



NIOPower

NIO Power Home 2.0 User Manual

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About This Manual

Product Specifications

All specifications and descriptions contained in this document are verified to be accurate at the time of your download. However, NIO reserves the right to make modifications at any time for continuous improvements.

Copyrights

Wuhan NIO Energy Co., Ltd. reserves all rights.

No part of this document may be modified, reproduced, processed or transmitted in any form or by any means without the prior written permission of NIO.

Safety Information

Important Safety Instructions

This document contains important instructions and warnings that must be followed when installing and maintaining your Power Home 2.0.

Warnings

Warning: Please read the instructions carefully before using the product.

Warning: Minors are not allowed to operate this product.

Warning: During use, the Power Home 2.0 must be grounded via a permanent wiring system.

Warning: Do not install or use the Power Home 2.0 near flammable, explosive, harsh, or combustible materials, chemicals, or vapors.

Warning: Turn off input power at the circuit breaker before installing or cleaning the Power Home 2.0.

Warning: Use the Power Home 2.0 only within the specified operating parameters.

Warning: Never spray water or any other liquid directly at the wall-mounted control box. Never spray water onto the charging plug or submerge the charging plug in liquid. Put the charging plug in the plug holder to prevent unnecessary exposure to contamination or moisture.

Warning: Do not expose the Power Home 2.0 to excessive contact with water and never touch the Power Home 2.0 and cables with wet hands. This leads to the risk of electric shock, which can cause serious or fatal injuries. Do not aim a strong jet of water at or against the Power Home 2.0. Never operate the Power Home 2.0 with wet hands. Never immerse the charging plug in liquids.

Warning: Install the product out of reach of children and animals

Warning: Do not use the Power Home 2.0 if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.

Warning: Do not attempt to disassemble, repair, tamper with, or modify the Power Home 2.0. Contact NIO for any repairs or modifications.

Warning: Do not forcefully fold or apply pressure to any part of the Power Home 2.0 or damage it with sharp objects.

Warning: Do not insert foreign objects into any part of the Power Home 2.0.

Warning: Do not use private power generators as a power source for charging.

Warning: Do not operate at temperatures below -30°C or above 50°C

Notes

- Ensure that the charging cable of the Power Home 2.0 is properly positioned so it will not be stepped on, driven over, tripped over, or otherwise subject to damage or stress.
- Do not use cleaning solvents to clean any components of the Power Home 2.0. The exterior of the Power Home 2.0, the charging cable, and the connector end should be periodically wiped with a clean dry cloth to prevent accumulation of dirt and dust.
- Be careful not to damage the circuit boards or components during installation.

Specifications

Item	Parameters
Rated Input	230 V AC 32 A 50-60Hz
Rated Power	7 kW
Output Current	12-32 A
Rated Output	230 V AC 32 A 50-60Hz
Operating Temperature	-30°C to $+50^{\circ}\text{C}$
Cable Length	6 m

Operating Altitude	≤ 2000 m
Operating Humidity	5% to 95%, no condensation
Enclosure Rating	IP55
Protection Degree	CLASS I
Reserved Power Supply Cable Length	1.2 m
Enclosure Materials	UL94-V0 Flame retardant plastic
Charger Station Dimensions	218 x 345 x 153 mm (W x H x D)
Net Weight	6.3 kg
Residual Current Monitoring (RCM)	≤ 6 mA DC

Before You Begin

The Power Home must be installed by an authorized installation company. The installation of the Power Home involves electrical construction that must be performed in accordance with relevant specifications and standards. Please select a qualified electrical service provider to ensure the construction complies with the national and local standards. Failure to follow the specifications during construction may lead to safety risks, including the four major risks listed below:

1. Incorrect wires may generate heat during the charging process and impair the insulation. In serious cases, this can lead to electric shock and fire hazards.
2. Improper wiring may shorten the lifespan of wires, damage the insulation, and cause short circuits.
3. Incorrect switch selection may cause the switch to trip during the charging process. In some cases, the switch may not cut off the power supply promptly in the event of leakage, overload, overvoltage or undervoltage, compromising equipment and personal safety.
4. Incorrect power supply point may prevent the equipment from operating properly, result in overload, and cause large-scale power outages and irreparable damage to the equipment.
5. Note that the above are just some of the potential safety risks that can result from non-compliant construction.

