CITA Smart 7
User Manual

www.citaevcharger.co.uk

Easy To Install

Scan QR Code

To Watch Installation Video

Contents

Preface

Thank you for your continued support of our products. Our company focuses on the new energy field of electric vehicle charging, dedicated to providing customers with excellent charging devices equipped with comprehensive solutions. The EV chargers are of advanced functions with steady performance, a wide range of applications and strong practicability, winning a good reputation in the industry.

Before any operation, please read the user manual carefully to understand the correct use of the device.

Before any operation, please read the user manual carefully to understand the correct use of the device. After reading, please retain the user manual for future review.

This device's input and output voltages are dangerously high, which can endanger human life. Please strictly observe all warnings and operating instructions on the device and in the manual. Unauthorised & non-professional service personnel should not remove the cover of this device.

Warning

The input and output voltages of this device are dangerously high, which can endanger human life. Please strictly observe all warnings and operating instructions on the device and in the manual. Unauthorized and non- professional service personnel should not remove the cover of this device

Safety Instructions

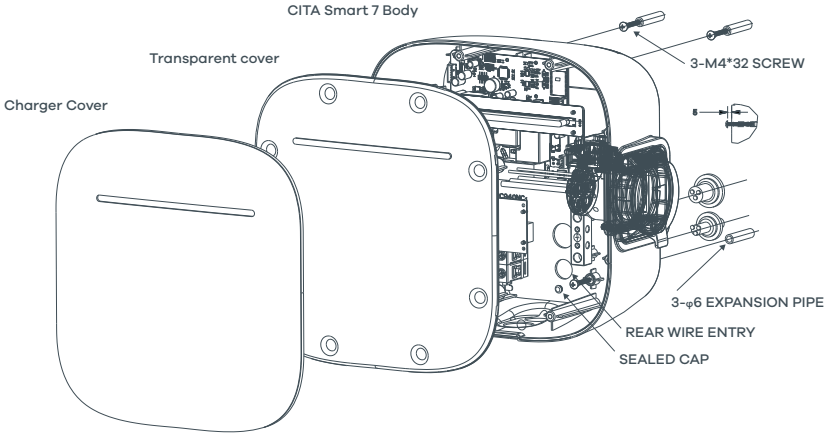
- Keep explosive and flammable materials, chemicals, vapours, and other hazardous objects away from the charger.
- Keep the charging socket clean and dry. If dirty, please wipe with a clean dry cloth. Touching the socket core is strictly forbidden when powered on.
- Do not use the charger in case the device has defects, cracks, abrasion, bare leakage and so on. Please contact the working staff in case of the above conditions.
- Do not attempt to disassemble, repair or refit the charger. If necessary, please contact the working staff. The improper operation will result in device damage, electric leakage, etc.
- In case any abnormal condition happens, please press the emergency stop button immediately, and cut off all input and output power supply.
- Please charge cautiously in rainy or lightning weather.
- Children should not get close to or use the charger to avoid being hurt.
- During charging, the EV is not allowed to drive. Charge only when the EV stops still. For Hybrid cars, charging is allowed only when switching the engine off.

Product Overview

CITA Smart 7

- A single-phase charger is used for the purpose of electric vehicle AC charging
- Start/Stop functions of charging by means of RFID card and a mobile application
- LED indicator on the front panel with different colour lights indicating charging or if there is a fault
- Compatible with all type 2 charging cables, the socket locks the charging cable into position as charging starts, to ensure a safe charging session
- The environmental protection grade of the charger is rated IP65, with excellent protection from water and dust ingress, assuring safe outdoor operation
- The floor stand installation is available by ordering an additional pillar
- Designed and tested according to Electric Vehicle Charging System Standard IEC 61851-1, IEC 61851-22, and IEC 62196-2, the charger is compliant with all relevant industry standards
- With internet connection through onboard Wi-Fi, users can monitor and manage the charger operation from the dedicated CITA Smart EV Connect mobile app or any OCPP 1.6 supported backend and mobile app.

Components & Features



Specification Parameter

	Model no.	CITA Smart 7
Configuration	User Interface	RFID Card Reader, Smart Mobile Application
	Housing Material	High Impact Plastic
	Installation Way	Wall-mount (default), Floor-stand (optional)
	Accessory	Floor-stand pillar 100*50*1003mm (L*W*H)
	RFID Card Quantity	5 cards
	Charging Outlet	One charging socket type 2
	Product Dimension	300x300x130mm
	Net Weight	2.70 kg
	Gross Weight	3.80 kg

Electrical Parameters	Input Voltage	220~240V
	Input Frequency	50-60Hz
	Max Power	7.4kW
	Max Output Current	32A
	Standby Power	<8W
	Application Place	Indoor / Outdoor
Environmental Index	Working Temp	-30°C ~ +55°C
	Working Humidity	5% ~ 95% without condensation
	Working Altitude	<2000m
	Protection Grade	IP65, IK10
	Safety Standard	IEC61851-1, IEC61851-22, IEC 62196-2
	Special Protection	Anti UV design
Safety Design	Protections from over-voltage, under-voltage, overload, short circuit, current leakage, ground fault, over-temperature, under temperature & surge.	
Communication	Bluetooth for setup and Wi-Fi communications (Default, 2.4GHz only) 4G Router with Ethernet (Optional Upgrade)	

Package Contents

The CITA Smart 7 box comes with the EV Charger(A), Front Case(B), a Wall Mount template(C), Screw Set(D) to help with the installation, RFID(E) and a detailed user manual(F) to help you with the installation process.

Package Verification

- In case the package is broken or damaged on visual verification, notify the seller immediately.
- Check for all contents mentioned above. Should there be anything missing, please contact the seller immediately.

1. Installing CITA Smart 7

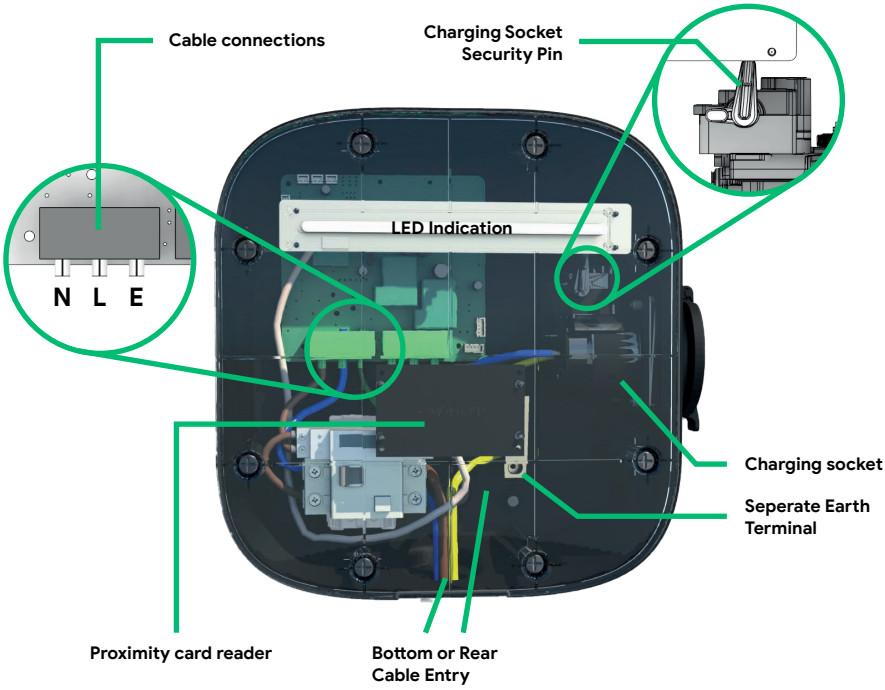
Warning Electric Shock

INSTALLATION OF ANY ELECTRICAL DEVICE SHOULD BE CARRIED OUT BY A SUITABLY QUALIFIED AND COMPETENT PERSON.

A qualified person is one who has the skills and knowledge related to the construction, installation, and operation of electrical devices and who has received safety training to recognise and avoid the hazards involved.

1.1 Things to keep in mind during Installation of CITA Smart 7

- Before installing the CITA Smart 7, make sure that the power line you're using is switched off on your service panel.
- Make sure that the power line to CITA Smart 7 is installed on a dedicated circuit breaker (MCB) on your service panel.
- The installation must incorporate an Type A 30mA residual current device (RCD). RCDs shall comply with one of the following standards: IEC 61008-1, IEC 61009-1, IEC 60947-2 and IEC 62423.
- The MCB must be in line with the capacity of the charging cable (7.4 kW). Please select an MCB with I2t value not exceed 75,000A2s.
- In case the amperage rating of the charging cable is different than the amperage rating of the (MCB), the installer/user must change the station settings in the mobile app and/or web platform for station management as provided by the operator or service provider for this product.



