

Customer Care Center



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Customer Care team in
your location:

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General

Warning Symbols Definitions

The following safety messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a "Danger" or "Warning" safety message indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol.
It is used to alert you to potential personal injury hazards.

Obey all safety messages with this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result** in death or serious injury.
Failure to follow these instructions will result in death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result** in death or serious injury.
Failure to follow these instructions can result in death, serious injury, or equipment damage.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result** in minor or moderate injury.
Failure to follow these instructions can result in injury or equipment damage.

NOTICE

NOTICE is used to address practices not related to physical injury. The safety alert symbol shall not be used with this signal word.
Failure to follow these instructions can result in equipment damage.

Safety Instructions

⚠ DANGER

HAZARD OF ELECTRICAL SHOCK, EXPLOSION OR ARC FLASH

- Read and follow all warnings and instructions before installing and operating the Schneider StarCharge Fast 60 Charging Station. Install and operate only as instructed. Failure to do so may lead to death, injury, or property damage, and will void the Limited Warranty.
- The product must be installed according to the specifications and requirements as defined by Schneider Electric. No responsibility is assumed by Schneider Electric if these requirements are not respected.
- Always inspect the Charging Station for proper installation before use.
- Always ground the Schneider StarCharge Fast 60 Charging Station. Failure to ground the charging station can lead to risk of electrocution or fire. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor shall be run with circuit conductors and connected to the equipment grounding terminal.
- Install the Schneider StarCharge Fast 60 Charging Station on a concrete pad according to the Schneider Electric approved method. Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage.
- This charging station is not suitable for use in or around hazardous locations, such as near flammable, explosive, or combustible materials.
- Do not install the Schneider StarCharge Fast 60 Charging Station until all construction work has been completed and the installation area has been cleared & cleaned.
- Do not use this product if the enclosure, Electric vehicle cable, or the Electric vehicle connector is broken, cracked, open, or shows any other indication of damage.
- Do not put fingers into the electric vehicle connector.

Failure to follow these instructions will result in death or serious injury.

CAUTION

HAZARD OF DEGRADATION OF EQUIPMENT PERFORMANCE

- Under no circumstances will compliance with the information in this manual relieve the user of his/her responsibility to comply with all applicable codes or safety standards.
- Schneider Electric is not responsible for any damages that may result from custom installations that are not described in this document or for any failure to adhere to installation recommendations.

Failure to follow these instructions can result in injury or equipment damage.

NOTICE

RISK OF DAMAGING

- Before installing the Schneider StarCharge Fast 60 Charging Station, consult with a licensed contractor, such as a licensed electrician, and use a trained installation expert to ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances.
- A qualified person is one who has the skills and knowledge related to the construction, installation and operation of electrical equipment and has received safety training to recognize and avoid the hazards involved.

Failure to follow these instructions can result in equipment damage.

Preface

This guide describes the operation and maintenance of the Schneider StarCharge Fast 60 Charging Stations. The Schneider StarCharge Fast 60 Charging Stations are easy to install DC fast Charging Stations for electric vehicles. Fast Charging Stations are electrical installations with high electric currents. Therefore, any maintenance must be planned carefully, and must be done by certified personnel only (according to local standards).

Schneider StarCharge Fast 60 is available in different versions. The different versions are described in Charging stations configurations section.

Document Application

This document serves:

Site operators responsible for the charger's operation on site, performing regular inspection and maintenance activities and who are able to perform simple maintenance activities.
The Electric Vehicle drivers who will mainly use the icons and texts on the HMI display of the charger.
However, the user interface design facilitates the user experience & it is easy to use the Charging station by following the instructions on the HMI screen.

Other Available Documentation

Schneider StarCharge Fast 60 available documents for each phase of the project:

Document	Reference	Content	Audiences
Schneider StarCharge Fast 60 Datasheet	998-23822650	Full Charging Station specifications	Site designer, installer, and station operator
Schneider StarCharge Fast 60 Installation Guide	NAT2998101	Civil, mechanical, and electrical installation guidelines	Site engineer or installer/contractor
Schneider StarCharge Fast 60 Owners Guide	NAT2998700	Operation and maintenance guidelines	Site operator and end user
Schneider StarCharge Fast 60 OCPP Guide	DOCA0311	Integration rule of charger for Charge Point Operator	Charge Point Operator/Contractor

Owner Responsibilities

The owner and/or site operator are required:

- To ensure the site where the Charging Station will be installed, is in accordance with the requirements described in the Installation guide.
- To ensure enough space around the Charging Station to carry out maintenance work.
- To ensure all protection devices are correctly installed after carrying out installation or maintenance.
- To operate the Charging Station with the protection devices installed.
- To write an emergency plan that instructs users what to do in case of emergency.
- To appoint a person responsible for the safe operation of the charge station and for the coordination of all work. This person should be properly trained by Schneider Electric.
- To contact Schneider Electric Services for the periodic maintenance of the Charging station at least once a year if not subscribed to a service plan.

Charge Point Operator Responsibilities

- A temporary buffer storage is available in the charging station, e.g. to temporarily store data package during a connection break. In general, the backend is responsible for the permanent storage of the data package in accordance with the Charge Point Operator, and the end customers will be able to access the charging data stored from the backend. The different operators with their owned backend will be informed of these requirements for complying.
- To start using Schneider StarCharge Fast 60 payment terminal, Charge Point Operator must proceed with the registration and activation of the payment terminal on the Payer cloud platform. The commissioning of the Schneider StarCharge Fast 60 payment terminal in Charge Point Operator's environment including the registration and activation of the payment terminal is required to enable Charge Point Operator to process payment transactions of EV drivers at the charging stations operated by the Charge Point Operator.

