

Q-SERIES MODE 2 PORTABLE EV/PHEV CHARGER

Ampere Point Q37 / Q74 / Q11 / Q22 / Q11 PRO / Q22 PRO

ENGLISH VERSION

User Manual

Read Before Use

- Portable Mode 2 EVSE with an in-cable control and protection device (IC-CPD) and Type 2 vehicle connector.
- Power, maximum current, cable length, plug type and accessories depend on the Q-Series version and delivered kit.
- Use only Ampere Point compatible accessories supplied with or approved for the charger.
- Mobile control via Tuya Smart / Smart Life on a 2.4 GHz WiFi network is available only for models equipped with this function.
- Check the vehicle's maximum AC charging power and the electrical installation before selecting the charging current.

Safety Rules

1. Do not use unapproved adapters or extension leads, including electrical extension cords or Type 2 charging cable extensions.
2. Before each use, inspect the charger, supply plug or adapter, cable and Type 2 connector. Do not use damaged or malfunctioning equipment.
3. Do not immerse or pressure-wash the charger. Handle plugs and connectors only with dry hands.
4. Do not step on, pull, crush or sharply bend the cable.
5. Do not drop the charger or place heavy objects on it.
6. Do not place the charger near heat sources, inside a closed vehicle, or in sealed spaces while charging.
7. Do not use the charger outside its operating temperature range. Follow the rating label and technical specification for the exact model.
8. Supply the charger only from a socket suitable for the selected continuous current. Use 16 A from a Schuko socket only when the socket and circuit are approved for continuous 16 A operation; otherwise select a lower current.
9. The circuit must have an effective protective measure and upstream Type A RCD 30 mA and overcurrent protection selected by a qualified electrician for local rules and site conditions.
10. Built into the charger: Type A RCD 30 mA AC + RDC-DD 6 mA DC. Never bypass protective functions.
11. Do not repair, modify, disassemble or service the charger yourself. Do not use the charger if it is damaged.
12. Do not touch the pins of the charging connector. Contact the distributor if any operating problem occurs.

Q-Series Functions

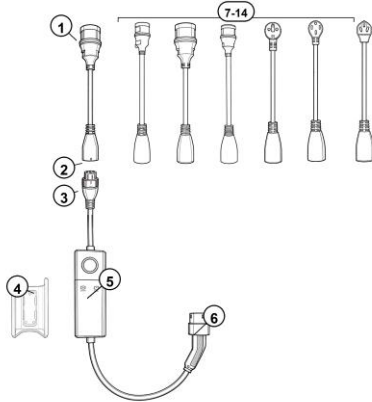
- Charging-current adjustment and charging scheduling, depending on version.
- WiFi/app control for compatible models: adjust power, schedule charging and check charger status from the mobile app.
- Built-in Type A RCD 30 mA AC and RDC-DD 6 mA DC, plus voltage, current, short-circuit, temperature and protective-earth monitoring functions.
- IP66 portable design for indoor and outdoor use. Protect the charger from direct rain, standing water and water accumulation.
- Temperature monitoring and automatic retry for temporary charging-process errors, such as communication with the vehicle.
- Some Q PRO kits use interchangeable adapters with temperature monitoring in the plug.
- Advanced functions such as OTA updates and menu languages depend on charger version and firmware.

Kit Contents

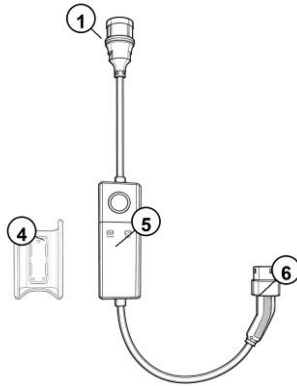
- AC EV charger with integrated Type 2 cable.
- User manual.
- Wall-mount for the charger.
- Plug/cable holder.
- Adapters, carry bag and other accessories according to version and kit.