This is a global product, and local wiring regulations & safety precautions within the country Of installation should be adhered to at all times.

The CITA Smart 7 will require Wi-Fi communications to unlock all smart features of the charger. Before installation, it is advisable to ensure a suitable Wi-Fi signal is available at your chosen point Of installation.

1.2 Tools Needed For The Installation

Included in the box

CITA Smart 7

Wall Mounting Template

CT Clamp

3 x Screws
32 mm x 6mm

3 x Plastic Fisher

Wire Tubular Connector
2xBlue 2xYellow 2xRed

1 x Screw Cap

Required Tools

Multimeter

Cross Screwdriver
PH2x150mm / PH3x250mm

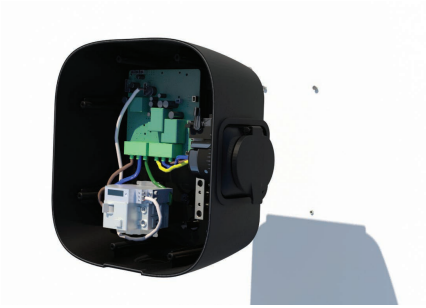
Electric Drill

Diagonal Pliers

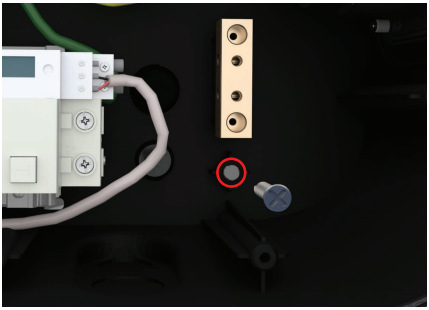
1.3 Preparing for Installation

1.3.1 Wall mounting method

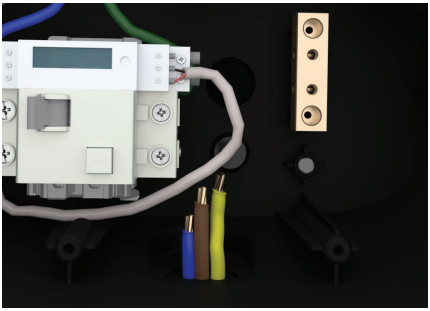
Use the supplied template to drill three fixing holes in the wall for the supplied screws



Fix both top screws to allow you to hang the charger



Once the charger is hanging from the top screws fix the charger firmly against the wall by screwing from internally the bottom screw.



Power supply cable installation from the rear or bottom of the charger

The charger should be mounted at least 1.3m from ground level

Note:

Cabling should be prepared to be inserted from the back or from the bottom of the EV Charger.
Recommended to install the input power cable inside conduit.
The charger should be mounted at least 1.3m from ground level.

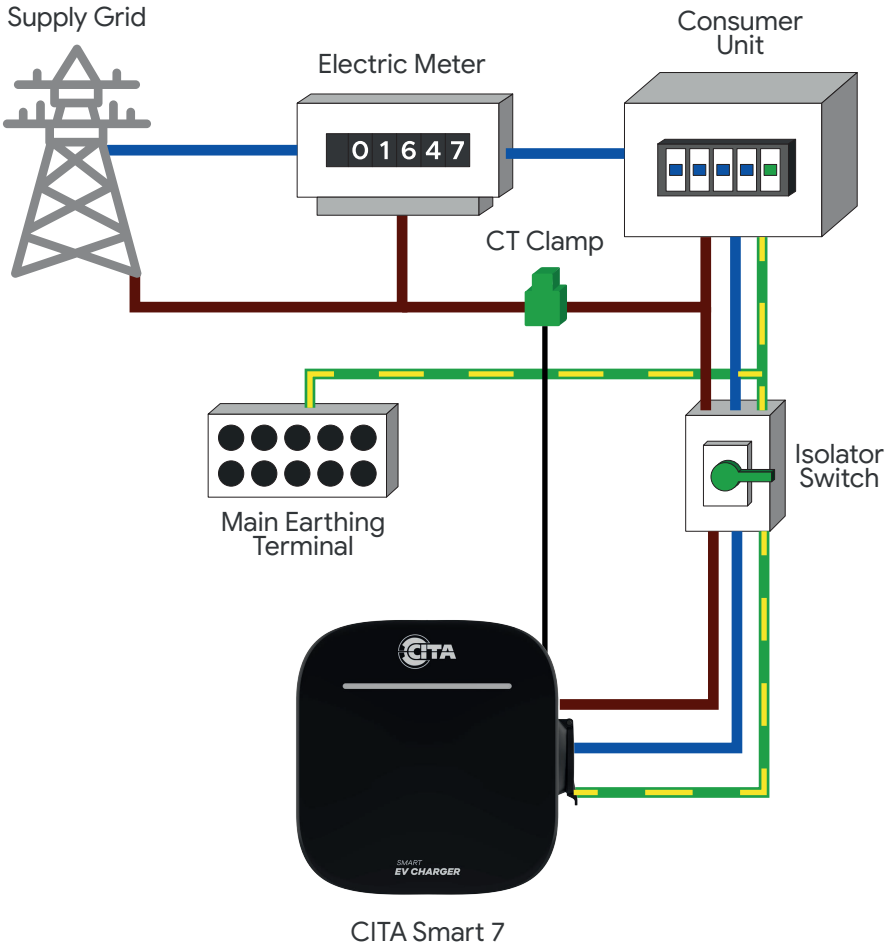
Electrical Parameters	Input Voltage	220~240V
	Input Frequency	50-60Hz
	Max Power	7.4kW
	Output Voltage	220~240V
	Max Output Current	32A
	Standby Power	<8W

1.3.2 Pole Mount Installation (Optional)

1 x Poll
4x Screws
4x floor mount fishers
1x Installation template

1.4 CT Clamp Integration

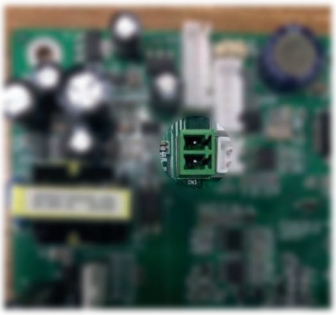
Dynamic Load Balance for single phase-CT clamp installation instruction



CT Clamp Installation schematic diagram

1.4.1 First Step : Make the plug stand like the below image and take off the two screws, then input two CT wires (the white one is on the left, the red one is on the right); after that, take on two screws (make sure the wires can't be pulled off)

1.4.2 Second Step : Find the two green receptions on the PCBA board near the top left corner, and then insert the plug (take care of the direction; otherwise, the plug can't be inserted)



1.4.3 Third Step: Set of the CT loop on the input firing line in the distribution box at home.

1.4.4 Forth Step: Set on the load balancing setting for your charger on the CITA EV Management System with our support assistancee.

Note:

To setup the maximum current limit of the CT Clamp sensor please follow the instructions on section 3.2 Load Management on page no 23.

The standard cable that is coming with the CITA CT Clamp is a 2 core 24AWG shielded twisted cable. You can use a 24AWG specs cable to extend it. Alternatively, you can also use CAT6 + Power cable if you want to make use of the available cable.

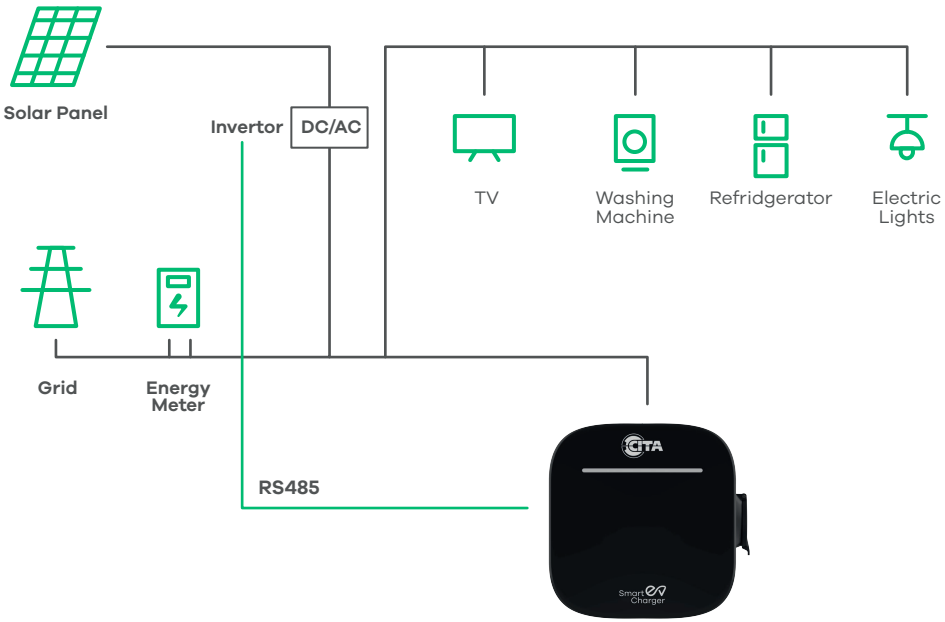
Solar PV integration with RS485

Description

CITA Smart 7 EV charger is completely controlled by the optical storage system (EMS), which starts/stops charging and charging power through RS485 part storage system.

