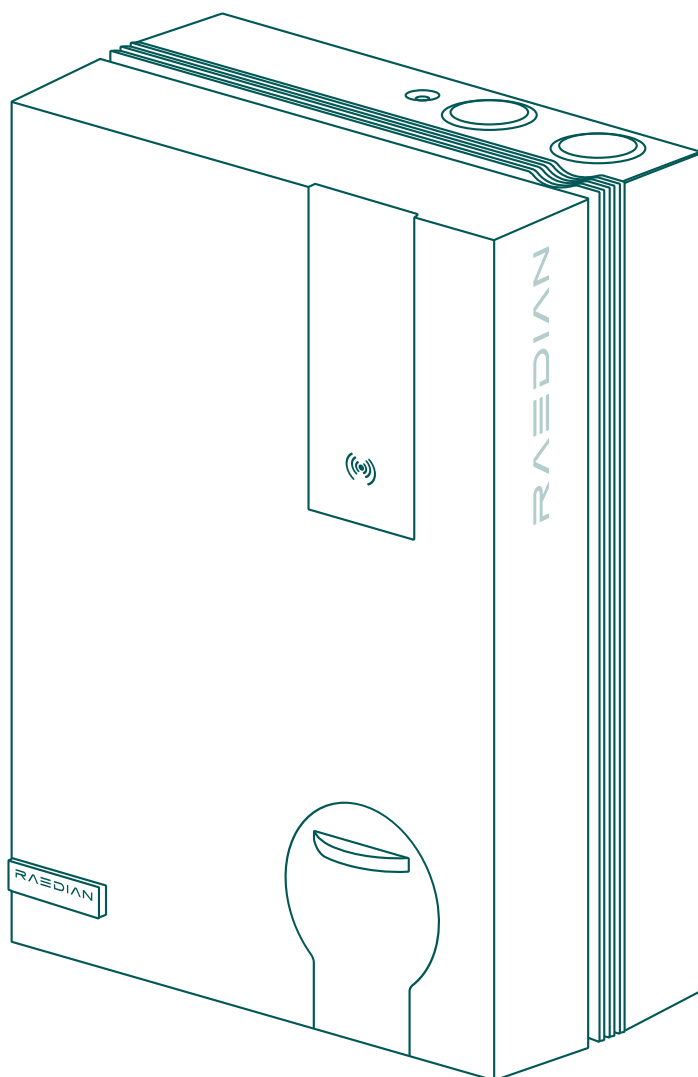


Rev 2.0
2025

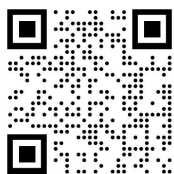
NEO

User Manual



NEO NEO PLUS

PREMIUM SMART CHARGING



www.raedian.com

RAEDIAN

1.	Disclaimer and safety warning	2
1.1	Disclaimer	2
1.2	Improper use	2
1.3	Copyright	2
1.4	Trademarks	2
1.5	Languages	2
1.6	Purpose and intended audience	2
1.7	Explanation of text instructions used	2
1.8	Safety symbols	3
1.9	General safety	3
2.	Product overview	4
2.1	Exterior view-socket variant	4
2.2	Exterior view-cable variant	5
3.	HMI description	6
3.1	Status indication	6
3.2	OLED Display	6
4.	Install RAEDIAN APP	7
4.1	Install RAEDIAN APP	7
4.2	Pair with the charger	7
5.	How to charge	8
5.1	Power-On	8
5.2	Charge in plug and charge mode	8
5.3	Charge with RFID card	8
6.	Maintenance and cleaning	9
6.1	Cleaning	9
6.2	Maintenance	9
7.	Disposal	9

1.Disclaimer and safety warning

1.1 Disclaimer

The information in this document is for informational purposes only, is provided "as is," and may be subject to change without notice. Although RAEDIAN has made its best efforts to keep this document as accurate and up-to-date as possible, RAEDIAN, including its subsidiaries, does not assume any liability for its correctness or completeness. RAEDIAN shall not be liable for any defects or damages resulting from the use of the information contained herein.



NOTE

This document is subject to updates and changes. Errors and omissions are exceptional.