EV Charger Components

Series Q PRO (Q11 PRO, Q22 PRO)



Series Q (Q37, Q74, Q11, Q22)



No	Part
1	AC plug / adapter according to version
2	Female adapter connector - only for models with interchangeable connectors
3	Male adapter connector - only for models with interchangeable connectors
4	Wall-mount
5	EV charger body
6	Type 2 vehicle connector
7-14	Additional AC plugs/adapters depending on the kit

Technical Details - Q-Series Family

Parameter	Q37	Q74	Q11	Q22	Q11 PRO	Q22 PRO
Charging mode	Mode 2	Mode 2	Mode 2	Mode 2	Mode 2	Mode 2
Phase	1 phase	1 phase	3 phase	3 phase	3 phase	3 phase
Power	3.7 kW	7.4 kW	11 kW	22 kW	11 kW	22 kW
Input voltage	AC 230 V	AC 230 V	AC 400 V	AC 400 V	AC 400 V	AC 400 V
Output voltage	AC 230 V	AC 230 V	AC 400 V	AC 400 V	AC 400 V	AC 400 V
Max. current	16 A	32 A	16 A	32 A	16 A	32 A
Frequency	50/60 Hz	50/60 Hz	50/60 Hz	50/60 Hz	50/60 Hz	50/60 Hz

Parameter	Value
Charging system	Portable Mode 2 EVSE / IC-CPD; Type 2 vehicle connector.
Supply connection	Fixed plug or approved interchangeable adapter, depending on model and kit.
Current selection	Selectable according to model and connected approved adapter. Q PRO adapters monitor plug temperature.
Built-in residual-current protection	Type A RCD 30 mA AC + RDC-DD 6 mA DC.
Operating temperature	-30 °C to +50 °C
Storage temperature	-40 °C to +80 °C
Maximum altitude	<2000 m
Screen	LCD depending on version
Communication	2.4 GHz WiFi/Bluetooth where fitted
EV plug type	Type 2, IEC 62196-2
Enclosure rating	IP66, IK10 for the charger enclosure; plugs, adapters, caps and connections must be correctly fitted.
Protection functions	Overvoltage, undervoltage, overcurrent, short-circuit, residual-current, overtemperature and protective-earth monitoring.
Cable length	5 m / 6 m / 7.5 m depending on version or option

Starting and Stopping Charging

Installation

- Check that the socket, plug/adapter and installation match the required power of the model being used.
- Use a dedicated circuit with upstream Type A RCD 30 mA and suitable overcurrent protection. Final ratings, conductor size and installation method must follow local rules and site conditions.
- A qualified electrician must verify protective earth or another legally permitted protective measure before first use.
- Use 16 A from a Schuko socket only when the socket and circuit are suitable for continuous 16 A operation; otherwise select a lower current.
- Ambient temperature must remain within the allowed operating range; maximum installation altitude is 2000 m.
- Avoid places exposed to water accumulation, strong vibration, explosive materials or flammable materials.
- Install the wall-mounts so the cable does not lie on the ground, remain under tension or become tangled.

Using the Charger Safely

1. Connect the charger only to a correctly functioning installation with phase, neutral and an effective protective measure correctly wired.
1. Set the charging current no higher than the continuous rating of the socket, plug, adapter, cable and circuit.
2. Some legacy installations may use a legally permitted protective measure without a separate PE conductor. This is not the same as having no shock protection. Only a qualified electrician may determine whether such an installation is safe, compliant and compatible.
3. Use only the supply plug or Ampere Point adapter supplied or approved for the model. Do not create adapter chains.
4. Do not place flammable or hazardous materials near the charger.
5. Clean the connector only with a dry cloth and only while the charger is disconnected.
6. Do not use the cable if it is damaged, worn, cracked or exposed.
7. Do not use the charger during a thunderstorm.
8. Do not disconnect the vehicle connector or power plug while charging.
9. The vehicle must remain stationary during charging.

How to Start Charging

1. Insert the plug firmly into a suitable, compliant and correctly protected power socket.
2. Set the current with [Current] and, if needed, set the charging-delay function with [Clock/Timer].
3. Remove the connector cap and fully insert the Type 2 connector into the vehicle inlet.
4. The charger starts charging after the vehicle and charger complete their checks.