Feature

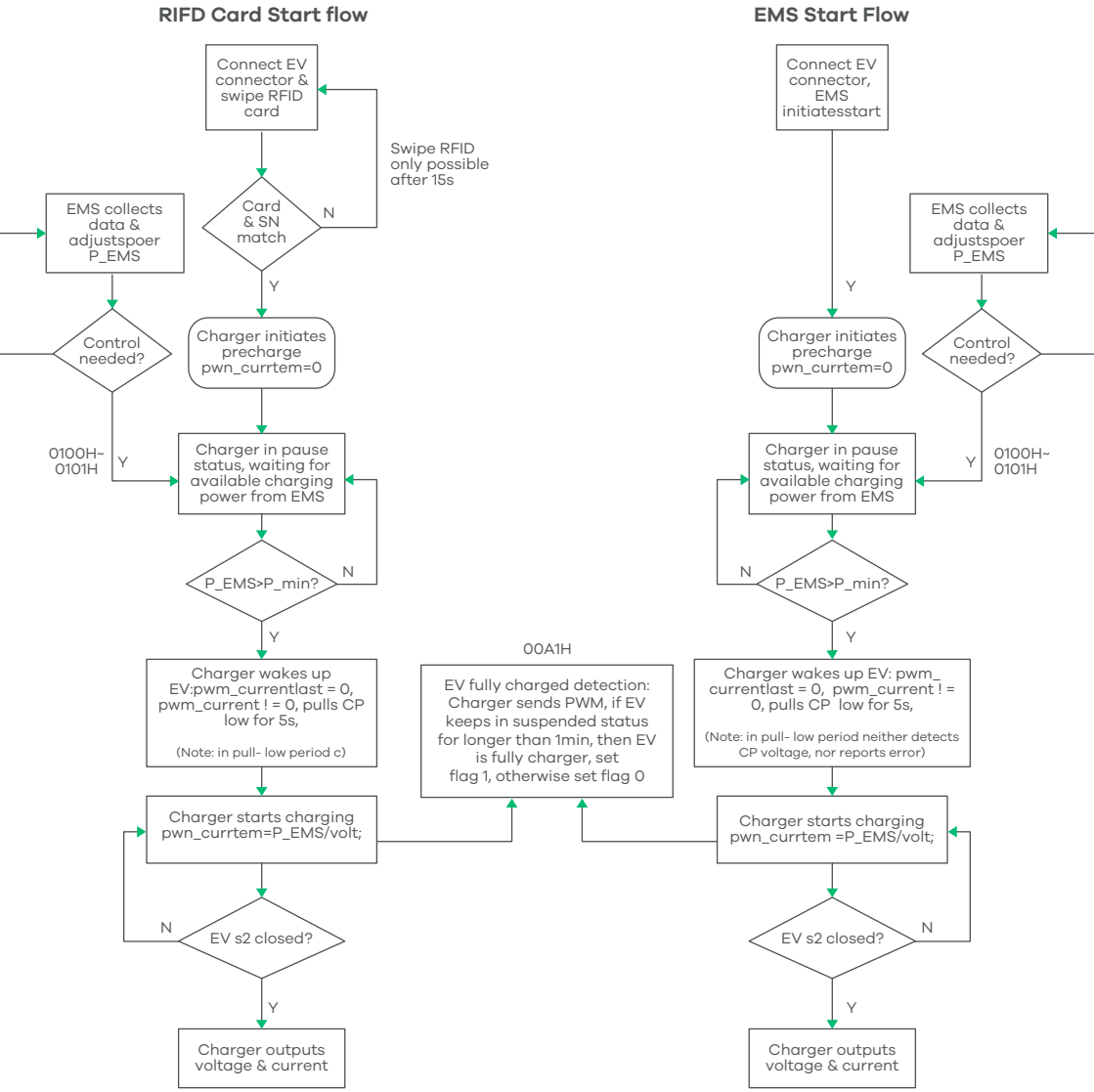
It is suitable for customers of optical storage system suppliers. Based on CITA EV EMS protocol, it can quickly develop the master control & integrate the charging pile into the optical storage system.



Solar Integration Architecture

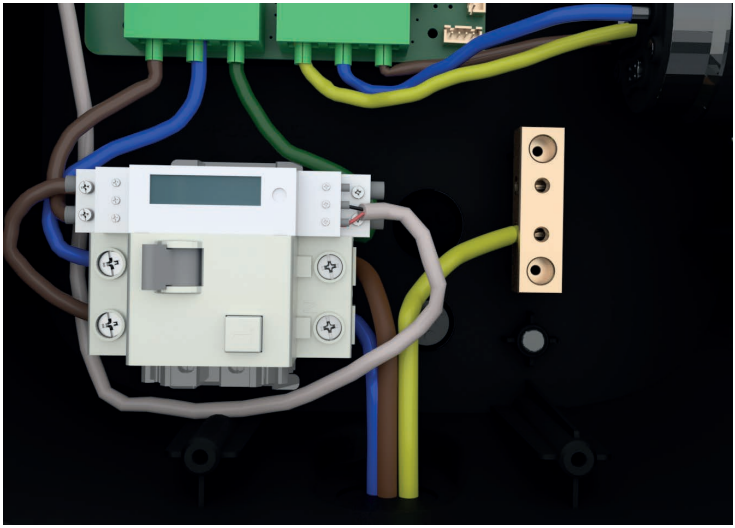
Boot Sequence

1. Plug connnector
2. EMS issued to start charger
3. The charger waits for EMS to deliver power
4. Start charging
5. Adjusts charging power by EMS
6. Stop charging



2. Commissioning

Connect the wires in their designated terminals & make sure the cables are secure before closing the transparent cover



Make sure no wiring is protruding from under the transparent cover
Tighten the screws and secure the transparent cover. Do not overtighten

2.1 Check before Power-on

Please check the following before any operation

- The charger is securely fitted to the wall/bracket
- Chargers weatherproofing is not compromised
- All electrical connections are securely tightened
- All electrical connections are in the correct terminals
- The charger lid and seal are secure and in the correct position
- Secure the charger with the main cover

2.2 LED Notification Status

State	Description	LED Status
Standby	Power-on, but no gun plug-in	 Flashing green, 2S on 2S off
Ready to charge	Gun plug-in, but not start charging yet	 Flashing yellow, 2S on 2S off
In charging	Gun plug-in, and start charging by RFID	 Breathing green
Stop charging	Charging stop, but gun is still plug-in	Solid green
Fault	Error happens	Solid red

3. EV Charger Configuration Interface

AP Mode add a function that you can configure WiFi to charger without the Bluetooth.

1. Network Configuration

Network Connection

You can perform the configuration on a Smart Phone or Laptop's web browser.

Step 1

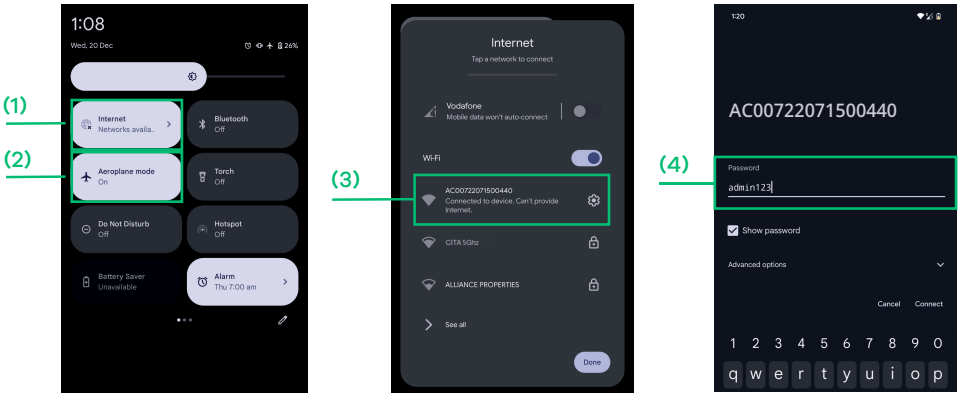
Wi-Fi Connection

(1) Switching your phone to Airplane mode is advised to avoid interference during the setup process. However, it is not mandatory.