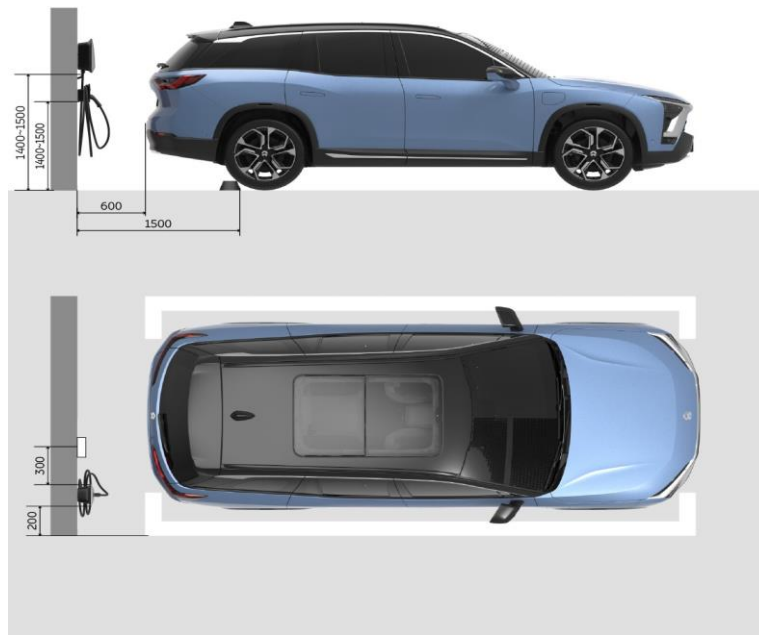
Installation Planning

Installation Preparation

1. Wall-mounted Installation

We recommend installing the Power Home in a convenient location based on your parking habits so that the charging cable and the emergency stop button are easily accessible. It's best to install it on the same side as the vehicle's AC charging port.

For wall-mounted installation at the rear of the parking space (as shown in the figure below), make sure the charger is located on the same side as the AC charging port. The Power Home should be installed 1.4-1.5m from the ground. The center of the charging cable holder should be about 1.2m from the ground. The distribution box should be installed about 1.5-1.6m from the ground.

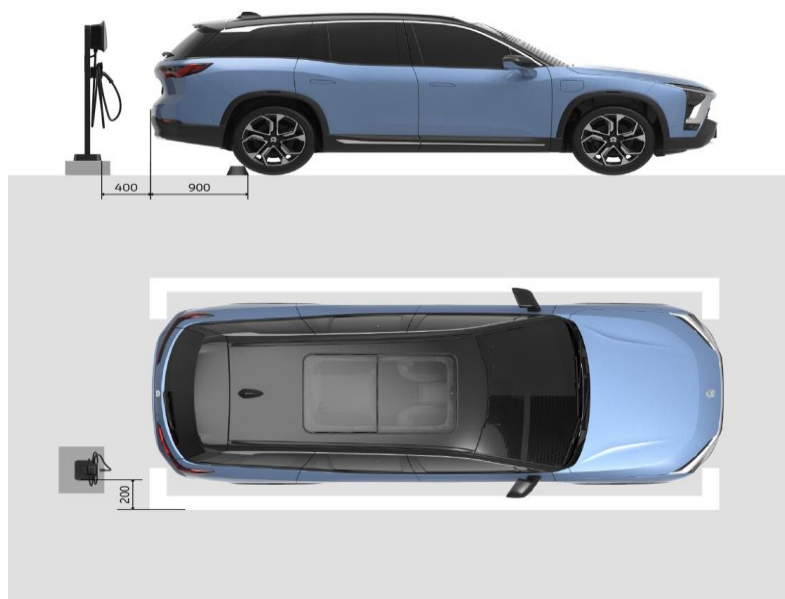


2. Free-standing Installation

If there is no load bearing wall near the parking space, you can install the Power Home 2.0 in a free-standing manner.