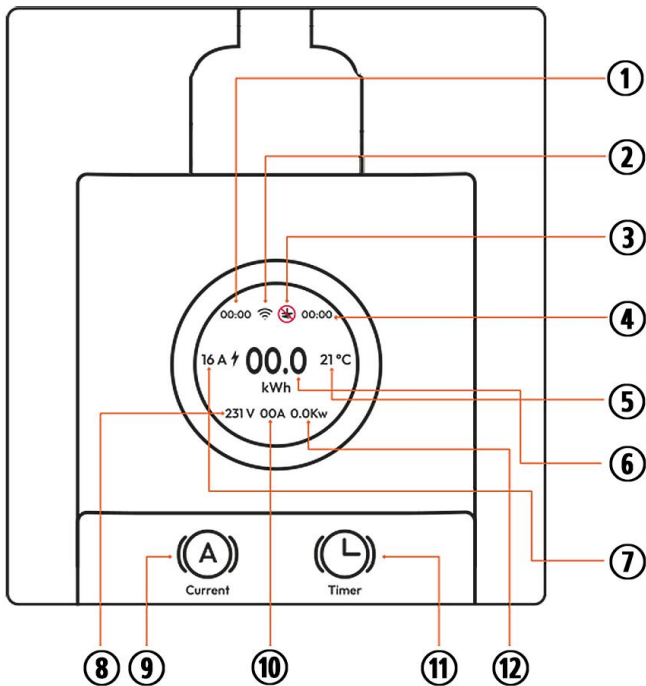
How to Stop Charging

1. Stop charging from the vehicle or app if required.
2. Disconnect the Type 2 connector from the vehicle inlet.
3. Close the EV charging port and replace the protective cap on the connector.
4. Disconnect the plug from the power socket.

Compatibility

- Compatible with Type 2 vehicles in Europe, subject to the vehicle's maximum accepted AC power.
- A single-phase vehicle uses only one phase even if the charger is a three-phase model.
- Before use, check the vehicle's maximum AC charging power and the available electrical installation.

LCD Screen



No	Display item	No	Display item
1	Charging delay	7	Set current (A)
2	WiFi connection status	8	Charging voltage
3	Grounding status	9	Set current
4	Charging duration	10	Charging current
5	Charger temperature	11	Adjustment of delay and charging time
6	Total energy consumed during this session	12	Charging power

The numbered items identify the LCD information areas. Available indicators vary by model and firmware.

Current Setting

Ready-to-Charge Screen



1. Shows the charger is powered and ready for the vehicle to be connected.
2. The screen can show delay time, WiFi, grounding status, selected current, voltage, output power and temperature values, depending on firmware and model.



1. Open this screen before connecting the vehicle when you want to change the charging current.
2. Short-press [Current] to select an available current/output value for the charger version or connected plug.
3. Hold [Current] (A) to save the value shown on the screen.
4. The selected value is the maximum charging current; the vehicle or installation may still limit the actual charging power.

Charging Scheduling



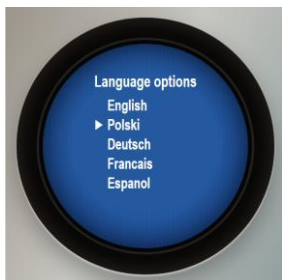
1. Before connecting the vehicle, hold [Timer/Clock] for 3 seconds to open Charging Scheduling.
2. The charger first shows the mode selection screen. Choose one scenario for the session: Limit time or Limit energy (kWh).
3. Limit time: set START CHARGING IN to delay the start, then set CHARGING DURATION for how long charging may run after it starts.
4. Limit energy (kWh): set the Stop charging after value. [Current] increases the kWh limit and [Timer] decreases it.
5. Hold [Timer/Clock] to save the selected scenario. Use [Current] to cancel where the screen shows this option.

Charger Options



1. Hold [Current] + [Timer] for 10 seconds to open the options menu.
2. RESET WIFI clears WiFi pairing so the charger can be added again in Tuya Smart or Smart Life.
3. Keep TEMP DETECTION enabled during normal use. Change it only on documented service instruction; disabling temperature monitoring can remove protection against overheating at the supply connection.
4. Change GND(P) DETECTION only after a qualified electrician has verified an effective, lawful and compatible protective measure. Continuing without charger confirmation is at the user's risk and does not confirm that the installation is safe.
5. FACTORY RESET restores charger settings. METER and LAST SESSION show total and last-session energy values.
6. Hold [Current] for 5 seconds to save a changed option; the charger applies the change and resets if required.