(2) Make sure the Wi-Fi is enabled on your phone.

(3) Select the charge point Wi-Fi name, which begins with"AC007.....”; it is the same as the charger’s serial number.

(4) Enter the Wi-Fi Default password to connect: **admin123**



Step 2

Login

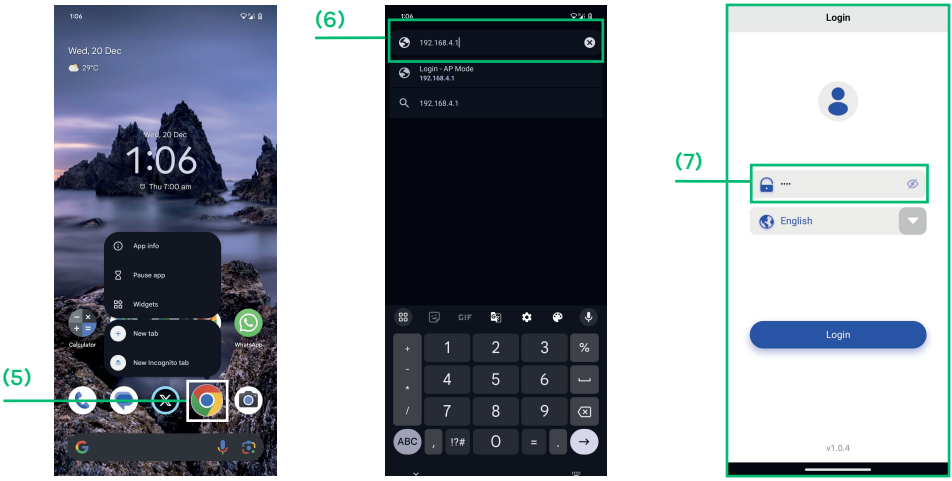
(5) Open a web browser (Eg. Safari, Google Chrome or Microsoft Edge)

(6) Enter the IP Address in the address bar as: **192.168.4.1**

(7) Enter the 4-digit PIN as the password to enter the configuration page

How to locate PIN

The PIN can be found on the transparent cover of the EV charger. Please take note of the PIN and move the PIN sticker to your user manual for easy access.



Notes

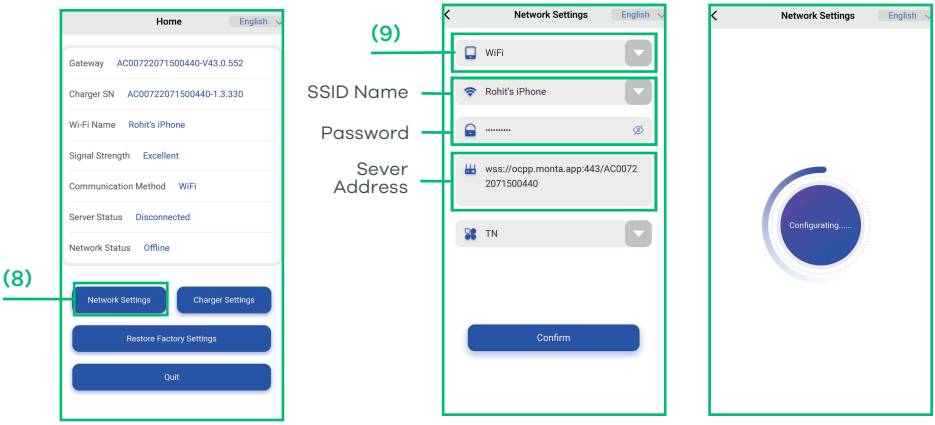
Suppose you can not enter the login interface via the default IP address. Please ensure the Wi-Fi network is not connected to an existing network by default, as the EV Charger does not offer internet.

Step 3

Wi-Fi Setup

(8) Select “Charger Point Setup” **(9)** Wi-Fi Setup

YYou can select the Wi-Fi name that you wish to use to connect the EV Charger permanently. If you don't find the network that you wish to connect, please enter the SSID Name and Password manually by selecting "Other" option.



Monta : wss://ocpp.monta.app:443

(Monta is the platform used by CITA EV Chargers to comply with UK Smart Charge Regulations 2022 in the UK market to perform Smart Charging with energy provider data. It can also be utilized in other markets outside the UK. However, the Smart Charging data is available only for the UK.)

CITA : wss://www.citasmartstation.com:33033

(The CITA Connect App is the designated app for domestic users to control a personal EV Charger. It is accessible to all countries except the UK as it does not comply with the UK Smart Charge Regulations 2022.)

Notes

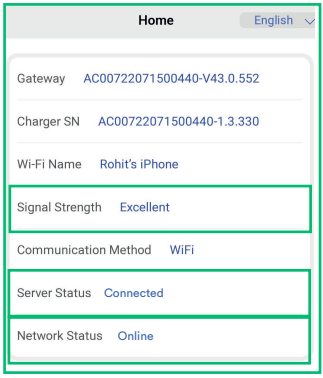
After WiFi setup, you need repeat step **(3)** to login again.

(10) Verifying Network Connectivity

After re-login, please make sure the Wi-Fi strength is **Excellent,** Server communication is **“Connected”,** & the network status is **Online.**

If the Wi-Fi strength is poor, please try to change the Wi-Fi network or arrange a range extender to enhance the network strength.

If the server communication is **“Disconnected”** or the network status shows Offline, please try to reset network setting, & then repeat **Step 2 & Step 3.**



2. Load Balance Mode Setting

(1) Charger Setup

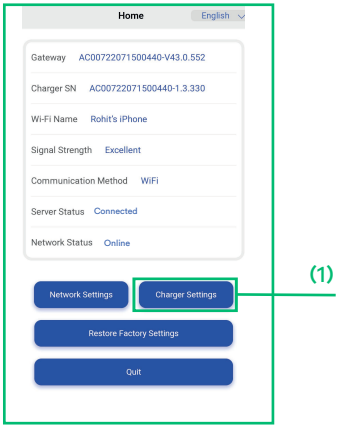
(2) Select load balance

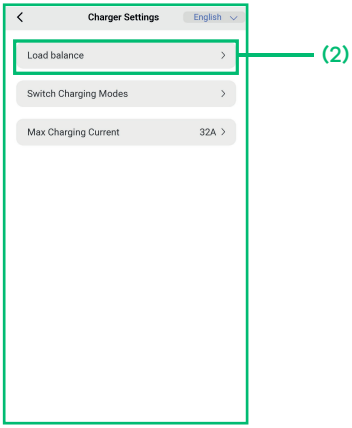
(3) Click on load balance of Single Charge Point

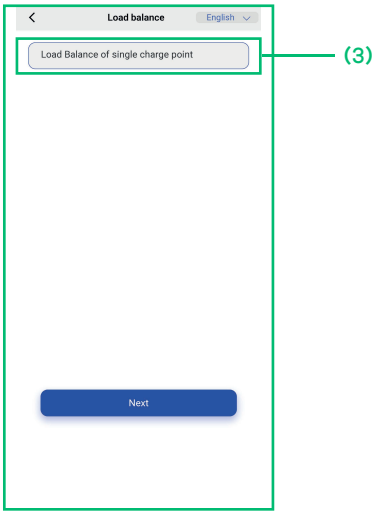
(4) Enable load balance

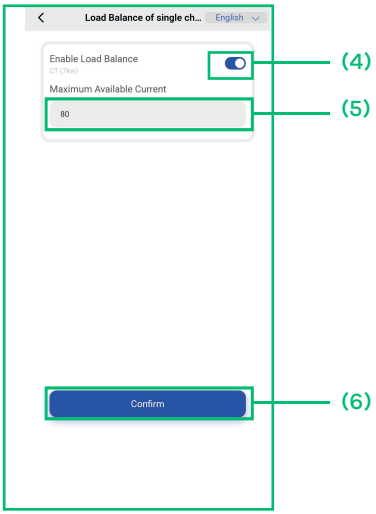
(5) Input the maximum household load current capacity

(6) Click “Confirm”



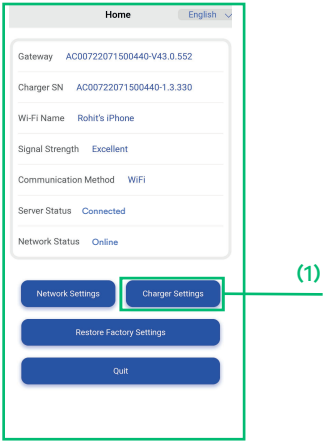


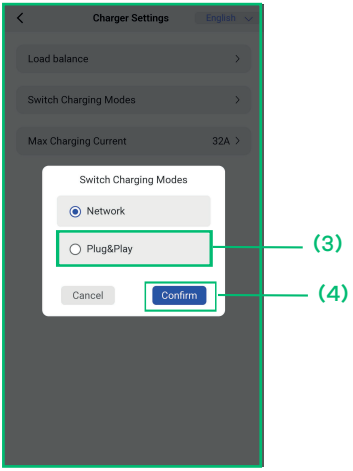




3. Plug & Play Mode

(1) Charger Setup
(2) Click Plug & Charge mode
(3) Select Plug & Play option
(4) Click "Confirm"





