

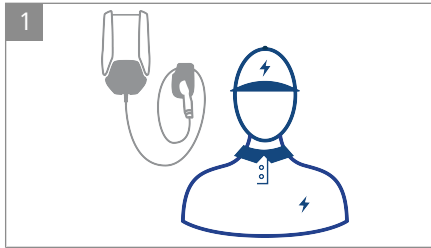


Label
Information
Charging station

Ford Connected Wall Box Operation manual

16A Three Phase/ 32A Single Phase

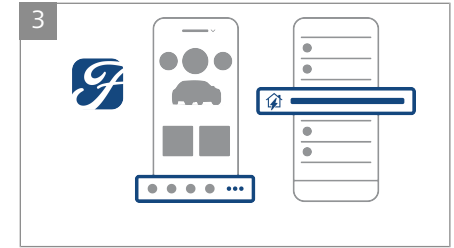
Quick Start Guide



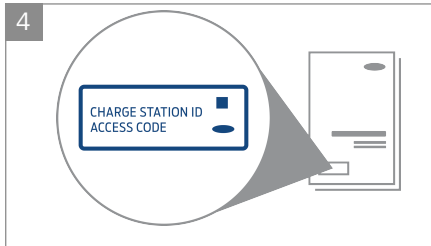
- ✓ The wall box must be installed by a qualified electrician.



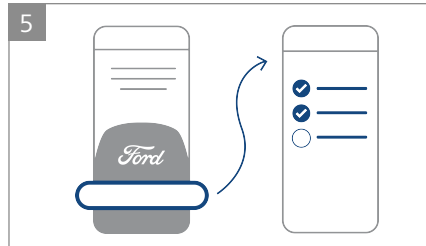
- ↓ Download the required Apps:
- 1) FordPassTM
 - 2) Ford Connected Wall Box Setup App



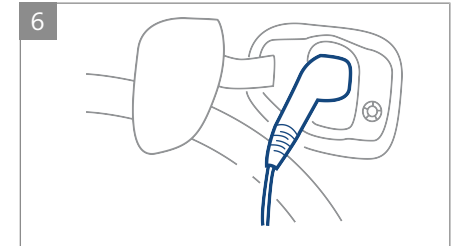
- 📱 Tap FordPass, and then select **More** and **My Charge Station** from the menu.



- 👁️ Locate the sticker with your **ID** and **Code** on the front of the User Manual.



- 📱 Tap the **Start Setup** button and follow the instructions to complete the process.



- ⚡ Plug in and enjoy exploring your station's capabilities.

For Ford Connected Wall Box support, select **Help** in the FordPass App

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1 General information

1.1 Purpose of this document

This document is part of the product and contains information for electricians to carry out safe installation in accordance with local regulations, standards, and requirements.



NOTE

In addition to this document, follow and comply with local regulations and standards relating to operation, installation and environmental protection.

1.2 Using this document

- ▶ Read this document carefully before installing and starting the Ford Connected Wall Box.
- ▶ Keep these instructions ready to hand.
- ▶ Keep these instructions for future reference.
- ▶ Pass this manual on to the next owner or user of the Ford Connected Wall Box.

1.3 Intended use

The Ford Connected Wall Box is designed for charging electric vehicles in accordance with IEC 61851-1, charge mode 3. In this mode the wall box ensures that:

- The voltage is not applied before the vehicle has been properly connected.
- The maximum power is calibrated.
- The AC/DC converter is in the vehicle.

The wall box does not support ventilation, therefore if the EV requests ventilation, the EVSE (electric vehicle supply equipment) will not energize the system.

1.4 Use of symbols and highlighting



DANGER

This signal word denotes a hazard with a high degree of risk which, if not avoided, may lead to death or serious injury.



WARNING

This signal word denotes a hazard with a moderate degree of risk which, if not avoided, may lead to minor or moderate injury.



CAUTION

This signal word denotes a hazard with a low degree of risk which, if not avoided, may lead to minor or moderate injury.



NOTE

This symbol denotes a special technical feature, or (if not observed) potential damage to the product.

1.5 Software licenses

This product uses open-source software. Further information, such as disclaimers, written offers, and license information, is available through the Ford Connected Wall Box setup app. See also „chapter 6.3 *Displaying Software License Information*“.

2 Important Safety Information

2.1 General information

The Ford Connected Wall Box has been developed, produced, tested and documented according to the relevant safety regulations and environmental requirements that apply to your geographical area.

