

QUANTUM:EV

EV OPENCHARGE

(GPRS/Ethernet Communication)



COMPLIANT

INSTALLATION & OPERATION MANUAL

MODELS:

SINGLE PHASE

| | |
|----------|-----------|
| OCPP0410 | 1 X 3.6kW |
| OCPP0411 | 1 X 7.2kW |
| OCPP0420 | 2 X 3.6kW |
| OCPP0421 | 2 X 7.2kW |

3 PHASE

| | |
|----------|----------|
| OCPP0412 | 1 X 11kW |
| OCPP0413 | 1 X 22kW |
| OCPP0422 | 2 X 11kW |
| OCPP0423 | 2 X 22kW |



ROLEC
EV Charging

Amendments

| Amendment Number | Details | Date |
|------------------|---------------|----------------|
| Ver 1, Rev 0 | New Document. | September 2020 |
| | | |
| | | |
| | | |
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| | | | |
|---|-----------------------------------|------------------------------|--|
| Product: | Quantum:EV OpenCharge | | |
| Applicable Models: | Single Phase | Three Phase Superfast | |
| | OCPP0410 | OCPP0412 | |
| | OCPP0411 | OCPP0413 | |
| | OCPP0420 | OCPP0422 | |
| | OCPP0421 | OCPP0423 | |
| Document Type: | Installation and Operation Manual | | |
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Rolec Support

For assistance with the installation or operation of this product, contact Rolec Technical Support. Please have the details of the product available so we can attend to your query appropriately:

+44 (0) 1205 724754
technicalsupport@rolecserv.co.uk

Safety

This manual is specifically applicable to the Quantum:EV OpenCharge electric vehicle charging product and is provided as a guide to its installation and operation.

| | |
|--|---|
|  | <p>WARNING: Electrical Power Make sure electrical power is isolated BEFORE starting this procedure.</p> <ul style="list-style-type: none"> • Turn power OFF at SOURCE. |
|  | <p>IMPORTANT: Installers and End Users must read and understand the content of this manual before installation and/or use of the product.</p> |
| <p>Installation must only be performed by someone who is properly qualified and competent to do so in accordance with the current legislation in force in the geographical location of the installation.</p> <ul style="list-style-type: none"> • If the advice in this manual is not understood, contact Rolec for further advice and/or training BEFORE attempting installation/operation of the equipment. • Rolec Services Ltd cannot accept any responsibility for improper installation or any problems arising from improper installation. | |
| <p>NOTE: Damage to the equipment, connected systems or to property caused by improper installation are the responsibility of the installer.</p> | |

- The information provided in this manual must ONLY be used with the model(s) listed on page 2 of this manual.
- The information provided in this manual must NOT be used with any other product.
- The content of this manual may be updated as required.
- Do NOT use the equipment for anything other than its intended purpose.
- Do NOT modify the equipment unless specifically instructed to do so by the manufacturer.
- Do NOT attempt to repair the equipment unless specifically instructed to do so by the manufacturer.
- This product is electrically safe when in normal use. To maintain electrical safety, the body enclosure of the product (access covers) must be secured in their correct location using the supplied fasteners and the seal must be sufficient to maintain the IP rating of the enclosure.
- Fasteners used to mount the product in its working location must be sufficient for the task and the specific mounting point.
- If required, fasteners used to mount the product in its working location should be sealed to maintain the IP rating of the enclosure.
- If required, cable entry apertures should be sealed to maintain the IP rating of the enclosure.
- Damage to the body enclosure, access covers, seals may render the product unsafe. The product must be electrically isolated and NOT used until appropriate remedial action has been performed.

Safety Advice within this Manual

Rolec manuals use a system of warnings, cautions and notes.

- **WARNINGS** concern the safety of installers/end user and will be given before the detail/instructions in the manual.
- **CAUTIONS** concern the potential for damage to the equipment and will be given before the detail/instructions in the manual.
- **NOTES** are given to provide additional information and/or to highlight information of importance. They will be given either before or after the detail/instructions as appropriate and may use different wording (such as IMPORTANT) where emphasis is required.

Warnings, Cautions and Notes may be repeated several times as appropriate and may be preceded by a hazard symbol where appropriate.

Product Overview

The Quantum:EV OpenCharge is an OCPP compliant, smart charging unit which has been designed to provide the user with a simple, smartphone interactive, EV charging solution via an online application and/or RFID card/fob. The EV driver/Charger Operator can control the charging activity of the unit using their mobile phone, and/or RFID card/fob, as well as allowing them to monitor / record all their charging activity, data and history via their driver application dashboard.