Payer cloud platform interfaces the payment terminals with each of the CSMS software operated by the Charge Point Operator, and the payment service providers' respective payment processing platforms.

Schneider Electric does not intervene and does not bear any responsibility in the registration and activation of the payment terminals, nor in the interfacing of the payment terminals with any third-party solution.

Charge Point Operator shall have to enter into its own and separate agreements under its own responsibility with Payer to define the terms and conditions under which:

- The Payer payment terminal will be enrolled and activated on the Payer cloud platform accessed by the Charge Point Operator.
- In case of Defects in the payment terminals, Payer shall provide directly to the Charge Point Operator the support and maintenance of the payment terminals, including the direct supply by Payer to the Charge Point Operator of the payment terminals and their spare parts that the Charge Point Operator will assemble (or have their subcontractors assemble) into the Schneider StarCharge Fast 60 to replace the defective parts of the Payer payment terminals.

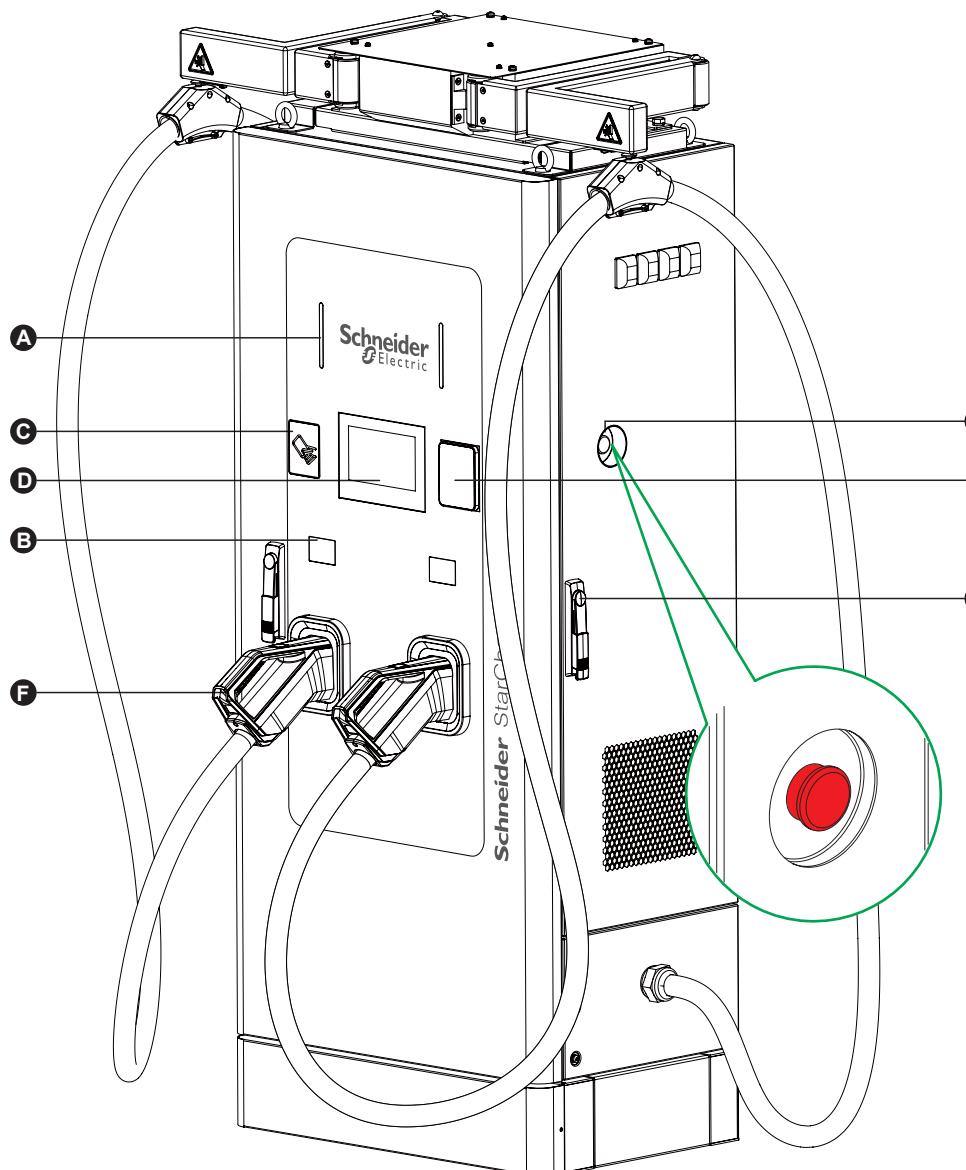
Please find below link for:

Registration of Payer Payment terminal:

<https://www.payer.com/registration>

Technical documentation related the Payer Payment terminal:

<https://www.payer.com/downloads>



A	Indicator lights
B	DC energy meter
C	Card tapping area
D	Touch screen
E	Credit card reader
F	Vehicle connector slot
G	Door handle with Lock
H	Emergency Charge Stop