You must only use the wall box in a technically faultless condition. Any malfunctions that adversely affect the safety of persons or of the device must be immediately rectified by a qualified electrician in accordance with applicable regulations and warranty conditions. It is strictly prohibited to modify, change or manipulate the device.



NOTE

Signalling in your vehicle may differ from that described in this guide. Always read and observe the vehicle manufacturer's user manual.

2.2 General safety information



WARNING

- You must comply with the locally applicable requirements regarding electrical installations, fire protection, safety regulations, and escape routes at the intended installation location.
- Hazardous voltages are present within the casing.
- The Ford Connected Wall Box does not have its own mains ON/OFF switch. The protective devices installed in the power supply system are therefore also used to disconnect the power supply.
- Inspect the wall box for visual damage before installation and use. Do not use the wall box if it appears to be damaged.
- Installation, electrical connection and initial operation of the wall box must be carried out by a qualified electrician.
- The screw-mounted unit cover may only be removed by qualified electricians.
- Do not remove markings, warning symbols or the type-label from the wall box.
- The charging cable may only be replaced by qualified electricians and in accordance with the installation manual.
- You are strictly prohibited from connecting other equipment/devices to the wall box than those for which the wall box was designed and intended.



WARNING

- When not in use, store the charging cable in the designated holder and lock the charging coupling in the remote dock. Loosely wind the charging cable around the remote dock making sure the cable does not touch the floor.
- You must make sure that the charging cable and coupling cannot be driven over, trapped and are protected from all other hazards.



WARNING

- Immediately notify Customer Service if the wall box, charging cable or the charging coupling are damaged. Do not continue to use the wall box.
- Prevent the charging cable and coupling from coming into contact with external heat sources, water, dirt and chemicals.
- Switch off power at the circuit breaker before installing or cleaning.
- Do not attach extension cables or adapters to the charging cable.
- Never clean the wall box with a high-pressure cleaner or similar.
- Switch off the power supply before cleaning the charging sockets.
- The charging cable must not be subjected to any strain during use.
- You must make sure that no one has access to the wall box without reading this user manual first.
- Make sure that the wall box temperature is within its storage temperature limits when moving, transporting, or storing it.
- You are strictly prohibited from pulling the wall box by its cable.
- The Ford Connected Wall Box must be connected directly to your home's mains connection; no plugs and sockets must be used.
- You may only operate the wall box after professional installation.



WARNING

When transporting the Ford Connected Wall Box, handle with care. Do not subject it to strong force or impact, also do not pull, twist, tangle, drag, or step on the Ford Connected Wall Box, to prevent damaging it or any of its components.



NOTE

In addition to the safety instructions in this document, also observe further safety instructions in any other enclosed documents.

2.3 Safety information for installation



- You must comply with the locally applicable requirements regarding electrical installations, fire protection, safety regulations, and escape routes at the intended installation location.
- Only use the supplied installation material.
- When open, ESD (electrostatic discharge) precautions must be taken properly to avoid electrostatic discharge.
- When handling electrostatically sensitive boards, wear grounded antistatic wrist straps and properly observe ESD safety precautions. Wrist straps must only be used when mounting and connecting the loading unit. Wrist straps must never be worn on a live wall box.)
- Electricians must be properly grounded during installation of the Ford Connected Wall Box
- Do not install the wall box in an explosion sensitive area (Ex Zone).
- Install the wall box in such a way that the charging cable does not block any passageways.
- Do not install the wall box in areas subject to ammonia or air containing ammonia.
- Do not install the wall box in a location where falling objects may damage the it.
- The wall box is suitable for use indoors as well as outdoors.

- Do not install the wall box in the vicinity of water jets, such as car-wash installations, high-pressure cleaners or garden hoses.
- Protect the wall box against damage caused by sub-zero temperatures, hail or similar.
- The wall box is suitable for use in areas without access restrictions.
- Protect the wall box from direct sunlight. The charging current may be reduced at high temperatures, or charging may be disabled completely. The operating temperature range is -22 °F to +122 °F / -30 °C to + 50°C.
- The installation location of the wall box should ensure that vehicles cannot inadvertently collide with it. Protective measures must be implemented if the possibility of damage cannot be ruled out.
- Do not put the wall box into operation if it has been damaged during installation; a replacement will be required.