The Quantum:EV OpenCharge is available with the following power options:

| Model Number | Specification |
|--------------|---|
| OCPP0410 | Quantum EV OCPP Single Phase - 1x 3.6kW (16A) |
| OCPP0411 | Quantum EV OCPP Single Phase - 1x 7.2kW (32A) |
| OCPP0420 | Quantum EV OCPP Single Phase - 2x 3.6kW (16A) |
| OCPP0421 | Quantum EV OCPP Single Phase - 2x 7.2kW (32A) |
| OCPP0412 | Quantum EV OCPP Three Phase (Superfast) - 1x 11kW (16A) |
| OCPP0413 | Quantum EV OCPP Three Phase (Superfast) - 1x 22kW (32A) |
| OCPP0422 | Quantum EV OCPP Three Phase (Superfast) - 2x 11kW (16A) |
| OCPP0423 | Quantum EV OCPP Three Phase (Superfast) - 2x 22kW (32A) |

Refer to the Product Specification on page 6 for further details.

Features

- OCPP Compliant
- OLEV Grant Fundable under the Electric Vehicle Workplace Charging Scheme (WCS).
- Smart charging.
- Built-in AC overload protection (MCB).
- Built-in AC & DC fault protection (RCD).
- Built-in LED charging status indicator.
- Built-in LED area illumination.
- Built-in Class 1 MID compliant kWh metering.
- Built-in Modem and roaming sim or Ethernet connection.
- Built-in GPRS communication antenna.
- Fire retardant & impact resistant design.
- IP Rated.
- **CE** certified.

Product Specification

Physical Specification

| | |
|---------------------------------|---|
| Dimensions | 1440 x 375 x 275mm (HxWxD) |
| Materials | <ul style="list-style-type: none"> • Chassis – 2.5mm, 6063 extruded aluminium with 25µm anodised finish. • Panels – 3.2mm Aluminium composite. • LED lens – Impact resistant 3mm Polycarbonate. • Base – Impact resistant, 5mm polycarbonate. |
| Mass | < 32 kg |
| Operating Temperature | -30°C to +50°C |
| Operating Humidity Range | 5% to 95% |

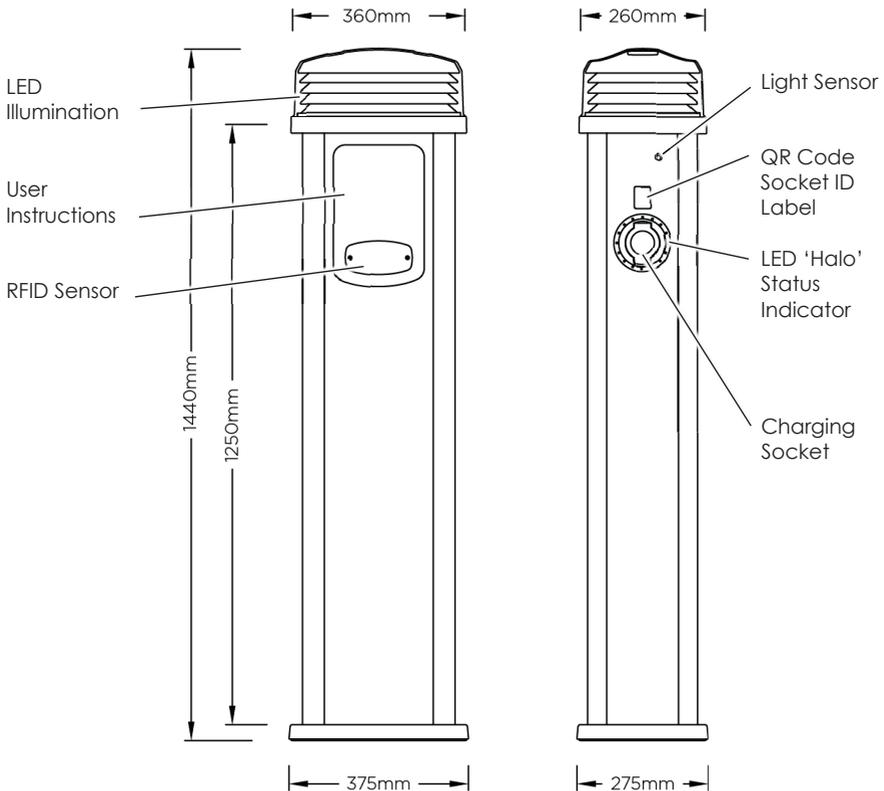


Figure 1 General Arrangement and Dimensions

NOTE: GPRS antenna is mounted on the back of the pedestal.