For installation to the side of the vehicle, the pole should be at least 0.4m from the edge of the parking space so that the charging cable will not be pulled or driven over.

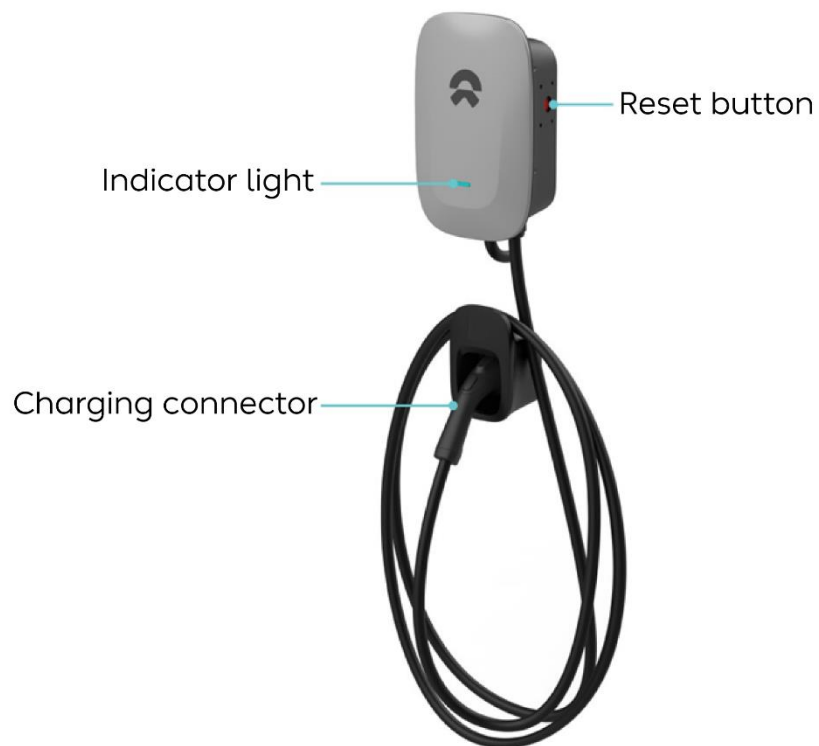
The pole should be located based on your parking habits to prevent colliding with the door. A distance of about 1m from the front of the vehicle is recommended.



Packing List

No.	Packing Items	Qty
1	Charging Station (Power Home)	1
2	Charging Cable Holder	1
3	Expansion Bolt	4
4	Packing List & Delivery Inspection Report	1
5	Certification	1
6	User's Manual	1

Product Schematic



Notes:

- The Reset button is only used in emergencies. Do not use this button unless it is an emergency.
- Pressing this button stops the charging, and the indicator light turns steady red. After pulling out the charging plug, connected to the car, the Power Home will return to its normal standby mode if no fault is detected. If the indicator light remains steady red, call 800 24 789.

Indicator Light Display

Indicator Light Status	Charger Status
Blue	Idle
Blue breathing	Charging
Steady amber	Waiting for scheduled charge
Steady green	Charging completed
Steady red	Error

Installation Instructions

1. Wall-mounted Installation Instructions

Power Home Installation

Step 1: Install the M10 expansion screws on the wall at the distances marked in the figure (distance between holes: 103mm) and fix mounting plate 2 to the wall. The mounting plate should be level with a tolerance of 2mm.

Step 2: Insert mounting plate 1 on the back of the Power Home into mounting plate 2 and tighten the 2 screws at the bottom so that the Power Home is firmly held in place.

Step 3: Connect the input power cable from the charging station to the installation cable. Tighten the screws to ensure the cables are securely connected.

Step 4: Check that the electrical connection is secure before powering on.