2.4 Safety information for electrical connection



- You must comply with the locally applicable requirements regarding electrical installations, fire protection, safety regulations, and escape routes at the intended installation location.
- You must protect each Ford Connected Wall Box with its own line circuit breaker and residual current circuit breaker.
- A qualified electrician must make sure that electrical connections are de-energised before connecting the Ford Connected Wall Box to the power supply.
- A qualified electrician must make sure that a properly sized supply cable is used for the power connection.
- Do not leave the Ford Connected Wall Box unattended with the cover open.
- Register the installation of your Ford Connected Wall Box with your power supply company if so required by law or by any other agreement.

2.5 Safety information for initial start-up



- The initial start-up of the Ford Connected Wall Box must be carried out by a qualified electrician.
- Before initial start-up, a qualified electrician must verify that the Ford Connected Wall Box has been connected correctly.
- Do not connect a vehicle to the Ford Connected Wall Box during its initial start-up.
- Before starting up the Ford Connected Wall Box, inspect the charging cable, charging coupling and the wall box for visible damage. You must not start up the device if it has been damaged, or if the charging cable / charging coupling has been damaged.

3 Unit description

These operating and installation instructions describe the Ford Connected Wall Box (LJ98-10C823-BA, LJ98-10C823-BB, LJ98-10C823-BC & LJ98-10C823-CA, LJ98-10C823-CB). You can find the exact device details on the type label of the Ford Connected Wall Box.

Electrical Characteristics	IEC
Rated voltage (V AC)	230 / 400 V
Rated current (A AC)	16A, 3-phase 32A, 1-phase
Grid frequency (Hz)	50
Network types	TN/TT (IP+N+PE or 3P+N+PE): P to N = 230 V AC; P to P = 400 V AC IT (IP+N+PE): P to N = 230 V AC
Output voltage (V AC)	230 / 400 V
Maximum charging power (kW)	11 kW (TN and TT network, 3-phase, depending on country-specific limitations) 7.4 kW (TN, TT and IT network, 1-phase, depending on country-specific limitations) You can also use a 3-phase wall box to charge a 1-phase connection. Check national requirements for connection to a TN network. The Ford Connected Wall Box does not comply with BS7671 for connection to TN networks in the United Kingdom.
EMC class	Emitted interference: Class B (residential, business, commercial areas) Immunity: industrial areas
Overvoltage category	II, as per EN 60664
Protection class	I

Electrical Characteristics	IEC
Protective devices	A residual current circuit breaker must be provided from the installation side. See Criteria for the electrical connection.
Integrated power meter	Accuracy +/- 5%
Connections	
Cable feed	Mounted on-wall, or in-wall
Connection cross-section (wire dimension)	Cross-section of the connection cable must comply with local codes/regulations. Connection at Power Input inside.
Charging cable including coupler	Type 2 charging cable according to EN 62196-1 and EN 62196-2 Cable length 7.5 m
Max. charging capacity (kW)	7.4 kW (1 phase) Maximum capacity adjustable via DIP switches 11 kW (3 phase) Maximum capacity adjustable via DIP switches
Communication & features	
Vehicle-charger Communication Protocol (CP)	IEC 61851-1:2017, Annex A
Display	9 RGB LEDs
Network interfaces	Wi-Fi / WLAN 802.11n - 150 Mbit/s
Authentication and Mobile communications	Bluetooth (BLE 4.2) – Setup app
OCPP	Version 1.6
Mechanical data	
Dimensions (W × H × D)	258 x 450 x 141 mm 10.2 x 17.7 x 5.5 inches
Weight (including Wall Mount Bracket & Charging Cable)	6,02 kg 13.27 lbs

Electrical Characteristics	IEC
Installation height	Minimally 900 mm / 35.5 inches above floor level measured to / from the bottom of the device
IP protection class, device	IP65
Protection against mechanical impact	IK10
Ambient conditions	
Operating temperature range	-30 °C to +50 °C -22 °F to +122 °F
Storage temperature range (°C)	-40 °C to +85 °C -40 °F to +210 °F
Altitude (m)	Max. 3,000 m above sea level Max. 9,842 ft above sea level
Certification compatibility	
Other standards and guidelines	2014/53/EU (Radio Equipment Directive) [OJ L 153, 22.5.2014, p. 62-106] 2011/65/EU (RoHS-Directive) [OJ L 174, 1.7.2011, p. 88-110] 2014/53/EU – Art.3 (1) a) Sicherheit IEC 61851-1:2017 IEC 61439-1:2011 IEC 61439-7:2018 IEC 62955:2018 (RDC-MD) IEC 62233:2005 2014/53/EU – Art.3 (1) a) Sicherheit (Funkteil) IEC 62368-1:2014 IEC 62311:2007 2014/53/EU – Art.3 (1) b) EMV IEC 61000-6-2:2005 IEC 61000-6-3:2006 / AMD1:2010;