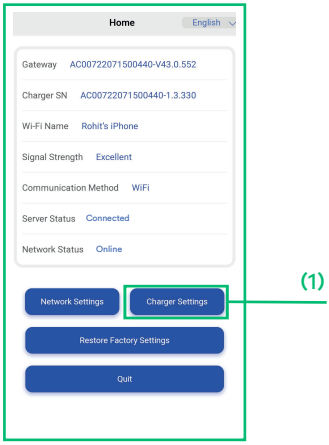
4. Max Charging Current

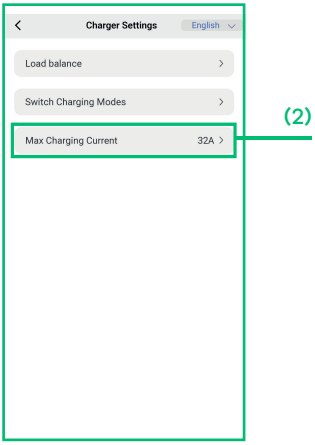
(1) Select Charger Setup

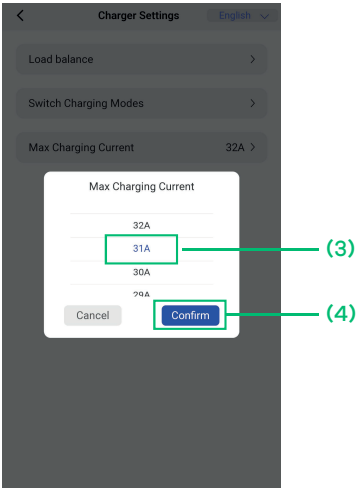
(2) Select Max Charging Current option

(3) Select the desired Current value to which you want to restrict the output of the EV Charger

(4) Select Confirm to save the information

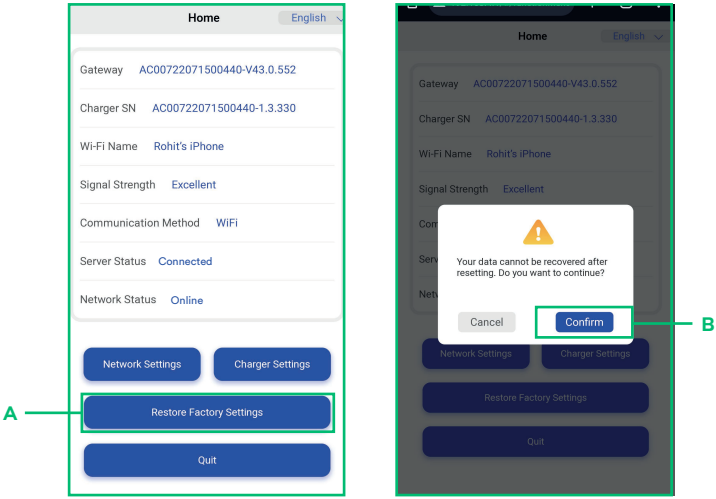




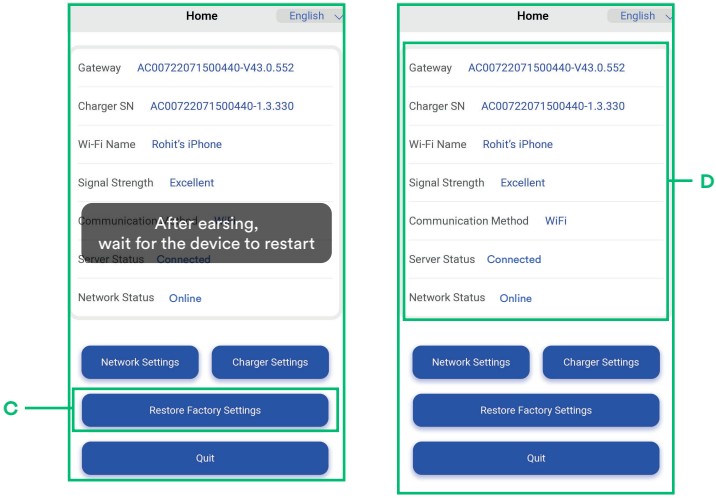


5. Reset Network Setting

If you wish to rest all the settings that you have performed, follow the below steps. Please proceed with caution as the information will be removed.
Please **click A** to reset network settings, and **click B** to confirm.



After you **reset the network setting**, the network configuration information is the same as **D** shows.



4. Monta App for Home & Commercial

The Future of EV Charging

Partnership with MONTA

Step 1

Download the Monta app

Scan the QR below and follow the link or search for' Monta EV charging' on **App Store or Google Play**

Scan QR to download Monta

Download on the App Store

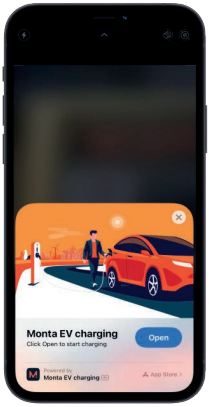
GET IT ON Google Play

Step 3

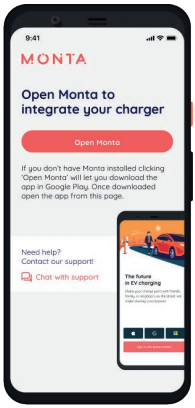
Open the app

Follow the links to open the app

iOS



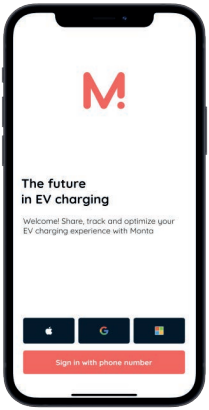
Android



Step 3

Create your account

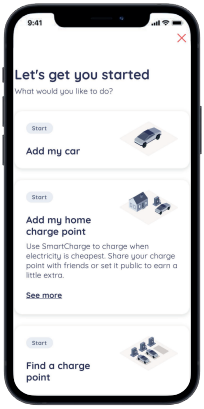
Create your account using your phone number or social logins (Apple/Google/Microsoft)



Step 4

Link the charge point to your account

After setting up your account successfully, follow the instructions on **"Let's get you started"** page & select **"Add my home charge point"**. Follow the steps for selecting the brand, model & enter the charger's serial number to complete the integration.



For detailed instructions
scan the QR code

5. CITA Connect App for Home

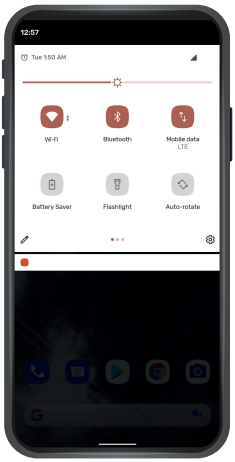
If you are living outside the UK you can make use of the CITA Connect App available on iOS & Android devices. For UK customers, please use the Monta App to comply with the UK Smart Charge Regulations 2022.

5.1 Connection Requirements:

- WiFi Signal Network 2.4GHz (Make sure that the charger is close to the WiFi router or access point)
- Smartphone with iOS or Android

CITA Smart 7 | Router (Wi-Fi) | CITA App

5.2 Steps



a. Enable WiFi and Bluetooth on your smartphone

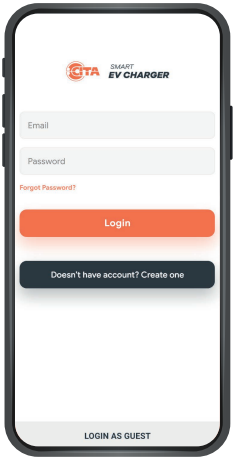
Download on the App Store

GET IT ON Google Play

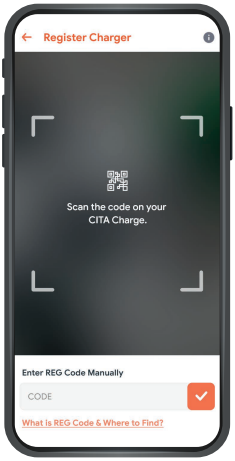
Scan the QR code from your smartphone camera to launch the installation

b. Download the CITA Smart EV Connect App from iOS or Android app store

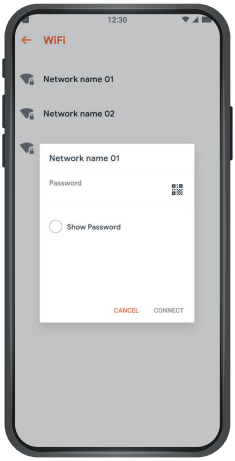
c. Launch and follow instructions on the mobile app