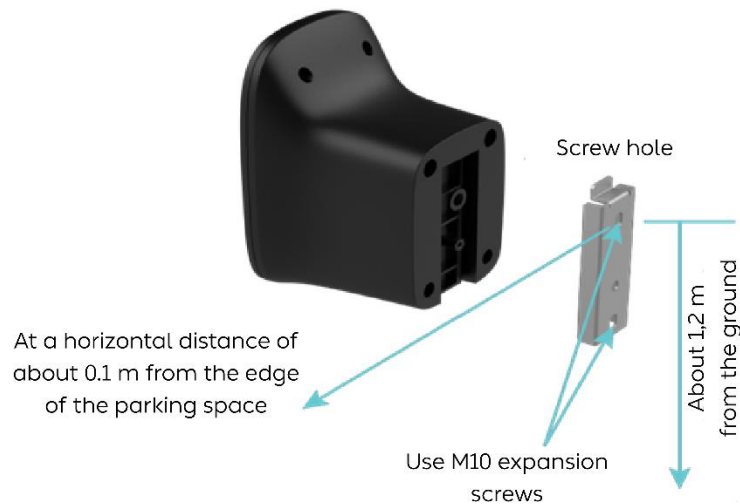
Notes:

- The distribution box should be installed in a dry place with minimum exposure to dust, corrosion or vibration. In an outdoor environment, bottom entry and bottom exit installation should be adopted with measures taken to protect the equipment from water.
- The junction box should not be installed under a water pipe or steam pipe valve. It must be IP32-protected for indoor installation and IP54-protected for outdoor installation.
- The junction box should be installed at a distance of 0.3-0.4m to the left of the charger, with its base 1.5-1.6m above the ground. The distances can be adapted to the installation environment.

Charging Cable Holder Installation

Step 1: Use the M10 expansion screws to install the base plate relative to the gun holder as indicated in the figure below.

Step 2: After installing and securing the base plate in place, insert the charging cable holder into the slot on the base plate and fix the charging cable holder to the base plate.



2. Free-standing Installation Instructions

Step 1: Use the base plate of the pole as a reference to mark the spots to drill holes, and drill four mounting holes with a diameter of 10mm in the hard foundation.

Step 2: Use expansion bolts to secure the pole to the foundation and put on the pole cover.

Notes:

- If the ground is soft soil, a cement foundation must be created.
- Recommended dimensions: 350x350x350mm (length x width x height) at a height of 150mm from the ground.
- Prepare a $\varnothing 32$ mm threading hole at the center of the cement foundation for the power supply cable to run through.

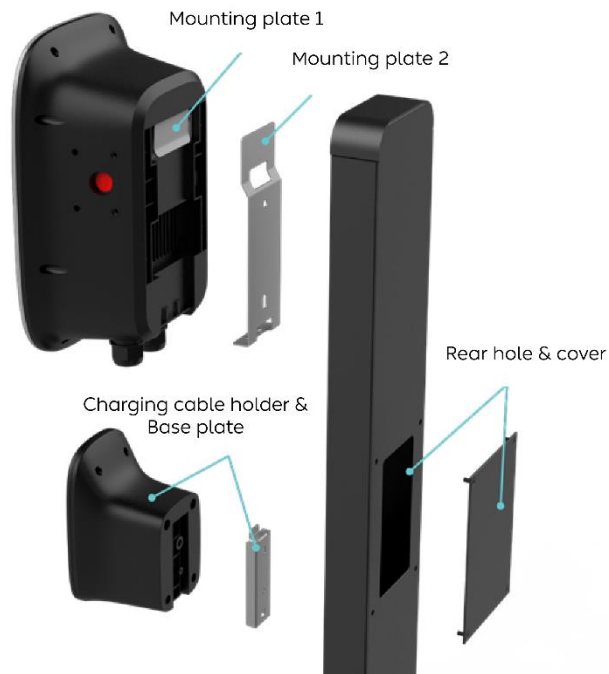
Step 3: The Power Home 2.0 pole has reserved holes for installing the charger and the charging cable holder. Use bolts to attach mounting plate 2, insert mounting plate 1 into mounting plate 2, and tighten the screws at the bottom of the Power Home to secure the Power Home to the pole.

