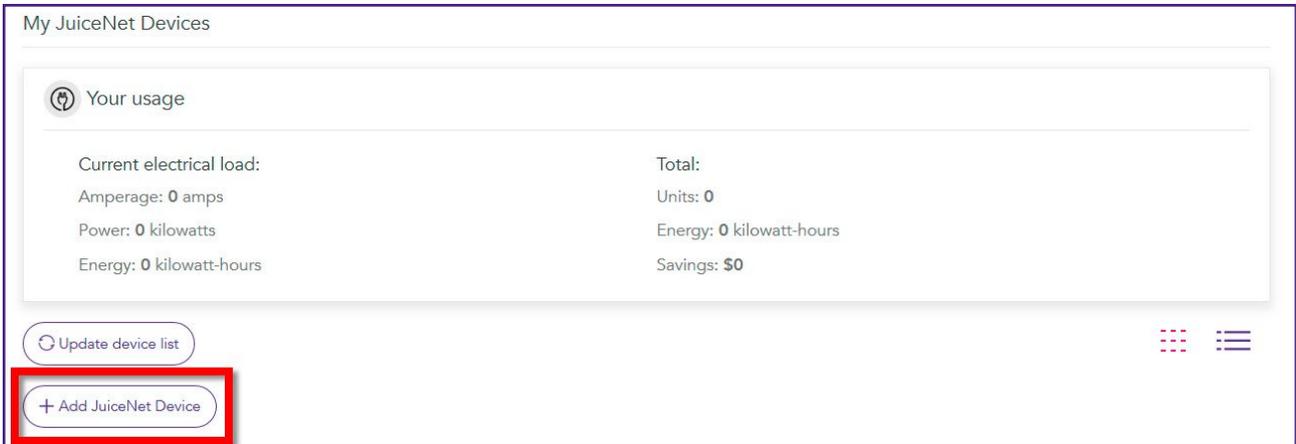
Verify that the JuiceBox is connected by checking that the "Network" indicator on the enclosure is solid blue.



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

SET UP JUICENET DASHBOARD

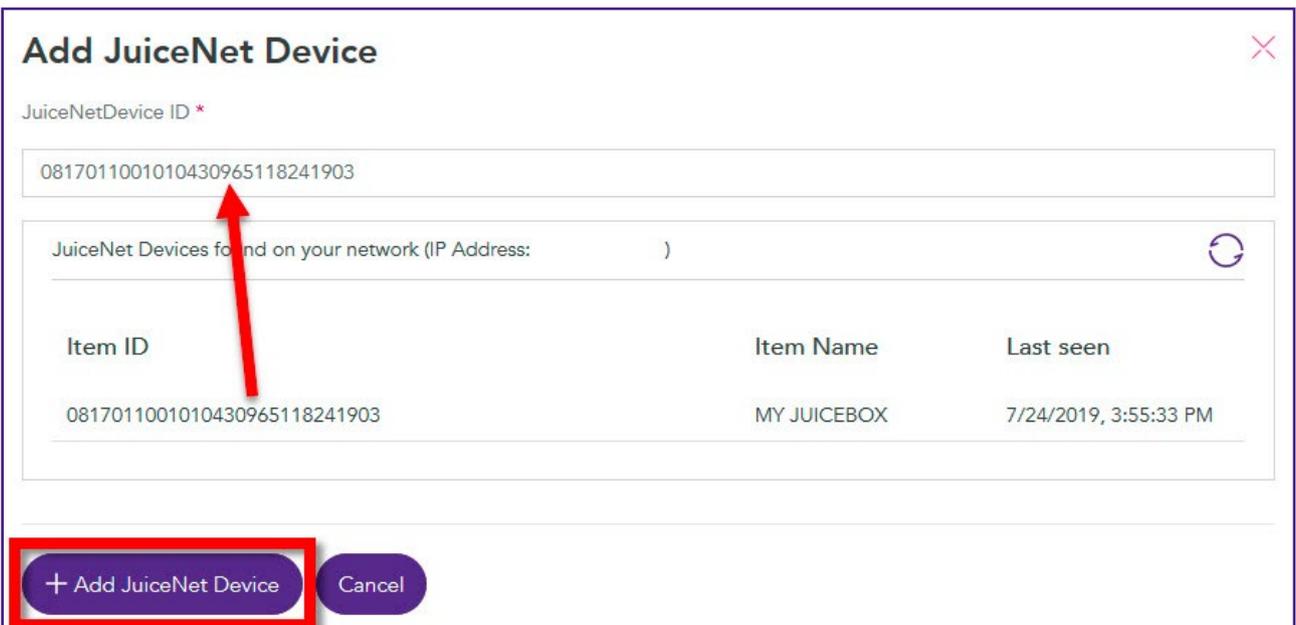
1. Log into the [dashboard](#).
2. Select **Add JuiceNet Device**.