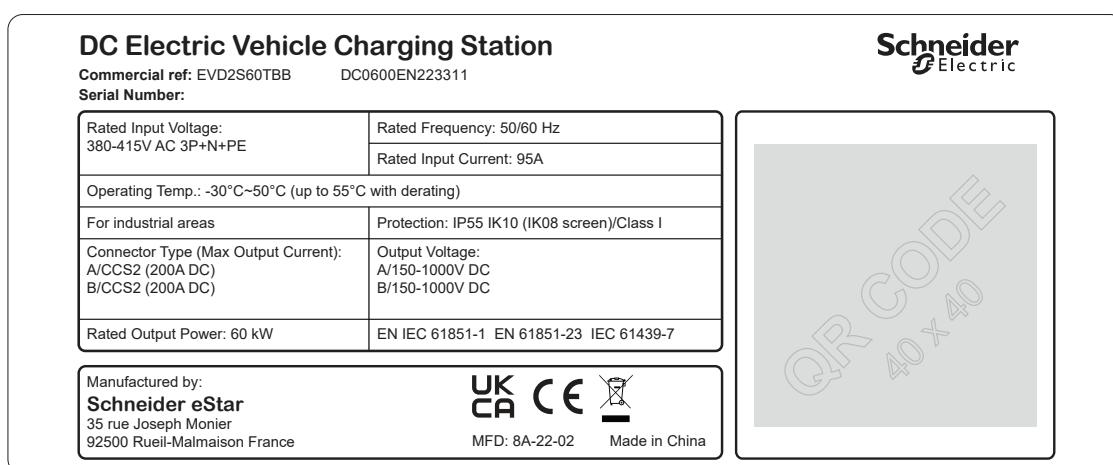
■ Image showing version equipped with cable management system and credit card reader.

1.1 Charging Stations Configurations

Type of equipment applicable to this manual: Schneider StarCharge Fast 60;
List of references supported are:

Commercial Reference	Nominal Power	Vehicle connector	Cable management	Cable range (m)	Payment Terminal
EVD2S60TBB	60 kW DC	2 x CCS2	Yes	3.5	No
EVD2S60TBBCC	60 kW DC	2 x CCS2	Yes	3.5	Yes
EVD2S60TBBC7	60 kW DC	2 x CCS2	No	7	No
EVD2S60TBBCC-F	60 kW DC	2 x CCS2	Yes	3.5	Yes

*For more customized commercial reference, please contact Schneider Electric.



1.2 Authentication Modes

According to the Commissioning parameters, the Schneider StarCharge Fast 60 operation is possible with or without authentication. Operation with authentication requires a Charging Station connected to an OCPP backend platform.

Authentication modes available:

- Authentication Required, with option:
 - RFID/NFC
 - QR code with Mobile APP
 - Payment terminal
 - EV MAC address
 - ISO 15118 Plug n Charge
- Authentication Disabled

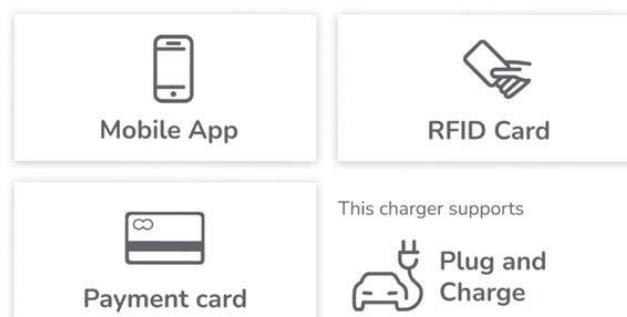
1.3 Payment Methods

Depending on Charging Station reference and on the commissioning parameters required, Charging Stations may have several payment options:

- Mobile App
- RFID Card
- Payment Card
- ISO 15118 Plug n Charge



A - SELECT A PAYMENT METHOD



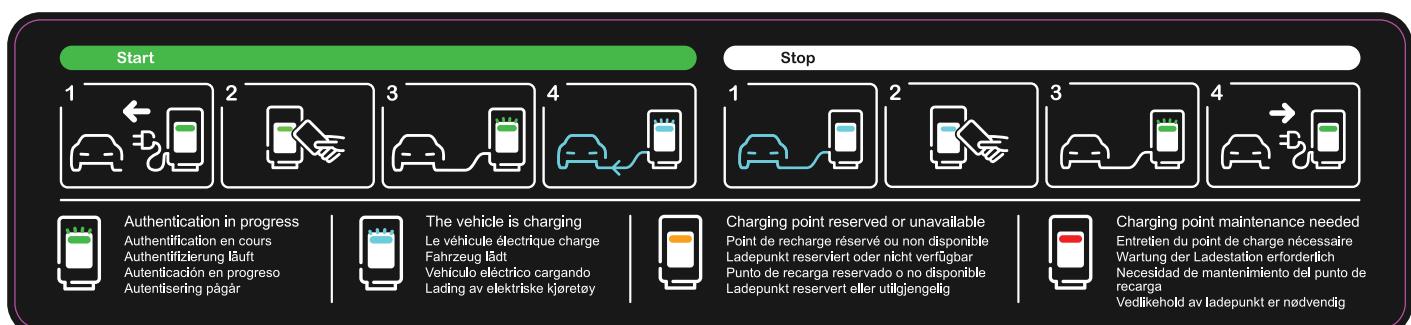
Available.
Plug in vehicle connector. **A**

Available.
Plug in vehicle connector. **B**

1.4 LED Status Indicator

The status of the Schneider StarCharge Fast 60 Chargingstation is indicated via colored LED indicator lights.