Electrical Characteristics	IEC
	IEC 61851-21-2:2018
	2014/53/EU – Art.3 (1) b) EMV (Funkteil)
	EN 301 489-1 V2.2.3 (2019-11)
	EN 301 489-17 V3.2.4 (2020-09)
	2014/53/EU – Art.3 (2) Funkspektrum
	EN 300 328 V2.2.2 (2019-07)
	EN 301 893 V2.1.1 (2017-05)
	2011/65/EU
	IEC 63000:2016
Tested OCPP backends	Ford OCPP (Open Charge Point Protocol) server

Table 1: Technical Specifications



NOTE

A shutdown, or a reduction in charging current, may occur to prevent the wall box overheating. This is a safety feature.

3.1 Wireless interface connections

3.1.1 Bluetooth

The Bluetooth connection is used to set up the Wi-Fi AP (access point) when starting up the wall box. Note that you cannot control the wall box through Bluetooth.

3.1.2 Wi-Fi

You can use Wi-Fi communication to connect the wall box to the charging backend. This enables you to configure the wall box remotely through the FordPass™ App.

3.2 In the box

Scope of delivery for the Ford Connected Wall Box. See Fig. 19 on the inside of the back cover.

A	Main Unit
B	Design Cover
C	Charging cable with coupler
D	Blind plugs
E	Wall mount bracket

F	Dock rear holder, dock front cover & dock insert
G	Screw (5 x 12 mm)
H	Screw (4 x 16 mm)

See also Required tools.

3.3 Information about wireless devices

Transmission function	Transmission frequency (GHz)	Max. transmission line (max. EIRP) [dBm]
Bluetooth	2,402 ... 2,480	15.7
Wi-Fi (2.4 GHz)	2,412 ... 2,472	10
Wi-Fi (5 GHz)	5,180 ... 5,320, 5,500 ... 5,700	23.7

Table 2: Information wireless device

EIRP = Effective Isotropic Radiated Power

dBm = decibel-milliwatts

4 Installation considerations

When choosing the installation location for the Ford Connected Wall Box, make sure that the location allows the charging cable to reach the vehicle charge port without straining the cable. See Fig. 19 on the inside of the back cover.

You must also make sure that:





- if you are installing more than one Ford Connected Wall Box, then you must minimally leave 200 mm (7.9 inches) in between.
- The bottom of the Ford Connected Wall Box is installed at least 900 mm (35 inches) above floor level.
- the mounting surface is solid and strong.
- the mounting surface is completely flat.
- the mounting surface and its surroundings do not have any flammable substances.
- the pavements and escape routes are not obstructed.
- you have fault-free Wi-Fi reception if you want to remote control the wall box through the Ford backend.

- the Ford Connected Wall Box is outdoor-rated, however for locations in intense climates you may want to shield the unit from intense direct sunlight and spray to extend its useful life and fault-free operation.


5 Operation

5.1 Start charging



To start a typical charging session:

1. Unlock the wall box if the wall box is locked () (see „chapter 5.4 Status indicator“).
2. Open vehicle charge port cover.
3. Remove the coupler from the remote dock.
4. Plug the coupler into the vehicle charge port until it clicks. The wall box should indicate that the vehicle is connecting to the charge station ().
5. As soon as the vehicle and wall box are connected, the wall box indicator exhibit one of the following states:
6. The wall box will be in standby () if the vehicle is fully charged or scheduled to charge later.
7. The wall box will begin charging ().

5.2 Stop charging

You will generally end a charging session when charging is complete (indicated by the wall box status indicator being in standby state (), but you can also interrupt and end an incomplete charging session.

To stop a charging session:

1. Unlock and remove the coupler from the vehicle pressing the coupler button (typical in North America) or follow the vehicle direction to disengage the vehicle lock on the coupler (typical in Europe). The wall box should return to Power On state ().
2. Close the vehicle charge port cover.
3. Wrap the loose cable around the remote dock.
4. Plug the coupler into the remote dock.
5. Lock () the wall box if desired.