Any deviation from RAEDIAN's assembled products, including but not limited to specific modifications to the product, such as the placement of stickers or the application of different colors (collectively referred to as "Customization"), may affect the product's functionality, user experience, appearance, quality, and/or lifespan (hereinafter referred to as the "Customized Product"). RAEDIAN shall not be liable for any damage to, or caused by, the Customized Product if such damage results from the applied Customization.

RAEDIAN waives all liability and claims for compensation, including but not limited to any type of damage, product and accessories warranty, in the following cases:

- Failure to comply with the general instructions or specific operating conditions in this manual.
- Improper use of the product.
- External damage.
- Failures caused by the power grid or the 4G service provider.
- Installation, commissioning, activation, or faulty repair or maintenance performed by an unqualified person.
- Modification or configuration of the product or accessories without RAEDIAN's knowledge.
- Use of the charging station outside the operational conditions specified in this manual.
- Use of spare parts not approved or manufactured by RAEDIAN.
- Events beyond RAEDIAN's control (force majeure).
- Malfunction of an open charge point back-office system.
- Damage to the electric vehicle.

1.2 Improper use

The charging station is safe when used as intended. Any other use or modifications to the charging station are considered improper use and, therefore, are not permitted.

Operators, owners, or qualified technicians are responsible for any personal injury or property damage caused by improper use.

1.3 Copyright

The reproduction, distribution, and use of this document, as well as the communication of its contents to any third parties, are strictly prohibited without explicit authorization from

RAEDIAN or any of its affiliates. Any permitted use must always be in accordance with good practices and ensure that no harm is caused to RAEDIAN or through misleading the consumer.

1.4 Trademarks

RAEDIAN® is trademark registered by RAEDIAN. Any unauthorized use of this trademark is, therefore, illegal.

1.5 Languages

The English version of this document is the original source. Documents in other languages are translations of this source. In case of any ambiguity or discrepancy between the different language versions, the English version shall prevail.

1.6 Purpose and intended audience

This manual applies to the NEO/NEO Plus model produced by RAEDIAN. NEO/NEO PLUS is intended exclusively for charging electric vehicles and, when installed correctly, may be used by untrained individuals. Follow this manual to correctly install and commission the charging station.

Installation, commissioning, and maintenance of this charging station must only be carried out by a qualified electrician. It is essential that the qualified technician has:

- Expertise in all relevant general and specific safety rules and incident prevention measures.
- Comprehensive knowledge of applicable electrical regulations.
- Ability to identify risks and avoid potential hazards.
- Acknowledgment of having received and read these installation and operation instructions.

1.7 Explanation of text instructions used

The safety warnings and precautions in this document are as follows:



DANGER

Signal word used to indicate an imminent or serious injury.



WARNING

Signal word used to indicate a potentially hazardous situation which, if not avoided, could cause death or serious injury.



CAUTION

Signal word used to indicate a potentially hazardous situation which, if not avoided, could cause minor or moderate injury.

1. Disclaimer and safety warning



NOTE

Signal word used to provide additional information or information on possible product damage.

1.8 Safety symbols

The following warning pictograms are attached to (parts of) the charging station:



Dangerous voltage



Protective earth

1.9 General safety

When installing or using the charging station, please follow below safety regulations:



DANGER

Do not install or use the charging station near explosive or highly flammable materials.



DANGER

Do not use the charging station if it is partially submerged in water.



DANGER

Do not install or use the charging station if it is damaged, or if the plugs and cables are defective. Contact the charge point operator to repair any defects immediately.