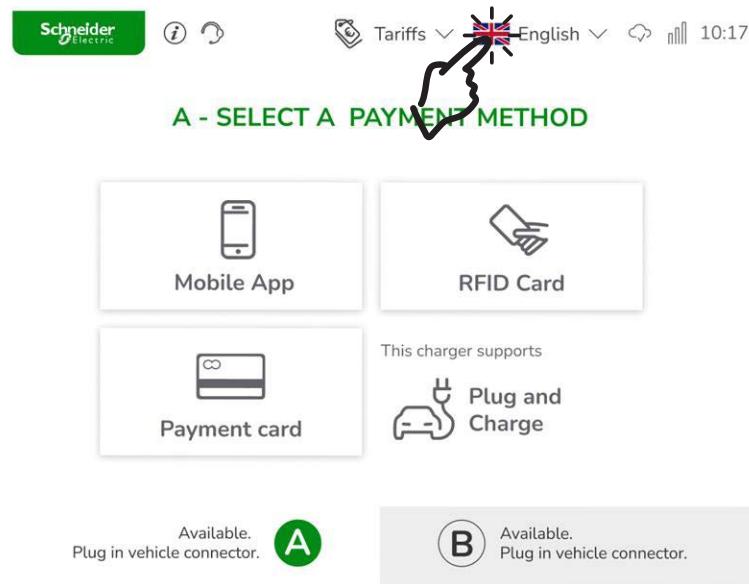
Below you will find the definition of each Indicator Light and its corresponding charger status and the basic user guidance: (Sticker provided with the unit)



1.5 Languages

The Schneider StarCharge Fast 60 User interface is integrated in several languages to facilitate the use according to regional requirements and enable different users. In the top of the HMI screen you can press on the Flag icon which will take you to a menu to select your preferred language.

NOTE: The list of available languages are defined at the commissioning stage.

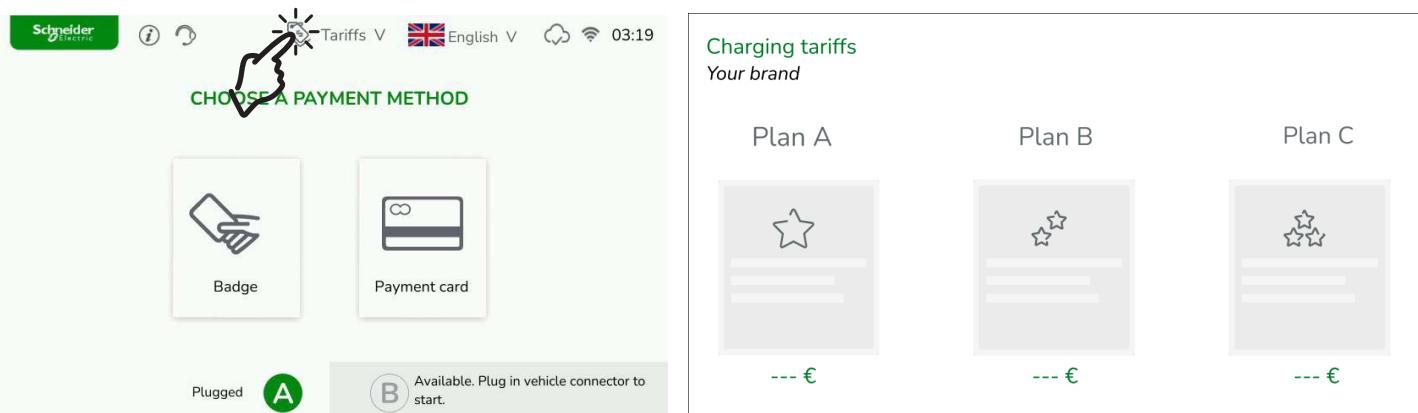


Available Languages:



1.6 Tariff

If the backend platform issues a tariff to the charging station as a payment reference, an icon will appear at the top of HMI screen. Click the "Tariff" icon and the further information of charging tariffs will pop up.



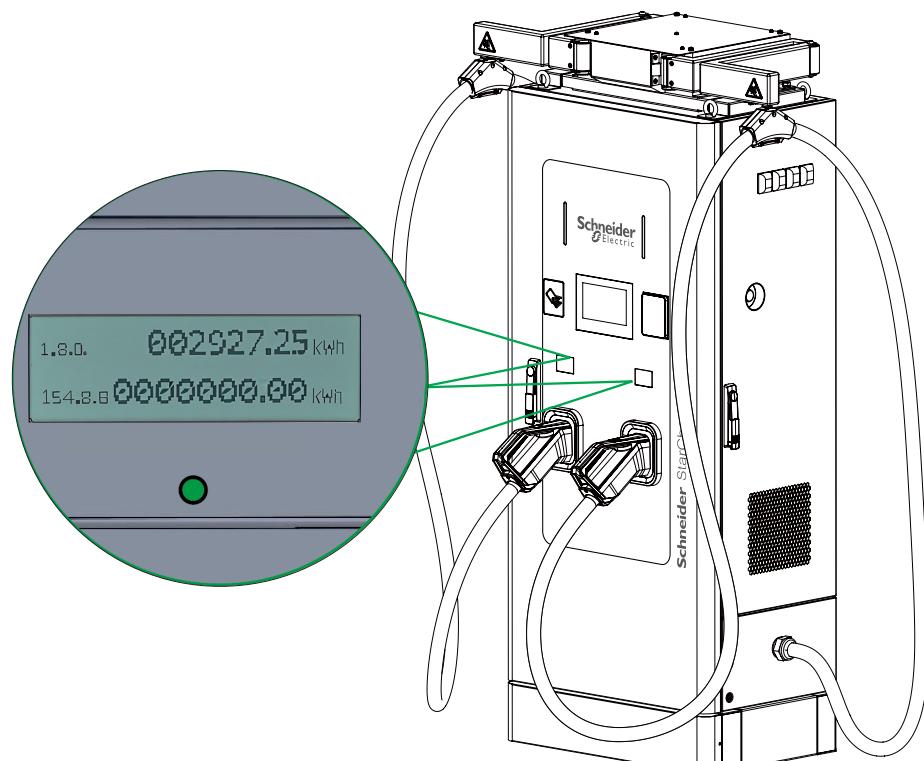
1.7 Charge Session DC Meter Reading

The Schneider StarCharge Fast 60 ChargingStation is equipped with a visible DC meter on each outlet. It provides the measurement data records with timestamp, loading process data and digital signature, thereby enabling charging processes to be billed in accordance with the legal requirements. Furthermore, all charging processes are persistently stored in the internal data storage of the meter.