5.3 Features

Features available (see the FordPass App for functions and uses)

- Access Control (lock/unlock)
- Charging Insights
- Maximum Charge Current Setting

- Station Sharing




This product will continue to evolve and new features will be released over time.









- The wall box is capable of over-the-air firmware updates when connected to the internet through Wi-Fi.
- The wall box does not require Wi-Fi to charge your vehicle, but Wi-Fi does enhance its capabilities.

When connected to the Internet, the Ford Connected Wall Box will perform software updates automatically. Please note that the HMI display will cycle through different animations including a solid red light (example below). Updates can take 10-15 minutes.



5.4 Status indicator

State	Status Indicator	Description	Explanation
Unpowered		Off	The wall box is not powered.
Power On		Blue, center single LED, solid	The wall box is powered and unlocked (default state)..
Standby		Blue, full bar, solid	The wall box is powered and ready to be charged but

State	Status Indicator	Description	Explanation
			the charger is not charging the vehicle.
Charging		Blue, full bar, pulsing	The wall box is successfully charging the vehicle.
Locked		Blue, center single LED, intermittent	The wall box is powered and is locked and will not charge until unlocked.
Plugging In		White, full bar, cycling to middle	The wall box is connecting to the vehicle, preparing to charge.
Setup Mode		White, full bar, pulsing	The wall box is in setup mode for managing settings such as Wi-Fi.
Update/Re-booting		White, wipe left to right	The wall box is downloading firmware or rebooting after changes to settings.
Pairing Mode		White, full bar, cycling to middle	The wall box is connecting to a phone for setup and changes to settings.
Self-Check Mode		White, full bar, solid	The wall box is checking that all status indicators are working.






State	Status Indicator	Description	Explanation
Charging Reduced (Overheating)		Amber, full bar, solid background. Blue, center, pulsing	The wall box is charging at a reduced rate due to overheating.
Station Error State		Amber, full bar, solid	The wall box has a fault and requires troubleshooting, see the App for details.
Station fault		Red, full bar, solid	The wall box has experienced a non-recoverable fault.
Station Electrical fault		Red, full bar, blink	The wall box has experienced a ground fault.
Unplug		White, full bar, solid	The EVSE (electric vehicle supply equipment) is being disconnected from the vehicle (a few seconds).

Table 3: Status indicator



NOTE

A temporary incorrect HMI state does not indicate a defect, or faulty condition of the Ford Connected Wall Box. The functions of the Ford Connected Wall Box are not affected. If the incorrect HMI state occurs repeatedly, the surrounding environment of the Ford Connected Wall Box must be checked for interfering wireless devices/installations and these must be eliminated. If this is not possible, choose another installation location for the Ford Connected Wall Box that is free of disturbances. A dedicated circuit for this installation is recommended.

5.5 Troubleshooting

HMI State	Recommended Actions
Unpowered	Make sure that the circuit is operational and that the circuit breaker is switched on. If the problem persists, please contact Ford Customer Service.
Not Charging	<ol style="list-style-type: none"> 1. Make sure that the station is not in a locked state. 2. Make sure that the station has its power switched on. 3. Make sure that the vehicle coupler is properly inserted into the vehicle. 4. Verify and adjust your vehicle charge scheduling or time preferences. 5. Verify that the vehicle is not fully charged already.
Unexpected Standby	<ol style="list-style-type: none"> 1. Make sure that the vehicle coupler is properly inserted into the vehicle. 2. Verify and adjust your vehicle charge scheduling or time preferences. 3. Verify that the vehicle is not fully charged already.
Update /Rebooting	Wait for the wall box to finish its updates. Note: Unplug the vehicle coupler before cycling the breaker off and back on. Then plug the vehicle coupler back into the vehicle. If the issue persists, please contact Ford Customer Service.
Charging Reduced	<ol style="list-style-type: none"> 1. Unplug the wall box from the vehicle. 2. Switch the wall box off and back on at the circuit breaker. 3. If the issue persists, please contact Ford Customer Service.
General Troubleshooting	<ol style="list-style-type: none"> 1. Unplug the wall box from the vehicle. 2. Switch the wall box off and back on at the circuit breaker.