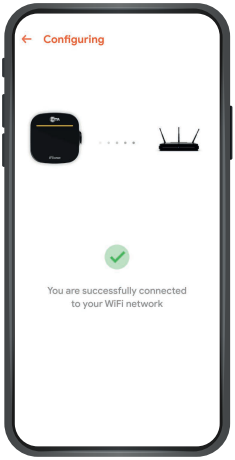
d. Login or Signup to continue



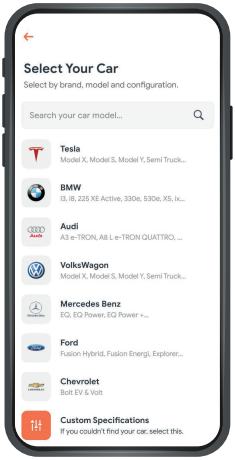
e. Scan the QR code/enter the Charger Serial Number that is pasted on the left side of the charger



f. To Communicate with the system software and smart device application, it must be connected to a local Wi-Fi source



g. Once you have connected the charger to the Wi-Fi network the charger saves the SSID and password



h. Select your electric vehicle make and variant to complete the setup process

Note:

- Your CITA Smart 7 will come with Bluetooth and Wi-Fi enabled as default
- Multiple CITA Smart 7 chargers can connect to the same Wi-Fi source if required

5.2 CITA Connect App for Home Users

5.3 Connect Charger to EV

1. Park the EV closer to the charger, take out the charging cable from the EV and plug its guns respectively into the socket of the charger and the EV.

2. After plug-in, please check if the gun is correctly and tightly connected. With an appropriate connection, the charger LED indicator will change to a flashing yellow light, which indicates that the charger is ready for charging.

5.4 CITA Connect App Operation

After the charger is connected to EV and ready for charging, it will be indicated by the yellow flashing LED

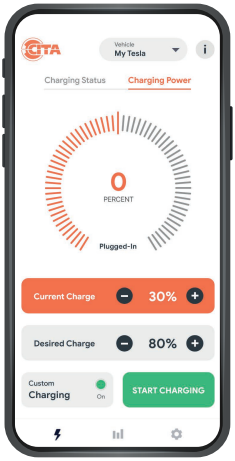
Launch the CITA Smart EV Connect app on iOS or Android device

Note:

- **Please follow the activation steps if not completed earlier**

5.5 Charging with a set power value

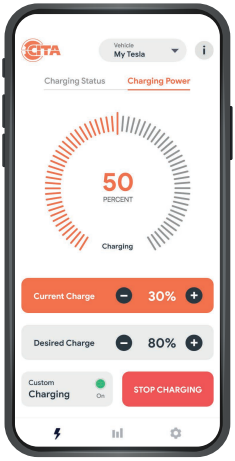
a. On the charging menu on the mobile app, select the Charging Power tab



b. Select the current charge value in percentage manually based on the current battery percentage available on your EV (The percentage of charge available is shown generally on the dashboard of the EV)

c. Pick the desired charge percentage manually

d. Select the Start Charging button for the charging session to begin

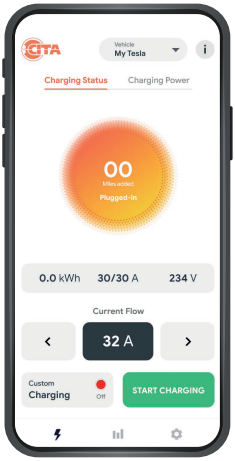


f. You can stop the session by selecting the Stop Charging button or from the EV's dashboard

5.6 Charging without a set power value

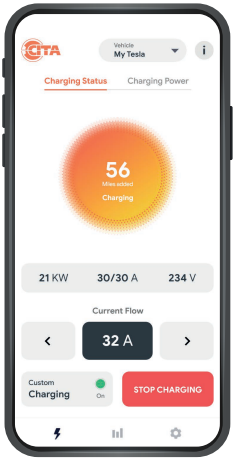
a. On the charging menu on the mobile app, select the Charging Status tab

b. Select the START CHARGING button for the charging session to begin



c. You can monitor the power consumed during the charging session and control the amperage of the charger

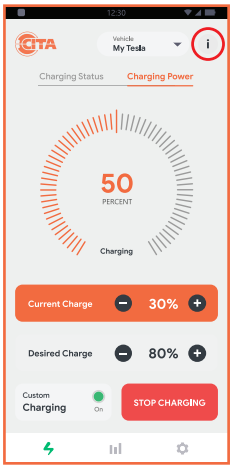
d. Stop the charging session by selecting the STOP CHARGING button or from the EV's dash-board



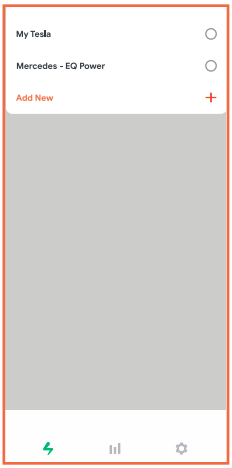
Note:

- Information on the power consumed during charging can be accessed via the Smart App
- After the gun on the EV side is unlocked and plugged out, the charging session will end, and the gun on the charger side will be unlocked automatically
- You can view the analytics and history of previous charging sessions by selecting the Analytics menu
- More information on the operation of the mobile app is available in the Settings > FAQs sections

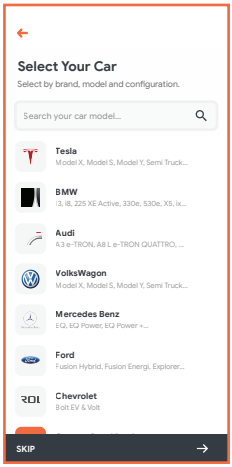
Creating Custom EV Profile on CITA Connect App



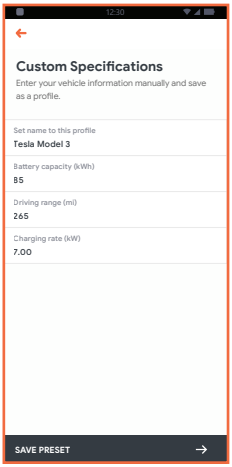
Step 1:
Select the Vehicle Profile drop down on the charging status screen.



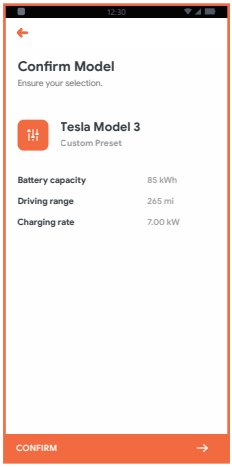
Step 2:
Select Add New option at the bottom of the list.



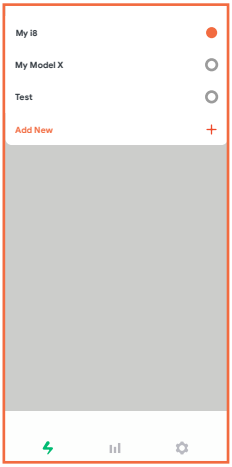
Step 3:
Scroll down to the bottom of the page & select Custom Specifications



Step 4:
Fill in the details based on the EV that you wish to charge.

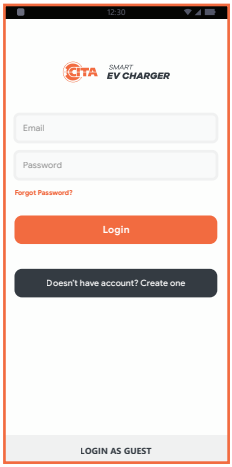


Step 5:
Ensure all the details are accurate as it affects the charging monitoring & analytics

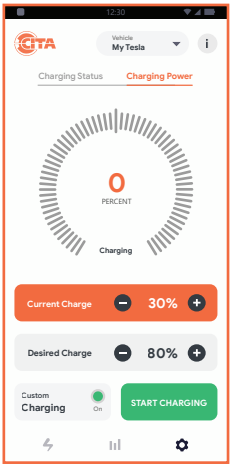


Step 2:
Select the newly added specifications from the same drop down & start charging your EV

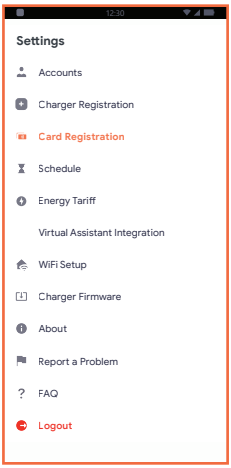
Registration of RFID Card



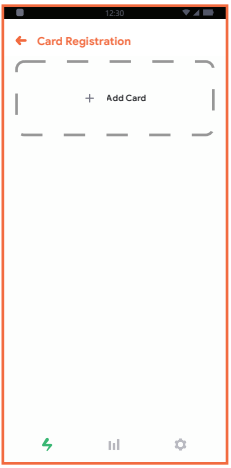
Step 1:
Login using Email and password



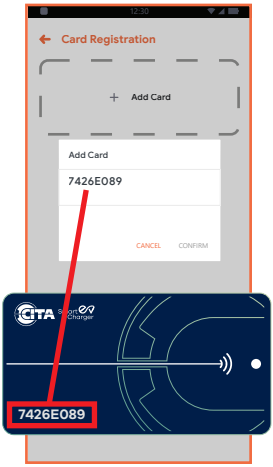
Step 2:
Select the settings menu on the CITA Connect App



Step 3:
Select Card Registration option.