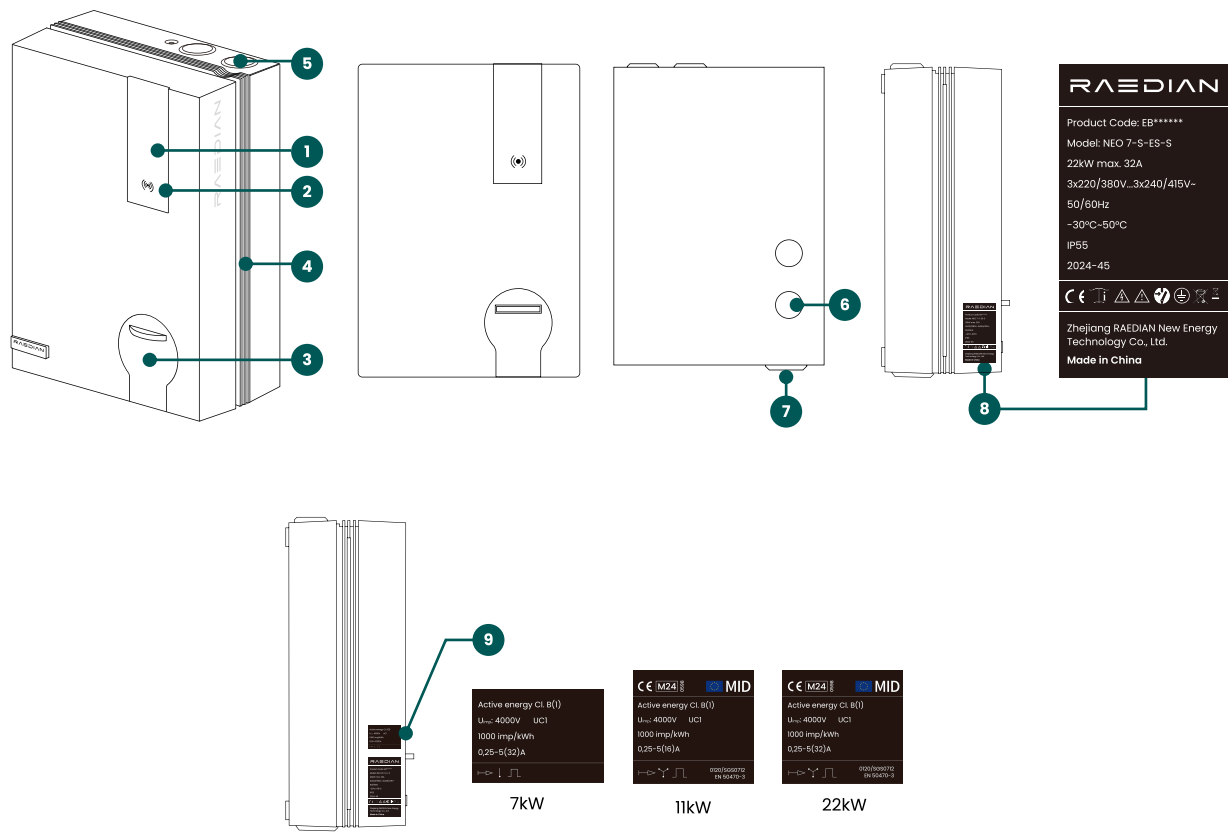
DANGER

Keep children and individuals who are unable to assess the risks associated with using this product away.

More extensive safety information can be found in the relevant sections of this document.