The rotation interval on the display screen is 5 seconds.

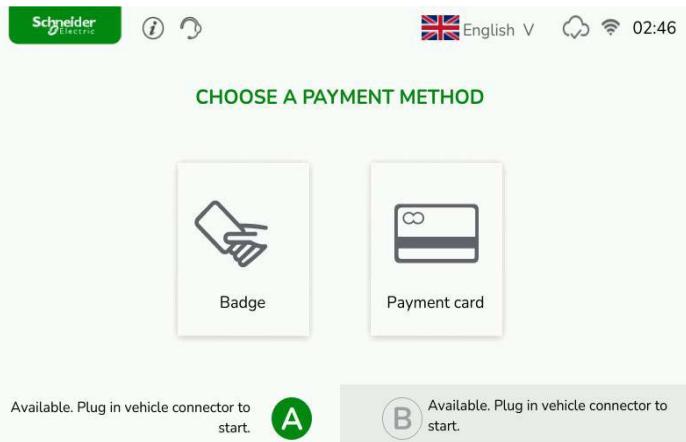
Displayed Information:

- Total import mains energy
- Total transaction import device energy



2.1 Basic Charging Steps

To charge an Electric Vehicle(EV):



- A** • Park the Electric Vehicle with the charge inlet within reach of the vehicle connector suitable for your Electric Vehicle.
- B** • Confirm the Charging Station status is normal and the status indicator is steady green.
- C** • Select your preferred Language.
- D** • Follow the instructions on the screen.

⚠ CAUTION

HAZARD OF DAMAGING A LOCKED VEHICLE CONNECTOR.

- In CCS charging the Electric Vehicle locks the vehicle connector.
- If the user wants to unplug the vehicle connector from the car, it may be necessary to unlock all doors of the Electric Vehicle or use the "unlock charge connector button" on the car key, if present.
- Do not apply force to a locked vehicle connector during charging. This might damage the inlet and locking mechanism in the car or damage the Charging Station.
- Always handle cables and connectors with care & always place them back in their respective holders.
- Only insert a vehicle connector into a suitable car inlet.

Failure to follow these instructions can result in injury or equipment damage.

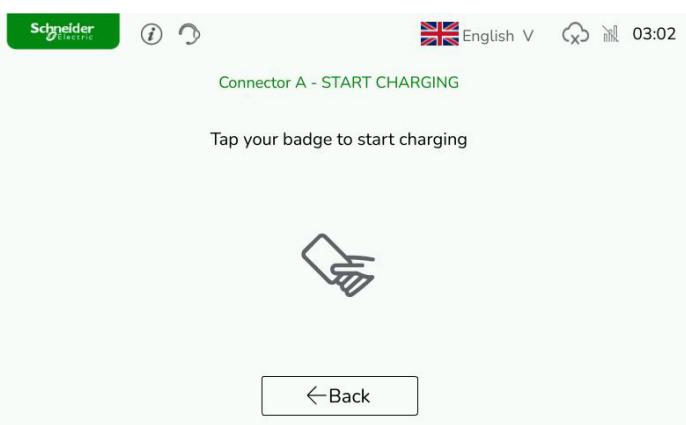
PLEASE NOTE

- Always ensure that the vehicle connector is properly plugged in the Electric Vehicle.
- Always Ensure that the vehicle connector openings are clean and clear of any foreign bodies, dust, sand, leaves, etc.

2.2 Charging Authentication Modes

Depending on the configured authentication modes below, the user instructions for the charger may vary depending on the customer requirements. For each authentication mode, EV drivers need to select the authentication mode when it's not free or using autocharge.

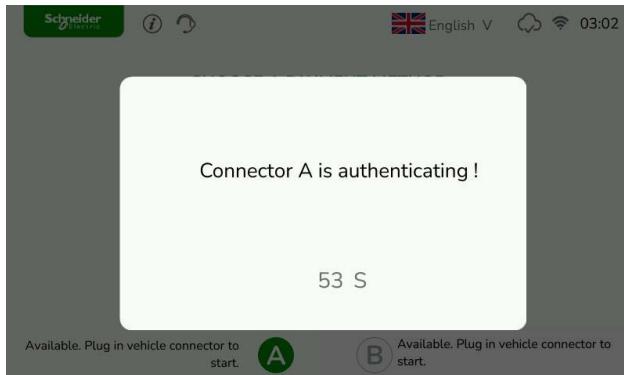
1. RFID/NFC Authentication Required



- A** • After inserting the vehicle connector in the Electric Vehicle port the user interface will prompt the user to tap the RFID card.
- Once card is swiped on swiping area a charging session will start.

NOTE: If the card has been swiped first, please insert the vehicle connector (A or B) that has been selected on the HMI screen in the Electric Vehicle port within 2 minutes according to the prompt.