Step 4:
Select Add Card button



Step 5:
Enter the 8 digit alphanumeric code (Pointed in yellow on your RFID Tag supplied with the Smart 7)

Step 6:
You can add more RFID cards to the same account.

5.3 RFID Operation

a. After the charger is connected to the EV, a yellow light will switch on indicating that it is ready for charging.

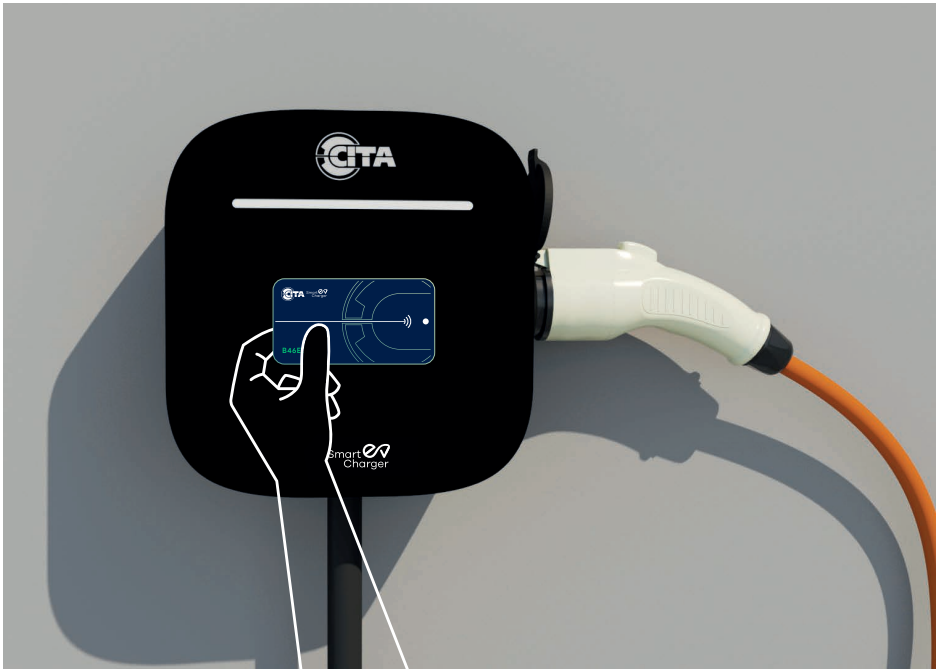
b. Scan the RFID card once on the identification area of the front panel after which the charging starts. When the charging starts, the gun will be locked into the charger socket. The charger LED will change to a slow green pulse to indicate charging.

c. Charging will automatically stop when the EV is fully charged, and the charger LED indicator will be solid green.

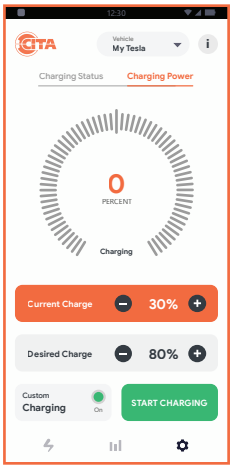
d. Please end the charging session by scanning the RFID card for a second time. If you do not scan the RFID card again, the charger will not unlock the gun on the charger side, and the user cannot unplug the charging gun.

e. When an EV is being charged, the user can stop charging by scanning the RFID card for a second time. The charging session will end, and the gun on the charger side will be unlocked.

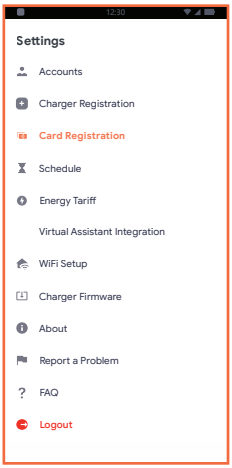
f. Another solution to stop charging is to end the charging session from the EV side. After the gun on the EV side is unlocked and plugged out, the charging session will end, and the gun on the charger side will be unlocked automatically.



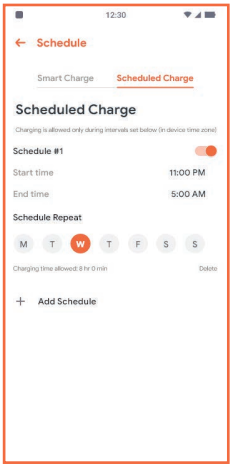
How to setup Schedule Charging



1. Select the settings menu on the CITA Connect App



2. Select the Schedule Menu



Under the Schedule Charge Tab, add a new schedule and pick the start time and end time of the charging schedule. You can also repeat the same schedule for rest of the week.

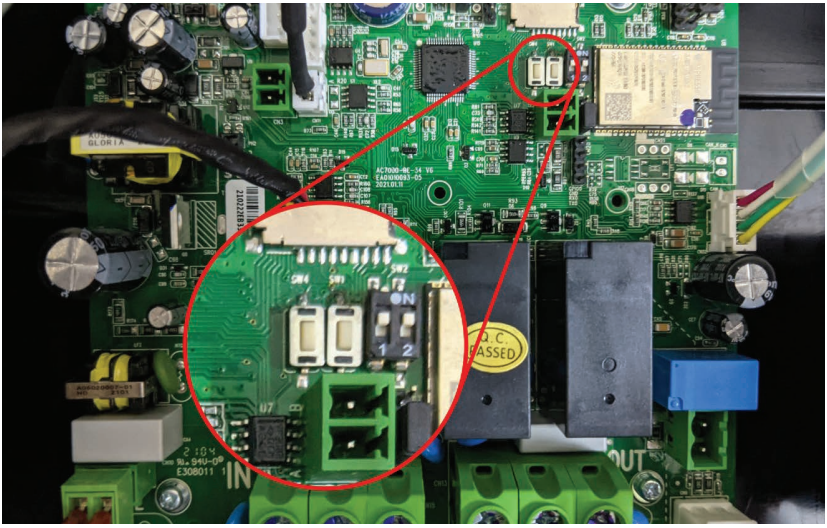
6 Troubleshooting

6.1 Wi-Fi Information Reset

Warning

This device's input & output voltages are dangerously high, which can endanger human life. Please strictly observe all warnings & operating instructions on the device and in the manual. Unauthorised & non-professional service personnel should not remove the cover of this device

1. Open the CITA Smart 7 black cover & unscrew the transparent body cover.



2. Please press hold each highlighted white buttons for 5-10 secs as soon as you turn on the charger.

3. This will reset the Wi-Fi and Bluetooth configuration on the EV Charger and be ready for new network pairing.

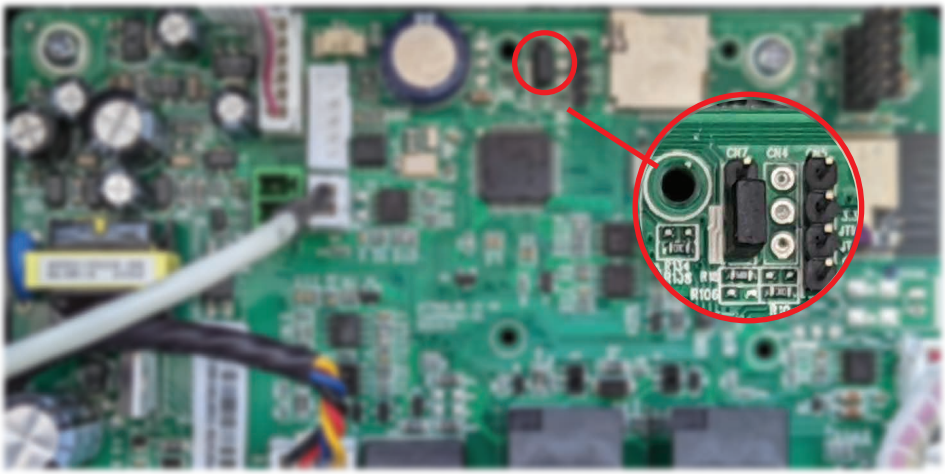
Meaning of the LED notification

Solid Red: Ready to Pair

Blinking Red: Has Wi-Fi details and waiting to pair to a network

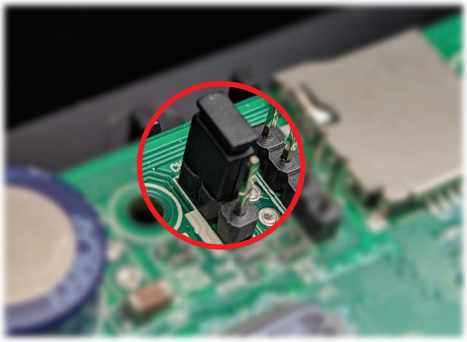
Solid Red Left, Blinking Green Right: Connected to the Wi-Fi network & communicating to the backend.