2. Product overview

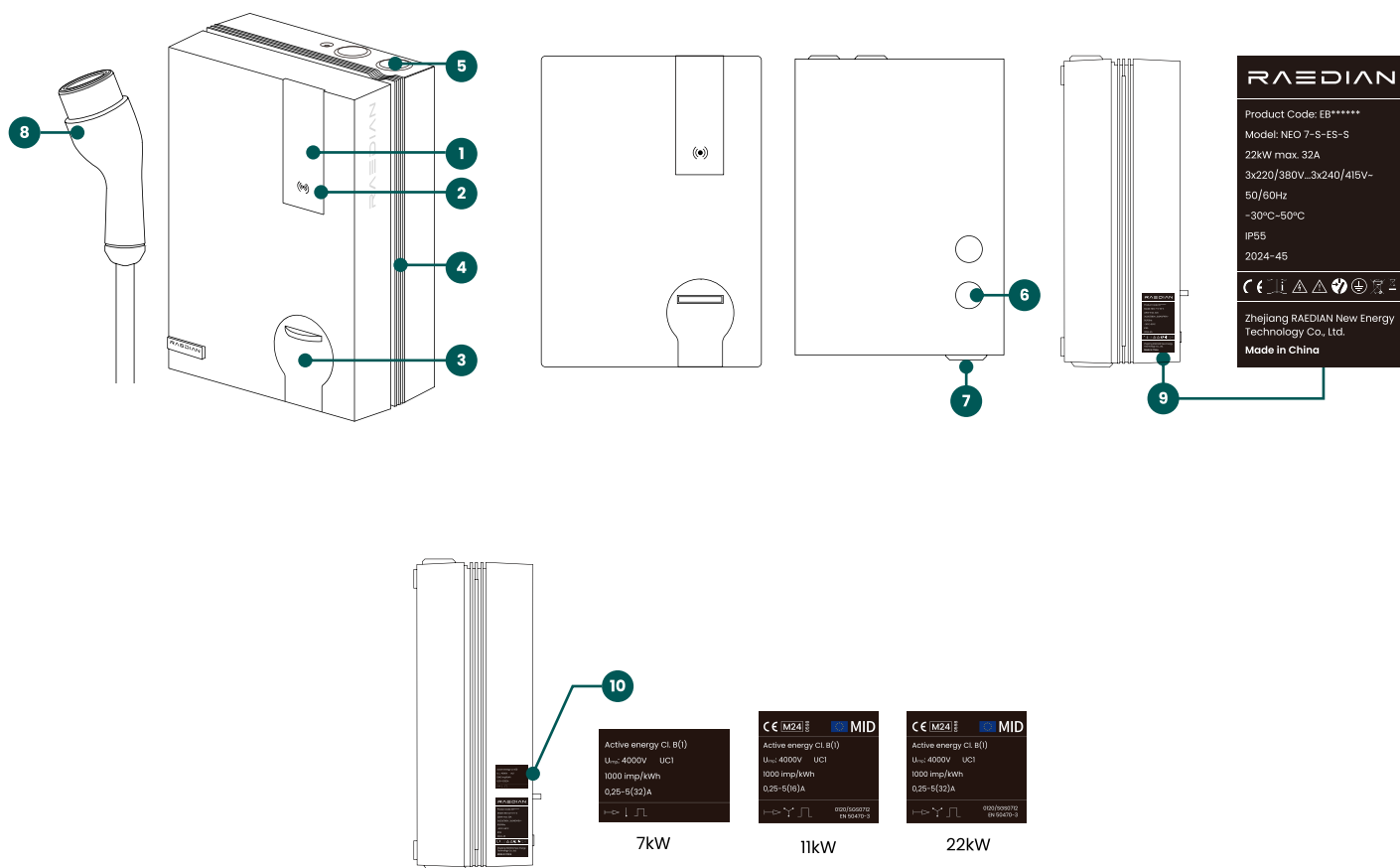
2.1 Exterior view-socket variant



No.	Item	NEO	NEO Plus
1	Display	✓	✓
2	RFID card reader	✓	✓
3	Type 2 socket	✓	✓
4	LED stripe	✓	✓
5	Top cable entry	✓	✓
6	Rear cable entry	✓	✓
7	Bottom cable entry	✓	✓
8	Nameplate	✓	✓
9	Meter label	-	✓

2. Product overview






2.2 Exterior view-cable variant



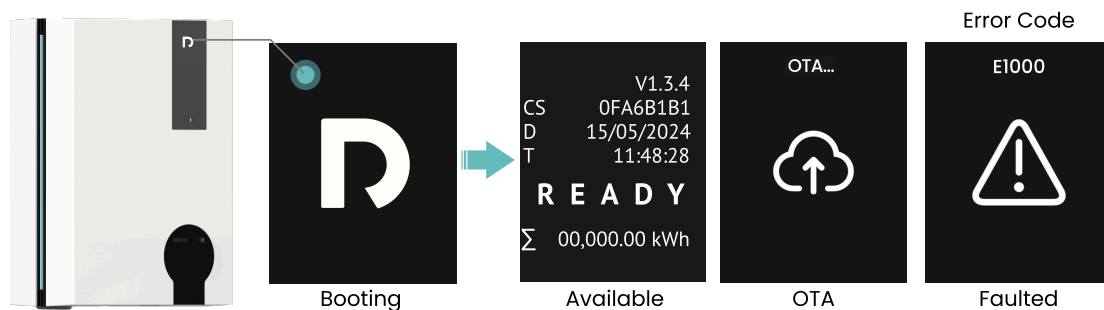
No.	Item	NEO	NEO Plus
1	Display	✓	✓
2	RFID card reader	✓	✓
3	Type 2 connector holder	✓	✓
4	LED stripe	✓	✓
5	Top cable entry	✓	✓
6	Rear cable entry	✓	✓
7	Bottom cable entry	✓	✓
8	Charging cable	✓	✓
9	Nameplate	✓	✓
10	Meter label	-	✓