2.2 Charging Authentication Modes



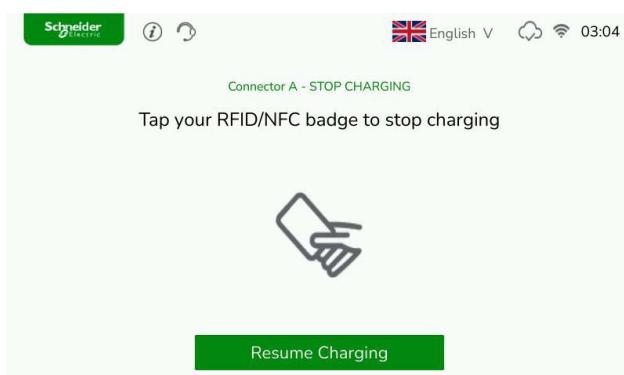
- B** • Once the RFID card is tapped the interface will show the authenticating message. Once authenticated the session will start.



- C** • If authentication fails, a message will appear.



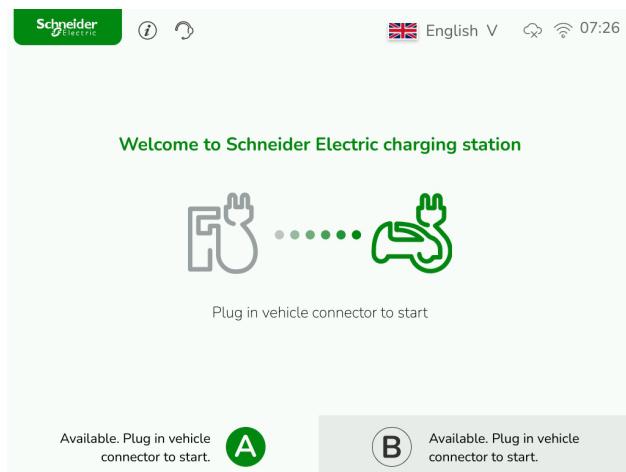
- D** • During charging, touch A and B buttons on the bottom of the screen to switch to the status interface of each vehicle connector.
- E** • Stop charging: Press "Stop Charging" to enter the stop charging interface and tap the card again to stop charging.



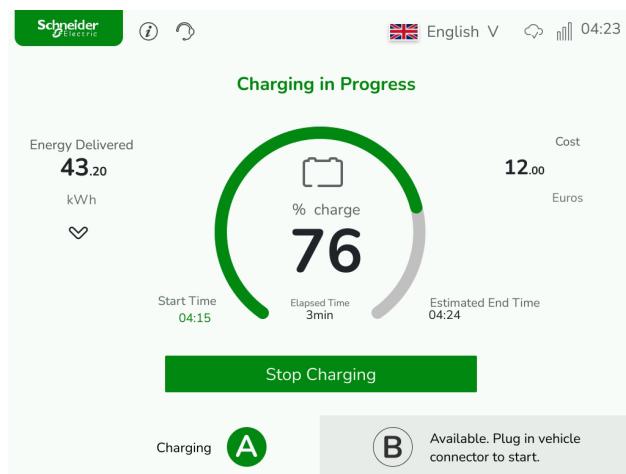
- F** • Unplug the vehicle connector from the vehicle, reposition it in the connector slot.

2.2 Charging Authentication Modes

2. Authentication with EV MAC address



- A • On the User interface of the Charging Station.
Select the suitable vehicle connector A or B and follow the instructions on the screen.
- B • Plug the vehicle connector into an authorized Electric Vehicle to authenticate.



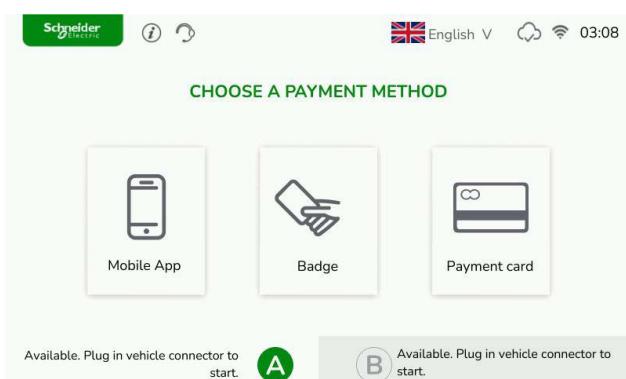
- C • Stop charging: Press "Stop Charging" to enter the stop charging interface.

NOTE: The "Stop Charging" button needs special commissioning in web page (please refer to Commissioning Guide).

3. Authentication Disabled

- A • On the user interface of the charging station, select the suitable vehicle connector A or B and follow the instructions on the screen.
- B • Remove the vehicle connector from the connector slot and insert firmly it into the corresponding charging port of the vehicle, charge session will start Automatically.
- C • To stop the charging session, either of the following methods can be used:
 - Use the connector unlock feature on the electric vehicle.
 - Press "Stop Charging" button on the HMI screen (Only when the button is enabled in commissioning stage. Please refer to Commissioning Guide.).
- D • Replace the connector in the holder.

4. QR code with Mobile APP



- A • When choosing the QR code option, insert the vehicle connector in the Electric Vehicle port and meanwhile click the Mobile APP icon on the user interface.

NOTE: If the QR code has been scanned first, please insert the vehicle connector (A or B) that has been selected on the HMI screen in the Electric Vehicle port within 2 minutes according to the prompt.