Step 4: Remove the cover at the back of the pole before wiring. When pulling the Power Home input cable to the back of the pole avoid damaging the cable insulation.

Step 5: Install the distribution box at the opening by removing the rear cover and make sure the distribution box completely covers the opening. The rear cover can then be discarded. The seam between the back of the distribution box and the pole must be sealed with waterproof silica gel to prevent water from entering the distribution box.

Step 6: Install the charging cable holder at the position reserved for it on the pole and secure it in place in the same way as described above.

Step 7: Check that the electrical connection is secure before powering on.



Activation of NIO Power Home

To get full user utilization of the Power Home, it must be activated. This is done by calling NIO customer center: 800 24 789. The customer center must receive:

1. The product ID number (can be found on the side of the Power Home box).
2. Name, location, and email of the owner (same e-mail as used for login in the NIO app).

This will connect the power Home to the customer's NIO app.

Through the NIO app the owner can adjust the charging current. To owner:

The charging current setting in the app must not be higher than the installed circuit breaker (A).

Charging Guide

Charging Cable

- When the Power Home 2.0 is powered on and in the idle state, the indicator light on the charger is steady blue.
- Insert the charging plug completely in the AC charging port of the vehicle.
- Note: For NIO vehicles the AC charging port can be opened by pressing the charging plug button.

Charging

Plug and Charge

- The charging starts immediately. The indicator light on the Power Home will start a blue pulsing light and the indicator light on the vehicle will start flashing incrementally.
- The factory default setting is "Plug and Charge for ALL Vehicles".
- Note: When "Plug and Charge with Bluetooth Connection" is enabled, the charging starts automatically when the Power Home is connected via Bluetooth from your mobile phone. Otherwise, you must start charging manually from the NIO app. IA IH FM CH H

Scheduled Charge

- After the charging cable is connected, the Power Home does not start charging until the scheduled time, and its indicator light shows steady amber during the waiting period.
- The charging starts automatically when the scheduled time arrives, with the indicator light on the Power Home pulsing blue. By default, the charging ends when the vehicle is fully charged. You can also set the charging time.

Charging Completed

- After the charging is completed, the indicator light on the Power Home turns steady green.
- Unlock the vehicle, pull out the charging plug and put it back in place, and close the vehicle charging port.

Using App

Remote View & Control

- When the Power Home is located in an area covered by Wi-Fi, you can connect to and control it remotely with the NIO app.

Close View & Control

- When the Power Home is located in an area not covered by Wi-Fi, you can connect to and control it via Bluetooth from your mobile phone from a short distance away.
 1. Stay near the Power Home, enable Bluetooth on your phone, go to "My Power Home" in the NIO app, and tap "Connect to Power Home".
 2. In the connection dialog that appears, tap "Pair".
 3. Paste the Bluetooth pairing code (copied automatically) into the field to complete connection.
 4. Go back to the NIO app for operations.

Troubleshooting

- If the indicator light of the Power Home 2.0 shows steady red, go to the NIO app for troubleshooting.

- If the problem persists, call national service hotline for on-site repair by professional technicians.

National service hotline:

EU Toll-Free Number: 800 24 789

Product Warranty

Warranty Terms

The warranty covers quality issues arising from the design, manufacturing and raw material defects of the NIO Power Home 2.0 charging device. For any issues not covered by the warranty, fees will be charged.

Warranty Period

NIO provides a five-year warranty for the NIO Power Home 2.0 charging device from the date of delivery.

Warranty Exclusions

This warranty does not cover:

- Aging, damage to the paint, and wear and tear from normal use;
- Repair, modification, disassembly or part replacement by a person or company which is not authorized by NIO;
- Damage caused by improper storage conditions, including but not limited to liquid infiltration;
- Damage, including deformation and staining, caused by incorrect operation, abnormal physical strain, use in abnormal working environments, vandalism or improper use;
- Faults or damage caused by improper installation according to local regulation or failure to follow the instructions in this User Manual;
- Damage caused by faults on the electrical system that the charging device is connected to;
- Damage caused by fire, flood, earthquake and lightning;
- Any other event considered as force majeure under local law.