3. HMI description

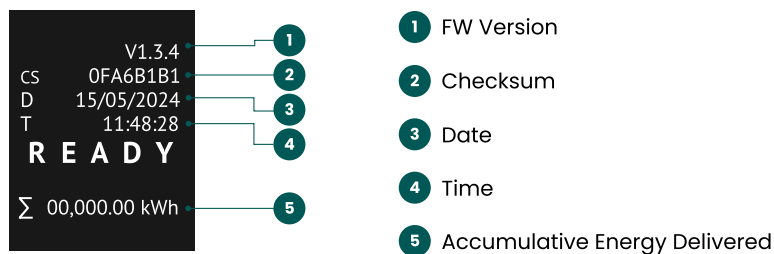
3.1 Status indication

	LED Status	Definition
	White meteor	Standby, available for charging
	Green bouncing	Cable plugged in: • Pending for authorization • Waiting for EV • Charging stopped EV
	Cyan water drop	Charging in progress
	Red steady	Fault state
	Purple flashing	Paring RFID cards

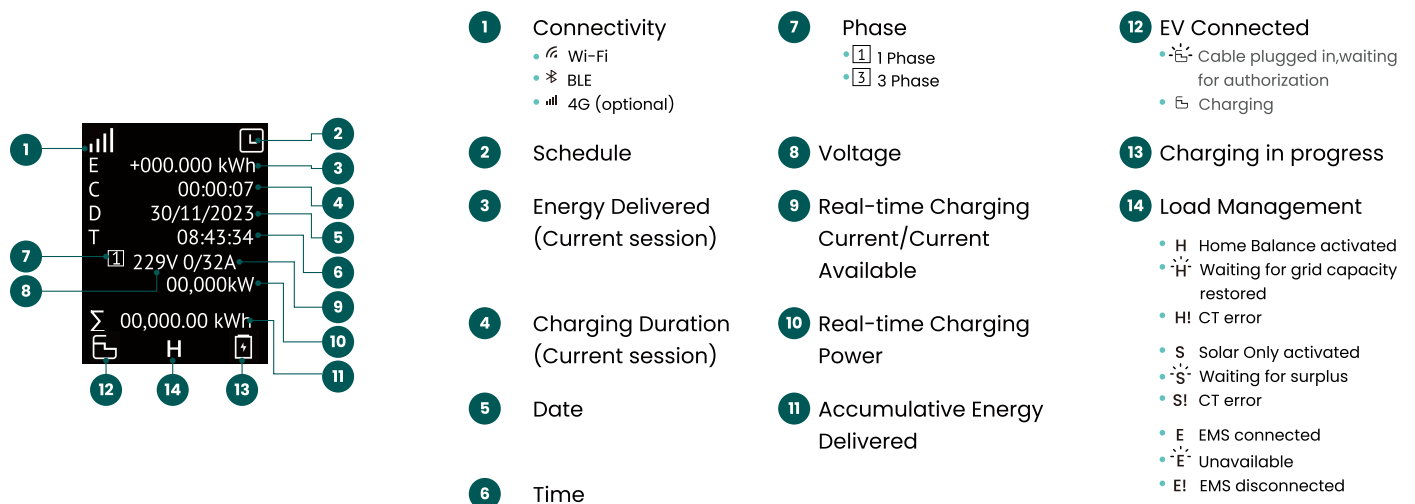
3.2 OLED display



3.2.1 Available



3.2.2 Charging



4. Install RAEDIAN APP

NOTE
Keep Bluetooth enabled on your phone and ensure it remains close to the charger throughout the setup process.