2.2 Charging Authentication Modes



English V



03:08

Connector A - START CHARGING

Scan the QR code to start charging



← Back

- B** • Scan the pop-up QR code to start the charging session and follow the instruction given by the Charge Point Operator to start and stop charging session.
- C** • After the charging session stops, replace the connector in the holder.

5. Payment terminal

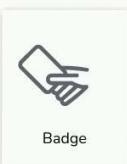


English V

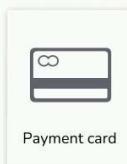


03:09

CHOOSE A PAYMENT METHOD



Badge



Payment card

Available. Plug in vehicle connector to start.



Available. Plug in vehicle connector to start.



- A** • When choosing the Payment terminal option, insert the vehicle connector (A or B) in the Electric Vehicle port and meanwhile click the Payment card icon on the user interface.



English V



03:09

Connector A - START CHARGING

Follow the instructions on the payment terminal



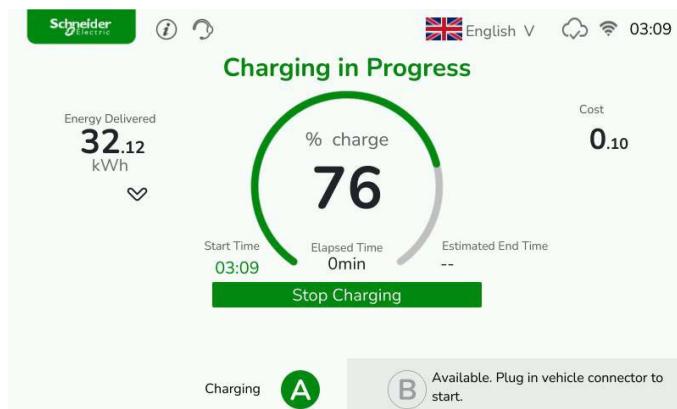
← Back

- B** • Follow the instructions on the payment terminal to start the charging session.
- C** • Stop charging: Press "Stop Charging" to enter the stop charging interface and follow the instructions on the payment terminal again to stop charging.
- D** • Replace the connector in the holder.

3.1 Charging Session Statistics

During the charging sessions the Schneider StarCharge Fast 60 can provide different readings and statistics about the ongoing session(s)

To pick the charging session during charging, touch A and B buttons on the bottom of the screen to switch to the status interface of each vehicle connector.



On the main screen of the Charging Station will appear the general status of the charging session such as:

- Session start time
- Elapsed time
- Estimated completion time
- Energy delivered in KWH
- Cost/billing amount (If the backend platform issues)
- Charging Power, Output Current and Output Voltage (need to expand the arrow on the left side of the screen)

3.2 Charge Session Report

At the end of a charge session, the Charging Station will display on the user interface a report of the statistics of the charge session.

Session end

- Charging will stop without user interaction when the Electric Vehicle indicates to the charger that charging is completed.
- Charge session can also be ended from the Electric Vehicle side, refer to the Electric Vehicle owners manual.



Available Information:

- Electric Vehicle battery Level in %
- Energy delivered in KWh
- Cost/billing information (if applicable)
- Duration of charge session

DANGER**HAZARD OF ELECTRIC SHOCK**

- Any inspection or maintenance activity that requires the Charging Station doors to be opened must only be performed by trained and authorized personnel.
- Contact Schneider Electric services to provide the recommended service plan for your product.
- Failure to follow these instructions will result in death, serious injury, or equipment damage.**

NOTICE**HAZARD OF EQUIPMENT DAMAGE**

- Do not apply high-pressure water jets when cleaning the charging station as water may leak inside.
- Only use cleaning agents with a pH value between 6 and 8.
- Do not use cleaning agents with abrasive components.
- Do not use abrasive tools.
- Failure to follow these instructions can result in equipment damage.**

To achieve the best performance out of your Schneider StarCharge Fast 60 ChargingStation preventive maintenance plan is required. The preventive maintenance plan consists of regular maintenance and periodic maintenance.

Regular maintenance aims to offer a regular check for the status of the Charging Station under the condition when shut down is not possible.

Periodic maintenance is to be carried out at least once a year by Schneider Electric services personnel or trained and certified Schneider Electric's eMobility EcoXpert.

Regular Maintenance

Regular maintenance checklist as follow:

Regular Maintenance				
Check	Tool	Frequency	Shutdown Required	Status/Action
Visually check whether there are missing parts such as connector holder, Emergency charge stop, handles, etc.		Weekly	No	
Visually check whether there are deformed or damaged parts on enclosure.		Weekly	No	
Ensure cleanliness of enclosure for stains, stickers, graffiti, grease, signs of rust, signs of burn or water penetration.		Weekly	No	
Check the HMI screen for damages and ensure proper visibility and touch response.		Weekly	No	
Test the QR code to ensure it is clear and leads to the correct App/Interface.		Weekly	No	
Check the HMI screen for any error messages.		Weekly	No	
Check the LED indicator lights.		Weekly	No	
Visually inspect the condition of the connectors and cables for any foreign objects, damages, or broken insulation.		Weekly	No	
Visually inspect the cable at the connector flange for any pull marks.		Weekly	No	
Manually test the proper operation of the cable management system and ensure that it can withdraw back a loose cable.		Weekly	No	
Inspect and verify the correct operation of the Emergency charge stop.		Weekly	No	
Check the car stopping bollards are present and not damaged.		Weekly	No	
Visually inspect the concrete foundation for water collected or damages and ensure all bolts are secured in place.		Weekly	No	
Visually inspect the canopy/shed for any damages. (if applicable).		Weekly	No	
Ensure the installation area is clear of weeds, sand, excessive dust, etc.		Weekly	No	
Visually inspect all safety warning signs visible and clear.		Weekly	No	
Manually inspect the doors and locks for proper operation and keys are secured.		Weekly	No	
Listen whether there is abnormal noise from inside of the charger.		Weekly	No	
Check for abnormal (burning, rodent) smell coming from the charger.		Weekly	No	
Inspect the DC meter through the window and ensure clear reading visibility.		Weekly	No	
Inspect and clean the intake ventilation louvers for damages or any foreign objects blocking.		Weekly	No	
Inspect and clean the outlet ventilation grid for damages or any foreign objects blocking.		Weekly	No	

**Product Disposal**

To comply with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE), devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union. Enquire with local authorities regarding proper disposal.