HMI State	Recommended Actions
	<ol style="list-style-type: none"> 3. For IEC 3-phase: Use a phase checking device to confirm clockwise rotation of L1-L2-L3. 4. If the issue persists, please contact Ford Customer Service.
Non-recoverable Fault	<ol style="list-style-type: none"> 1. To prevent unnecessary replacement of the wall box evaluate the error code provided to on by the FordPass™ App. 2. For example in case of an over-temperature fault. 3. If the issue persists, please contact Ford Customer Service.
Ground Leakage Fault	<ol style="list-style-type: none"> 1. Unplug the coupler from the vehicle. 2. Switch off the circuit breaker. 3. If the issue persists, please contact Ford Customer Service.
Locked	Use the FordPass™ App to unlock the station.
Pairing Mode	Use the Installation application or FordPass App™ to connect to the wall box .
Setup Mode Stopped	<ol style="list-style-type: none"> 1. Make sure there is a strong Wi-Fi signal at the wall box location. 2. Switch the modem and router off and back on, and then reconnect to the Wi-Fi network. 3. Restart the setup process. 4. Unplug the wall box from the vehicle.
FordPass™ App Lost Communication	<ol style="list-style-type: none"> 1. Make sure there is a strong Wi-Fi signal at wall box location. 2. Switch the modem and router off and back on, and then reconnect to the Wi-Fi network. 3. Close and restart the FordPass™ App. 4. If a user who has been invited by the owner has lost connection, then verify the user's access status.
Self-Check Mode	If this mode persists for more than a few minutes:

HMI State	Recommended Actions
	<ol style="list-style-type: none"> 1. Unplug the wall box from the vehicle 2. Switch the wall box off and back on at the circuit breaker. 3. If the issue persists, please contact Ford Customer Service.

Table 4: Troubleshooting



NOTE

If the issue persists after troubleshooting and following the instructions offered in the App, then please contact Ford Customer Service.



NOTE

In case there is no Fordpass app Message, unplug the vehicle coupler, cycle the circuit breaker off and back on. After 2 minutes the Ford Connected Wall Box will display Power on Status (blue center LED) . After this you can plug the coupler and proceed with normal operation
If after 3 trials the error persist, unplug the vehicle coupler and report to Ford there is a Vehicle problem.

6 Commissioning the product

6.1 Preparing to setup the product

Steps to prepare for commissioning the wall box:

1. Download the FordPass™ app, this will be used to connect your Ford Connected Wall Box to your Ford-Pass account.
2. Download the Ford Connected Wall Box Setup App, this will be used to configure the wall box to your home Wi-Fi.
3. Locate the **Station ID** and **Access Code** on the front of your wall box or on the front page of the Operation Manual. You will require these during the setup process.
4. Make sure that you have a Wi-Fi signal (for the network on which you want to use the wall box) at the wall box location.

6.2 Setting up the product

1. Stand near to your wall box and turn on Bluetooth on your smartphone.
2. Start the FordPass™ app.
3. Select **More** from the FordPass™ navigation bar.
4. Select **Your** wall box.
5. Follow the in-app instructions to complete the setup:
6. Select your **Station ID** from listed wall boxes.
7. Enter your **Access Code**.
8. Locate, and connect to your Wi-Fi network.

6.3 Displaying Software License Information

You can view the open-source software license information under the **About** option in the Ford Connected Wall Box setup App. You must be logged into the same Wi-Fi network as the Ford Connected Wall Box. Both devices must be connected.

7 Decommissioning the product

The Ford Connected Wall Box must be decommissioned by a qualified electrician.

The following steps apply:

1. Switch off the wall box circuit breaker.
2. Electrically disconnect the wall box.
3. Dispose of the Ford Connected Wall Box in accordance with local and national rules and regulations.



NOTE

If your wall box is, or has been connected to the internet - or - has been configured within Ford-Pass, then use the Ford Connected Wall Box Setup Application (accessible through FordPass wall box settings) to reset the wall box before decommissioning or ownership transfer.

8 Maintenance, cleaning and repair

8.1 Maintenance

Maintenance should only be carried out by a qualified electrician and must be in accordance with local regulations, standards and requirements.

8.2 Cleaning

Only clean the Ford Connected Wall Box with a dry cloth. Never use aggressive cleaning agents, solvents, fuel or wax.



DANGER

High voltages.

Danger of fatal electric shock. Never clean the wall box with a high-pressure cleaner or similar device.