Geographical Scope

This warranty is provided to charging devices installed and operated in Norway.

Guarantor

This warranty is provided by NIO Norway A.S. located at Karl Johansgate 33, 0162 Oslo, Norway.

Consumer Law

Nothing in this warranty limits your legal rights under mandatory Norwegian consumer legislation, including the Consumer Purchase Act, which apply in addition to the warranty.

The essential provisions under the Consumer Purchase Act includes:

Defects: The seller is in general liable for any defect in the in the charging device which existed at the time of delivery, section 18. Section 16, cf. 15-17 establishes what constitutes a defect.

Complaints: You must notify the seller within a reasonable period of noticing the defect. As an additional requirement, the seller must be notified no later than two years after taking possession of the product, cf. section 27. For products or parts of products that are meant to last substantially longer than two years under normal use, the deadline for notification is five years.

Notification within two months of noticing the defect is always considered reasonable.

Remedies: In the event the charging device has a defect which is not due to circumstances on your part, you may be entitled to demand the following remedies for defective performance:

- Withhold the purchase price (section 28);
- Choose between rectification or redelivery (sections 29 and 30)
- Demand a reduction in the price (section 31);
- Demand the purchase be cancelled (section 32)
- Claim compensation (section 33).

Disposal



This electronic equipment can not be disposed of with household waste. There may be places that receive and collect old units for free in your area. Follow local regulations for correct and environmentally friendly disposal. If the old electronic equipment contains personal information, you are responsible for deleting it before giving it away.

Declaration of Conformity



EU DECLARATION of CONFORMITY

Identification of the product:	NIO Power Home 2.0 EU Electric vehicle charging equipment
Full name and address of the manufacturer:	NIO Energy Devices and Equipments (Wuhan) Co., Ltd Room 219, Building 6, No.117 Zuoling Rd, Zuoling Town, Wuhan, P.R. China
Product Model:	PH100 AC 7/230-6R100-EU

We (the listed manufacturer), declare under our sole responsibility that the object of the declaration described above is in conformity with the following EU Directives:
2014/53/EU, Radio equipment;
2011/65/EU (as amended by 2015/863/EU), RoHS (Restrictions of Hazardous Substances);

References to the relevant harmonized standards used or references to the specifications in relation to which conformity is declared:

The following harmonized standards have been applied:

Radio Spectrum(Article 3.2):	EN 300 328 V 2.2.2:2019 EN 300 330 V 2.1.1:2017 EN 301 511 V12.5.1:2017 EN 301 908-1 V 15.2.1:2023 EN 301 908-2 V 13.1.1:2020 EN 301 908-13 V 13.2.1:2022
Health and Safety (Article 3.1a):	EN IEC 62311:2020 EN 62479:2010 EN IEC 61851-1:2019
Electromagnetic Compatibility (Article 3.1b):	EN IEC 61851-21-2:2021 EN IEC 61000-6-1:2019 EN IEC 61000-6-3:2021 EN 301 489-1 V 2.2.3:2019 EN 301 489-3 V 2.3.2:2023 EN 301 489-17 V 3.2.4:2020 EN 301 489-52 V 1.2.1:2021
RoHS (Restrictions of Hazardous Substances):	EN IEC 63000:2018

Subject to correct installation, maintenance and use conforming to its intended purpose, to the applicable regulations and standards, to accepted rules of the art.

This declaration becomes invalid in the case of any modification to the products not

authorized by the manufacturer.

This Declaration of Conformity is issued under the sole responsibility of the manufacturer.

Person signed for and on behalf of the above named manufacturer:

Place and date: 2024/8/29, China

Name, function: Guangzhi Tan, Head of Production Management and
Operation & Product Development & Director

Address: Floor 7-9, Building 23, 1999 Yishan Road, Hongqiao Town, Minhang
District, Shanghai, China

Signature:

A handwritten signature in black ink that reads "Guangzhi Tan". The signature is written in a cursive, flowing style.