6.2 Switching between Online & Plug-n-Play Mode



Look for Jumper Name CN7 to change between Online & Plug & Play mode operation.

Jumper in 2-3: Online Mode (Default)



Jumper in 1-2: Plug & Play Mode

6.3 Most common issues and fixes

Problems	Possible Causes	Solutions
Input over voltage	AC input voltage may be too high.	• Check the input voltage from the backend • If the voltage is over 456Vac for a short time, wait till the power grid recovers to the normal voltage range
Input lower voltage	AC input voltage may be too low.	• Check the input voltage from the backend • If the voltage is under 230VAC for a short time, wait till the power grid recovers to the normal voltage range
Input over current	AC input current may be too large.	• Shut off the leakage current protection switch of the power distribution cabinet immediately • Check whether there is a low resistance connection between the AC output cables of the charger
Input over frequency	AC input frequency may be too high	• Check the input voltage frequency from the backend • If the frequency exceeds 55Hz for a short time, wait till power grid recover to normal voltage range.
Input lower frequency	AC input frequency may be too low	• Check the input voltage frequency from the backend. • If the frequency is lower than 45Hz for short time, wait till power grid recover to normal voltage range.
Over temperature	Temperature may be too low inside the charger.	• Check the surrounding conditions of chargers installed for a heating device nearby. Make sure the environmental temperature is under 60°C
Over leakage current	Leakage current to the earth may be too high.	• Shut off the leakage current protection switch of the power distribution cabinet immediately • Check whether there is broken AC output cables or a low resistance connection to the earth

Leakage current sensor abnormal	Detection of leakage current sensor is abnormal.	• Shut off the leakage current protection switch of power distribution cabinet immediately
		• Check whether there is a broken AC output cables or low resistance connection to the earth
Grounding fault	inappropriate grounding connection of input/output cables or inverse connection of L/N input cables	• Shut off the leakage current protection switch of power distribution cabinet immediately
		• Check if AC input/output cables are normal and if inverse connection of L/N input cables
CAN communication abnormal	Poor connection between AC charger and CITA-GATEWAY.	• Check whether CAN bus connection is reliable and correct.
Charging cable connection abnormal	Poor connection of charging cable with EV/Charger.	• Check if charging cable connection is correct and firm.
Charger not paired with local Wi-Fi	Wi-Fi SSID or password has been changed	• Check the Wi-Fi status light on the PCB. • If the light is off, the charger is not paired with any Wi-Fi netowrk • If the light is blinking green, the charger is attempting to pair with the Wi-Fi netowrk • If the light is solid green, the charger is sussessfully paired. • You can reset the Wi-Fi module on the PCB to Begin the pairing process again.

Note: If the above problems cannot be solved, please contact the seller.

7. Disposal

The packaging materials are environmentally friendly and can be recycled. Put the packaging in applicable containers to recycle it. Do not dispose of this device with household waste. It shall be handed over to the applicable collection point for the recycling of electrical and electronic devices. For more detailed information about recycling of this device, please contact your local city office, your household waste disposal service, or the shop where you purchased the device.

8. Warranty

1.1 CITA Smart EV Charger warrants to Customer on delivery and for a period of three (3) years after that that the Products are free from material defects in material and workmanship and conform in all material aspects with the specifications as explicitly listed in the Documentation, except for charging cables, their connectors and software, for which the warranty is limited to three (3) months from delivery.

1.2 Subject to clause 1.3, CITA Smart EV Charger shall, at its option, repair or replace defective Products, or refund the price of faulty Products if:

(a) Customer gives notice in writing during the warranty period within fourteen (14) days after the Customer has discovered or should reasonably have discovered that some or all of the Products do not comply with the warranty as set out in clause 1.1;

(b) Customer returns such Products to CITA Smart EV Charger (at the location specified by CITA Smart EV Charger) at Customer's cost and following the RMA (return merchandise authorisation) instructions from CITA Smart EV Charger if the nature of the Product allows such return; and (c) CITA Smart EV Charger is given a reasonable opportunity of examining such Products and provided by Customer with all information it may reasonably require to proceed to such examination. Concerning repair, CITA Smart EV Charger is entitled to apply problem avoiding restrictions and/or Workarounds.

1.3 CITA Smart EV Charger shall not be liable for the Products' failure to comply with the warranty in clause 1.1 if:
(a) Customer makes any further use of such Products after giving a notice in accordance with or failed to provide notification within fourteen (14) days as set out in clause 1.2; (b) The Error arises because Customer failed to follow CITA Smart EV Charger's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Products or (if there are none) good trade practice (such as but not limited to use of the Products with parts, accessories or software not provided or approved by CITA Smart EV Charger);
(c) The Error arises as a result of CITA Smart EV Charger following any customisation or Product specification supplied by Customer; (d) Repairs or other interventions on the Products are performed by persons not trained for this purpose, against CITA Smart EV Charger's oral or written instructions, or with parts not supplied or approved by CITA Smart EV Charger; or (e) The Error arises as a result of fair wear and tear, willful damage or negligence by Customer and/or a third party, or abnormal working conditions (such as but not limited to damages resulting from vandalism, animals, high-pressure cleaners, or Error in connected vehicles).

1.4 In all cases, the following are excluded from the coverage of the warranty:
(a) Travel costs and labour costs of repair, including time spent on preliminary work or on disassembly and reassembly, if the repair of the Products is to take place at the installation site due to the nature of the Products; (b) Cleaning, routine maintenance and preventative maintenance operations of the Products as defined in the Documentation, as well as the supply of products necessary for these operations; (c) Restarting operations after the Product has been secured, for example by circuit breakers, ground fault circuit interrupters (GFCIs), fuses or emergency stops; and (d) In general, all operations on-site, especially if no parts need to be replaced.

1.5 The Agreement shall apply to any repaired or replacement Products supplied by CITA Smart EV Charger. This warranty statement is subject to change.

Please refer to https://citaevcharger.co.uk/terms-and-conditions for the latest version.

Warranty Registration

In order to activate your warranty for 3 years in our system, kindly email **support@citaevcharger.co.uk** containing your Name, Phone Number, Email, Charger Serial Number, & Proof of Purchase.

9. Declaration of conformity

CITA Smart Solutions Limited,
52 Deerdykes View, Westfield Park, Cumbernauld, Glasgow, G68 9HN, United Kingdom

Declares under its' sole responsibility that the following Product:
CITA Smart 7 - 7.4kW, 32A, Single Phase Installation Charger

Provided that they are installed, maintained and used in the applications for which they were designed, in accordance with professional practices, relevant installation standards and manufacturer's instructions for use and installation, are OLEV EVHS & WCS certified (approval pending), CE certified and comply with the essential requirements of EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU and RED Directive 2014/53/EU in accordance with the following standards: IEC 61851-1, IEC 61851-22, IEC 62196-2

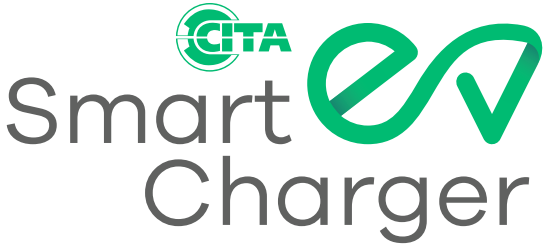
Scan & follow our social media

For daily updates & news

Scan & review us on trustpilot

Trustpilot

Powering A Greener Future



United Kingdom (HQ)

52 Deerdykes View, Westfield Park, Cumbernauld, Glasgow, G68 9HN, United Kingdom

Phone +44 800 147 CITA(2482)

Support (Hotline) +44 800 368 6362

United Arab Emirates

Unit 2106, Al Thanyah Fifth, HDS Tower, Cluster F, Jumeirah Lakes Towers, P.O. Box 191946, Dubai, UAE

Phone +971 4 5579828

Support Email support@citaevcharger.co.uk

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