Product materials are recyclable as marked.

Please find below link and enter the product reference number for files: Product Environmental Profile and Product End of Life Instructions
checkaproduct.se.com

Radio Equipment Conformity

EU Declaration of Conformity

Hereby, SCHNEIDER eSTAR, declares that this electric vehicle conductive charging station Schneider StarCharge Fast 60 is in compliance with the essential requirements and other relevant provisions of Radio Equipment Directive: 2014/53/EU.
 The EU declaration of conformity for Schneider StarCharge Fast 60 offer (EU1006186-0) can be downloaded on: www.se.com/docs.

UK Declaration of Conformity

Hereby, SCHNEIDER eSTAR, declares that this electric vehicle conductive charging station Schneider StarCharge Fast 60 is in compliance with the essential requirements and other relevant provisions. of Radio Equipment Regulations 2017-UK SI 2017 No.1206.
 The UK declaration of conformity for Schneider StarCharge Fast 60 offer (UK1006187-0) can be downloaded on: www.se.com/uk/docs.

Communication Frequencies

	Operation Frequency	Output Power
RFID:	13.56 MHz	Far less than 20 mW
GSM900:	TX: 880 MHz to 915 MHz RX: 925 MHz to 960 MHz	≤35.00 dBm
GSM1800:	TX: 1710 MHz to 1785 MHz RX: 1805 MHz to 1880 MHz	≤32.00 dBm
WCDMA		
Band1:	TX: 1920-1980 MHz RX: 2110-2170 MHz	≤25.00 dBm
Band8:	TX: 880-915 MHz RX: 925-960 MHz	≤25.00 dBm
LTE		
Band1:	TX: 1920-1980 MHz RX: 2110-2170 MHz	≤25.00 dBm
Band3:	TX: 1710-1785 MHz RX: 1805-1880 MHz	≤25.00 dBm
Band7:	TX: 2500-2570 MHz RX: 2620-2690 MHz	≤25.00 dBm
Band8:	TX: 880-915 MHz RX: 925-960 MHz	≤25.00 dBm
Band20:	TX: 832-862 MHz RX: 791-821 MHz	≤25.00 dBm
Band28:	TX: 703-748 MHz RX: 758-803 MHz	≤25.00 dBm
Band38:	2570-2620 MHz (TDD)	≤25.00 dBm
Band40:	2300-2400 MHz (TDD)	≤25.00 dBm

Wireless Frequencies

Operate Freq. Band	Frequency Range (MHz)	Modulation	Channel Bandwidth	Data Rate
IEEE 802.11b	2412 ~ 2472	DSSS	20MHz	Up to 11Mbps
IEEE 802.11g	2412 ~ 2472	OFDM	20MHz	Up to 54Mbps
IEEE 802.11n 2.4GHz 20MHz	2412 ~ 2472	OFDM	20MHz	Up to 72.2Mbps
IEEE 802.11n 2.4GHz 40MHz	2422 ~ 2462	OFDM	40MHz	Up to 144.4Mbps
Channel Number	IEEE 802.11b/g, IEEE 802.11n HT20: 13 Channels, IEEE 802.11n HT40: 11 Channels			
Channel Step	WiFi: Channels with 5MHz step			

Standards and Compliance

Directive RE: 2014/53/UE	RE Directive: 2014/53/EU
Directive RoHS: 2011/65/UE, 2015/863/UE	RoHS Directive: 2011/65/EU: 2015/863/EU

Based on following standards:

EN IEC 61851-1:2019+AC:2023-12, EN 61851-23:2014+AC:2016-06, EN 61851-24:2014 + AC:2015, EN 61000-6-2:2005 + AC 2005,

EN IEC 61000-6-2:2019*, EN 61000-6-4:2007 + A1:2011, EN IEC 61000-6-4:2019**, EN IEC 61851-21-2:2021***

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* The EN IEC 61000-6-2:2019 is not an harmonized standard but the Schneider StarCharge Fast 60 is already compliant with EN IEC 61000-6-2:2019.

** The EN IEC 61000-6-4:2019 is not an harmonized standard but the Schneider StarCharge Fast 60 is already compliant with EN IEC 61000-6-4:2019.

*** The EN IEC 61851-21-2:2021 is not an harmonized standard but the Schneider StarCharge Fast 60 is already compliant with EN IEC 61851-21-2:2021.

**** The EN 301 489-1 V2.2.3(2019-11) is not an harmonized standard but the Schneider StarCharge Fast 60 is already compliant with EN 301 489-1 V2.2.3(2019-11).

***** The EN 301 908-13 V13.3.1(2024-10) is not an harmonized standard but the Schneider StarCharge Fast 60 is already compliant with EN 301 908-13 V13.3.1(2024-10).

NOTE



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