8.3 Repair

Unauthorised repair of the Ford Connected Wall Box is not permitted. In case of failure, the entire unit must be replaced. Ford Motor Company Limited (Ford) reserves the exclusive right to perform repairs to the wall box. The only serviceable components are the **design cover** and the **charging cable**. The charging cable must be replaced by a qualified electrician.



NOTE

The charging cable can be replaced a maximum of four times over the lifetime of the wall box.

8.4 Disposal

Dispose of packaging in the appropriate recycling container in accordance with national regulations.



The symbol of the crossed-out waste bin indicates that this electrical/electronic device must not be disposed of in household waste at the end of its service life. Dispose of the device free of charge at a local collection point for electrical/electronic devices. Addresses can be obtained from your city or local authority. Separate collection of electrical and electronic devices enables re-use, material recycling or other forms of re-utilization of waste equipment

while also avoiding the negative effects of hazardous substances which may be contained in the devices on the environment and on human health.

9 Declaration of Conformity

Ford Motor Company Limited (Ford) hereby declares that the radio equipment type "Ford Connected Wall Box" conforms to directive 2014/53/EU.

The Ford Connected Wall Box also conforms to the following standards and regulations:

- 2014/53/EU (Radio Equipment Directive) [OJ L 153, 22.5.2014, p. 62-106]
- 2011/65/EU (RoHS-Directive) [OJ L 174, 1.7.2011, p. 88-110]
- [2014/53/EU - Artikel 3 (1) a) Sicherheit]
- EN IEC 61851-1:2019; EN 61439-1:2011; IEC 61439-7:2018, IEC 62955:2018 (RDC-MD),
- EN 62233:2008
- [2014/53/EU - Artikel 3 (1) a) Sicherheit (Funkteil)]
- EN 62368-1:2014; EN 62311:2008
- [2014/53/EU - Artikel 3 (1) b) EMV]
- EN 61000-6-2:2005; EN 61000-6-3:2007 + A1:2011; IEC 61851-21-2:2018
- [2014/53/EU - Artikel 3 (1) b) EMV (Funkteil)]
- EN 301 489-1 V2.2.3 (2019-11); EN 301 489-17 V3.2.4 (2020-09)
- [2014/53/EU - Artikel 3 (2) Funkspektrum]
- EN 300 328 V2.2.2 (2019-07); EN 301 893 V2.1.1 (2017-05)
- [2011/65/EU]
- EN IEC 63000:2018

The Ford Connected Wall Box was developed, manufactured, tested and supplied in accordance with the above-mentioned standards and regulations, and in accordance with the relevant standards for safety, electromagnetic compatibility (EMC), and environmental compatibility. The full text of the EU declaration of conformity is available at the following internet address: <https://owner.ford.com>

10 Warranty information

Issue Date: 11 November 2020

10.1 A. Content and requirements

Ford warrants that the Ford Connected Wall Box will be delivered without material or manufacturing defects (quality warranty) for the duration of the warranty period outlined below. The provider of the warranty in your country is listed in Section E below.

The warranty is only valid on condition that the Ford wall box is installed by a qualified specialist company/electrician in accordance with the installation instructions supplied and operated in accordance with the user manual.

The warranty covers a period of 3 years from the date of delivery of the Ford Connected Wall Box. Please keep a copy of your delivery receipt/invoice as proof of delivery. If the Ford Connected Wall Box fails due to a material or manufacturing defect, it will be either repaired or replaced at no charge to the customer. Ford reserves the right to choose between the above options.

Proof of the existence of a material or manufacturing defect must be provided by the customer.

Within the scope of this warranty, Ford will assume the necessary and reasonable disassembly and installation costs in the event of a warranty claim in each case. The prerequisite for this is that removal and installation has been authorized by Ford beforehand.

You must keep and provide the original invoice as proof of purchase if you make a claim under this warranty.

To extent legally permitted, if the Ford Connected Wall Box is repaired or replaced during the warranty period due to a manufacturing or material defect, the warranty will not be extended; the warranty for a Ford wall box provided in replacement will expire at the end of the original warranty period.

A Ford Connected Wall Box replaced under warranty or components replaced in the course of a repair shall become the property of Ford.