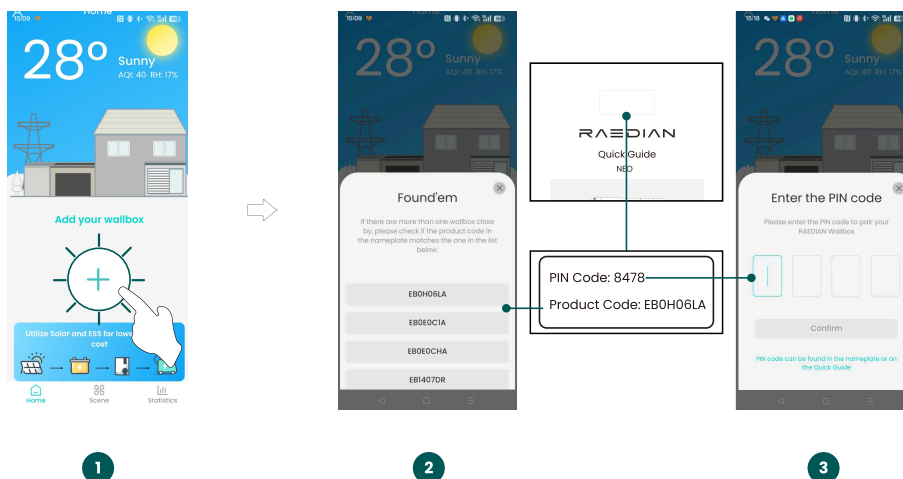
4.1 Install RAEDIAN APP

Download the RAEDIAN APP from the App Store or Google Play, then install the app and register an account.



4.2 Pair with the charger

Open the app, tap '+', select the correct SN, and enter the PIN code. You can find it inside the rear of the charger and on the quick guide.

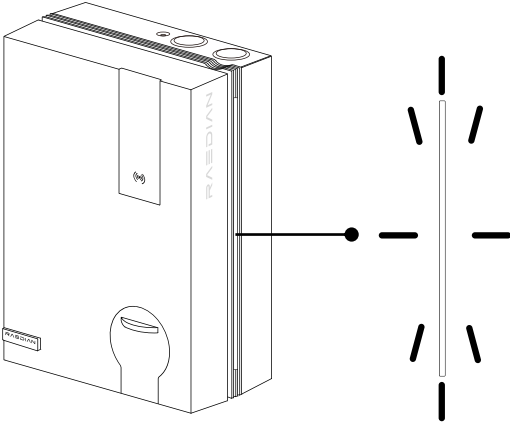


For detailed instructions of APP use, visit www.RAEDIAN.com/support.

5. How To Charge

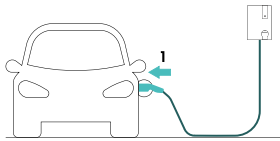
5.1 Power-on

- Turn on the local power supply.
- The charger will boot up and perform self-diagnostics within a few seconds.
- The charger's LED will display a white meteor effect and the charger is now ready for testing.

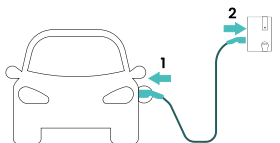


5.2 Charge in plug and charge mode

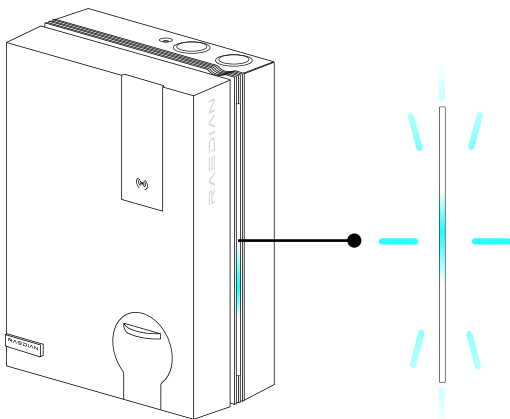
- Cable Variant: Insert the connector securely into the vehicle's AC charging port, ensuring it is fully plugged in.



- Socket Variant: Insert the vehicle-end connector securely into the vehicle's AC charging port or the charging simulator, ensuring it is fully plugged in. Then, insert the charging cable's charger-end connector into the charger's socket securely, ensuring it is fully plugged in.