Changing the Interface Language

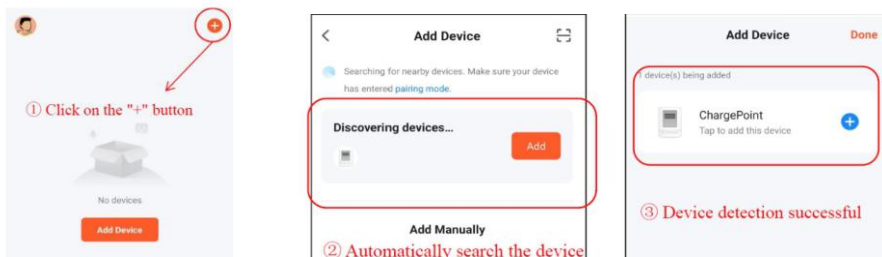


1. Press and hold both charger buttons for 10 seconds to open the configuration menu.
2. Keep holding the buttons until the display shows "Language options".
3. Short-press [Current] to move through the available languages: English, Polski, Deutsch, Francais and Espanol.
4. When the desired language is highlighted, hold [Current] (A) for 5 seconds to save it.
5. After saving, the main screen uses the selected language where supported by the firmware.

WiFi, Tuya and Updates

- For WiFi models, use a 2.4 GHz WiFi network. 5 GHz networks are not supported.
- Enable Bluetooth on the phone during first setup, then add the charger in Tuya Smart or Smart Life.
- Depending on version, the app can set charging schedules, start/stop charging remotely, change charging power, secure the charger and share access.
- For complex schedules, use Tuya automatic actions.
- If an OTA update is offered, keep the charger powered and connected to WiFi until the update is complete.
- Do not disconnect the charger or interrupt power while an OTA update is in progress.

App Pairing



1. Install Tuya Smart or Smart Life.
2. Open the app and tap the plus sign to add a device.
3. If the charger is not detected, open charger options and select "unlink my phone", then search again.
4. The app asks for a device name and WiFi network details.

Troubleshooting

Error	Probable cause	Solution
LED/LCD off	Power not connected	Check the power inlet and power switch.
LED/LCD off	Circuit breaker tripped	Reset the circuit breaker after checking the installation.
LED/LCD off	Device damaged	Contact customer service.
Unable to charge	Connector not fully inserted	Insert the connector fully into the vehicle inlet.
Unable to charge	Protective earth not verified	Cancel charging. Have the protective measure checked by a qualified electrician; do not bypass the warning.
Unable to charge	RCD/RDC-DD or another protection activated	Disconnect the supply. A qualified person must find and correct the cause before reuse.
Charging stops	Plug, adapter or charger overheated	Allow it to cool. Check the socket, plug and selected current. Stop use if the fault returns.
Charging current too low	Vehicle almost fully charged or vehicle limitation	Check the vehicle settings and state of charge.
Persistent fault	Fault detected	Disconnect the charger, check the installation and contact the distributor if the problem returns.

Commercial Warranty

1. Maxima Trading sp. z o.o. sp. k. provides a 24-month commercial warranty from the date of sale unless mandatory local law or the sales terms provide otherwise.
2. It covers defects in materials or workmanship during normal intended use. The manufacturer may repair or replace a defective product.
3. For service, provide the model or serial number, fault description and reasonable proof of purchase.
4. The warranty may not cover incorrect installation or use, unauthorised modification or repair, abnormal supply conditions, external events, liquid ingress contrary to the stated IP conditions, or normal wear.
5. This commercial warranty does not limit the consumer's statutory rights against the seller.

Warranty Service: hello@amperepoint.com

Compliance and Manufacturer

Models: Q37, Q74, Q11, Q22, Q11 PRO and Q22 PRO. Product classification: portable Mode 2 EVSE / IC-CPD with Type 2 vehicle connector. Applicable EU legislation depends on the model and radio equipment: 2014/35/EU (LVD), 2014/30/EU (EMC), 2014/53/EU (RED, radio versions) and 2011/65/EU as amended by (EU) 2015/863 (RoHS). The model-specific EU Declaration of Conformity identifies the applicable legislation and standards. Radio versions use the 2.4 GHz band; the exact band and maximum RF power must be stated in the model-specific declaration and accompanying radio information.

Manufacturer / Ampere Point brand owner

Maxima Trading sp. z o.o. sp. k.

Gdyńska 72, 80-209 Tuchom, Poland

Service and conformity documents: hello@amperepoint.com

Document: AMP-Q-MANUAL | Rev. 20260810



Disposal: Crossed-out wheeled bin - separate collection. Do not dispose of the product with unsorted municipal waste; use an authorised WEEE/e-waste collection system under local rules.