10.2 B. Exclusions

Excluded from the warranty:

1. Damage to the Ford Connected Wall Box caused by improper use, improper installation or modifications not previously authorized by Ford.
2. Damage due to normal wear and tear.
3. The reimbursement of consequential damages.
4. Claims for compensation for indirect damage (e.g. damage resulting from loss of time, loss of means of transport, loss of business, temporary vehicle hire costs or for inconvenience).
5. Claims for reduction or cancellation of the purchase contract.
6. Ford is not responsible for any repair or replacement that is required as a direct result of a failure to properly maintain the Ford Connected Wall Box in accordance with (i) the user manual and (ii) any maintenance schedules and servicing requirements.

NOTE:

Only the services listed under **A. Contents** can be claimed under this guarantee. There are no further claims, especially those from § 280 BGB (which applies in Germany only).

The limitations of liability stated here do not apply to damages resulting from injury to life, body or health or to claims under the applicable regulations (including the Product Liability Act/regulations in your country).

10.3 C. Warranty processing

If a material or manufacturing defect occurs that needs to be repaired under this warranty, please contact the Ford Customer Relationship Centre in your country (see Section E below) to start your claim.

Ford reserves the right to request the return of the affected the Ford Connected Wall Box under warranty in order to check it for the existence of a possible warranty claim. If a Ford Connected Wall Box requested for testing is not sent in due to circumstances beyond the control of Ford, the warranty claim will be rejected as unfounded.

If a warranty claim is confirmed after the test, the Ford Connected Wall Box in question will either be repaired by an authorised Ford partner or replaced free of charge. In individual cases, however, it is possible that the authorised Ford partner may request payment. In these cases, if the warranty claim is justified, a subsequent refund will be made.

10.4 D. Remarks

To the extent legally permitted, claims under this warranty are subject to a limitation period of 6 months from the date you first became aware of the defect.

The warranty is a voluntary promise by Ford. This warranty is governed by the local law of your country of residence. Your statutory warranty rights are not limited by this or by the use of services under this warranty.

10.5 E. Warranty provider

Please locate the warranty provider in your country in the following table:

Country	Warranty provider	Address	Telephone & Email
Austria	Ford Motor Company (Austria) GmbH	Hackinger Straße 5c, A-1140 Wien	To obtain the telephone number and email address for the Ford Customer Relationship Centre in your country, please browse to: https://www.ford.eu/
Belgium	Ford Motor Company (Belgium) NV	Avenue du Hunderenveld 10, Bruxelles Hunderenveldlaan 10, 1082 Brussel	
Czech Republic	Ford Motor Company s.r.o.	Karolinská 654/2, 186 00 Praha 8,	
Denmark	Ford Motor Company A/S	5 D-E, Borupvang, DK -2750 Ballerup	
Finland	Oy Ford Ab	Plaza Halo, Äyritie 24 (6 th floor), FIN-01510 Vantaa	
Germany	Ford Werke GmbH	Henry-Ford-Straße 1, D-50735 Köln,	
Greece	Ford Motor Hellas S.A.I.C.	Akakion 39 & Monemvasias 25, Maroussi, GR 151.25 Athens	
Hungary	Ford Central & Eastern European Sales LLC	Galamb József u. 3, 2000 Szentendre	
Ireland	Henry Ford & Son Limited	Elm Court, Boreenmanna Road, T12 HHW2 Cork	
Italy	Ford Italia S.p.A.	Via Andrea Argoli 54, 00143 – Roma	
Netherlands	Ford Nederland B.V.	Stroombaan 16, NL-1181 VX Amstelveen	
Norway	Ford Motor Norge A/S	Postbox 514, Lienga 2, 1414 Trollasen	
Poland	Ford Polska Sp. z o.o.	Ul. Tasmowa 7, Warszawa, 02-677	
Portugal	Ford Lusitana S.A.	Av. Defensores De Chaves 45 – 4 Andar, 1000 - 112 Lisboa	

Romania	Ford Romania S.A.	Strada Henry Ford (1863 -1947) Nr. 29 200745 Craiova
Spain	FORD ESPAÑA S.L.	Polígono Industrial S/N, 46440 – Almussafes, Valencia
Sweden	Ford Motor Company	ABAtt Kundservice, Box 4023, E-169 04 Solna
Switzerland	Ford Motor Company (Switzerland) SA	Geerenstraße 10, 8304 Wallisellen
United Kingdom	Ford Motor Company Ltd.	Royal Oak Way South, Daventry, Northants NN11 8NT England

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