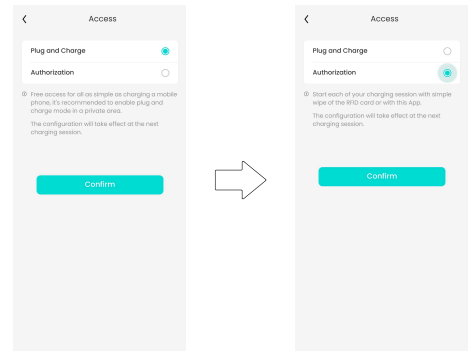


- The charging session will start automatically and the charger's LED will turn cyan with a falling drop effect.

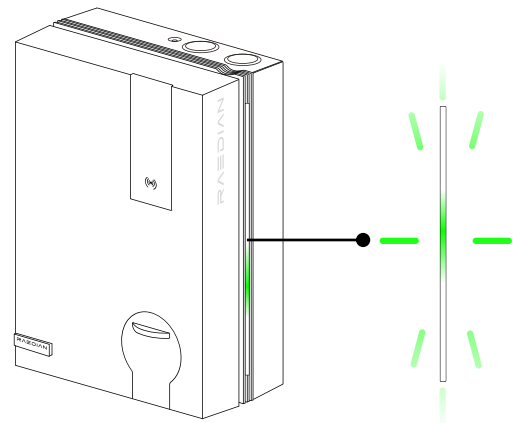


5.3 Charge with RFID card

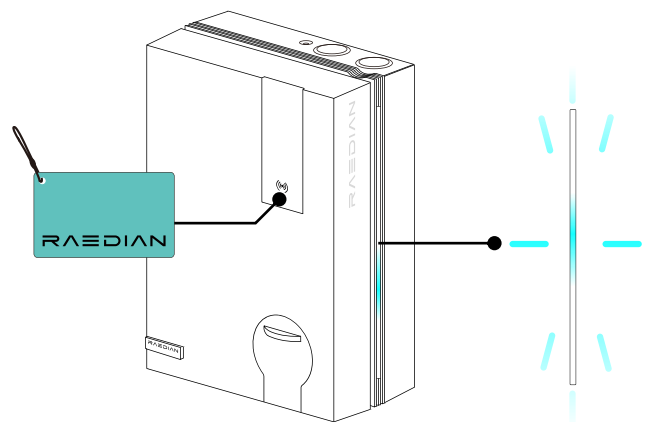
- To charge with an RFID card, please change the 'Access' mode to 'Authorization'.



- Connect the charger with vehicle. The charger's LED will turn green with a bouncing effect.





- Tap the RFID card above the card reader area until you hear a beep. The charging session will start automatically and the charger's LED will turn cyan with a falling drop effect.



6. Maintenance and Cleaning

6.1 Cleaning

The RAEDIAN NEO/NEO Plus can be cleaned with a soft and damp cloth. Do not use cleaning agents or solvents.

-  **CAUTION**
Please disconnect the power before cleaning the charger.
-  **NOTE**
Do not use harsh cleaning agents, high-pressure washers, or abrasive pads, as they can damage the charger casing

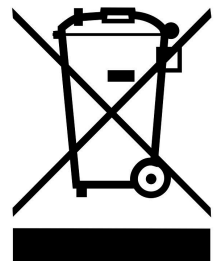
6.2 Maintenance

The RAEDIAN NEO/NEO Plus is maintenance-free. If the charger becomes defective or damaged, please stop using it and contact your dealer or send mail to support@raedian.com.

7. Disposal

Electrical and electronic equipment (EEE) contains materials that can be harmful to human health and the environment if not disposed of properly. Products marked with the crossed-out wheeled bin symbol (as shown on the right) should not be disposed of with household waste. These items must be collected separately to ensure they are recycled and disposed of in an environmentally responsible manner.

Please check with your local authority for collection schedules. Residents can dispose of waste electrical and electronic equipment at designated recycling centres or other collection points.





Zhejiang RAEDIAN New Energy Technology Co., Ltd
No.3, Shuangbai Road, Yuanhua Town, Haining City
Zhejiang, 314416
China