3. Enter the JuiceNet ID and select **Add JuiceNet Device**.



TIP: JuiceNet detects and displays all devices on the local network. Click on the appropriate Device ID to automatically paste it into the entry field.



4. In the lefthand navigation menu, select **My JuiceNet > My JuiceNet Devices**.
5. Locate the appropriate device and select **MORE DETAILS**

MY JUICEBOX

08170110010104309651... 235 v
0.0 A
PLUGGED IN 0.0 kW

ENERGY: 21.9 kWh (175.7 total)
SAVINGS: \$8.11 (\$64.94 total)

MORE DETAILS >

6. Select **Settings**.
7. Enter the device name, address, and timezone, then select **Update**.

Status History Settings

RESET AND CLEAR HISTORY Update

JuiceNet Device Settings

Device name
MY JUICEBOX

Address
123 Main

94541

GPS coordinates
-121.7376

Timezone
(UTC-08:00) Pacific Time (US & Canada)

Access a JuiceBox that is Already on the Wi-Fi Network

Only perform these steps when the "Network" LED indicator on the JuiceBox is solid blue. If the network indicator is flashing, refer to [Wi-Fi Setup - Mobile Device](#).

1. Install the JuiceNet app onto your mobile device.
2. Log into the JuiceNet app. If you do not have an account, create one.
3. Select **Start**.



4. Select **Add a JuiceNet device already connected to a Network**.



5. Use one of the following options to find the connected JuiceBox:
 - > Select **Scan the local network for JuiceNet devices**, then select the JuiceBox correct device ID.



NOTE: In most cases, only one option is displayed.

- > Select **Scan JuiceNet device QR code**, then take a picture of the QR code on the side of the JuiceBox enclosure.

If the JuiceBox is not found on your Wi-Fi network, ensure that the JuiceBox is powered on, then repeat these steps. If the device is still not found, it is necessary to connect the JuiceBox to the Wi-Fi network. Refer to [Wi-Fi Setup - Mobile Device](#).

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.

Moving and Storage

- > JuiceBox remembers its Wi-Fi settings when unplugged; it is only necessary to setup the JuiceBox Wi-Fi when connecting to a different network.
- > Storage Temperature: -40°F to 158°F (-40°C to 70°C).

Maintenance

- > Avoid excessive twisting of the EV charging cable.
- > The enclosure, EV charging cable, and handle are waterproof and can be cleaned with standard household cleaners.
- > Avoid dropping the EV charging cable handle on its latch tip. This might cause the handle to bend, which prevents the cable from latching to the vehicle's charge port and charging the vehicle.
- > Do not remove the cover or attempt to open the enclosure.
- > Do not modify the enclosure.

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 [JuiceBox Error Codes](#).

Warranty Information

Refer to [Warranty Information](#) for more details.

Contact Information

Refer to [Contact Information](#) for more details.

Reset Ownership

This section explains how to remove the JuiceBox from your account. You can always add it again later.

Use App To Reset Ownership

1. Open the EV JuiceNet app.
2. In the app, open the **Settings** menu (the 3 horizontal lines in the top right corner).
3. In the "JuiceNet Device" section, select **Remove**. When the popup appears, select **Remove**.

Use Dashboard To Reset Ownership

1. Log into the [JuiceNet dashboard](#).
2. In the lefthand navigation menu, select **My JuiceNet > My JuiceNet Devices**.
3. Identify the JuiceBox to reset, then select **MORE DETAILS**.
4. Select **Delete**.

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.