Electrical Specification

| | | | | |
|--|--|-------------|------------------------|-------------|
| Product Code | OCPP0410 | OCPP0411 | OCPP0420 | OCPP0421 |
| Rated Output | 1 x 3.6kW | 1 x 7.2kW | 2 x 3.6kW | 2 x 7.2kW |
| Input Voltage | 230VAC / 50Hz (Single Phase) | | | |
| Product Code | OCPP0412 | OCPP0410 | OCPP0422 | OCPP0423 |
| Rated Output | 1 x 11kW | 1 x 22kW | 2 x 11kW | 2 x 22kW |
| Rated Current | 16A | 32A | 16A | 32A |
| Input Voltage | 400VAC / 50Hz (3 Phase) | | | |
| AC Overload Protection | 1x C20A MCB | 1x C40A MCB | 2x C20A MCB | 2x C40A MCB |
| AC & DC Fault Protection | 1x Type B RCD | | 2x Type B RCD | |
| Connector | 1 x IEC 62196 (Type 2) | | 2 x IEC 62196 (Type 2) | |
| Charge Protocol | Mode 3 | | | |
| Communication | GPRS / Ethernet requires connection to a back-office application. | | | |
| <ul style="list-style-type: none"> GPRS | Requires a signal strength of 14 CSQ or better. Units are supplied with their SIM cards pre-installed. | | | |
| <ul style="list-style-type: none"> Ethernet | Require a suitable RJ45 ethernet cable to be connected for EACH socket that will be used. | | | |
| Incoming Cable Terminals | 3x 50mm (Single Phase) or 5x 50mm (Three Phase) | | | |

Certifications and Compliances

This product has been designed and built in accordance with the following standards and legislation:

| | |
|--|---|
| OCPP | Version 1.6 J |
| IET EV Reg's, Glow Wire | IEC 60695-2-13 |
| EMC Compliance | EN 301 489-01 V2.2.0, EN 301 489-03 V2.1.1, EN 301 489-52 V1.1.0, EN 50470-1:2006 (single socket units), EN 55032:2015 (double socket units). |
| Safety Compliance | EN 62368-1 :2014 (single socket units), EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013 EN 62311:2008, EN 61851-1:2011 (double socket units). |
| Product Safety | EN 62368-1:2014 |
| Low Voltage Directive (LVD) | 2014/35/EU |
| Radio Equipment Directive Spectrum/ Telecom (Art. 3(2)): | 2014/53/EU, EN 301 511 V9.0.2, EN 300 330 v2.1.1 |
| Electromagnetic Fields | EN 62311:2008 |
| Environmental Protection | BS EN 60529:1992+A2:2013 <ul style="list-style-type: none"> Enclosure IP66 Socket IP54 |
| Plug(s)/Socket(s) | BS EN 62196-1:2014, BS EN 62196-2:2017 |
| IK10 Impact Rating | BS EN 62262 |
| Fire Rating | UL94 Flame Rating at V2 for 1.5mm and 3.0mm |
| RoHS | 2011/65/EU |
| REACH | 1907/2006 |
| Eco Design | 2009/125/EC |



Options and Accessories

- RFID cards/fobs
- EV charging cables 'Type 1 to Type 2' or 'Type 2 to Type 2' as required.
- Load management System (electrical distribution management via optional software).
- Protection barriers & charge point signage.
- Galvanised steel ground mounting base.
- Remote mounted GPRS signal antenna.
- Corporate branding

Unpacking

The content of the package depends on the model ordered and any options or accessories.

IMPORTANT: Make sure all packaging is disposed of responsibly and in accordance with the current regulations in your region.

Typical Contents

- EV Charging Device.
- Rubber Splash Mat.
- Installation and Operators Manual + EVCharge.Online instructions.

Labelling

Installers must observe any/all warning labels displayed on the equipment or inside the equipment enclosure.

Labels may be in the form of adhesive 'stickers', plates, and/or moulded into the surface of components.

Information Labels



Figure 2 Typical Product / Rating Label



Figure 3 Front Facia Label



Figure 4 Socket QR Code Label



Figure 5 Electricity Warning Label (as appropriate)



Figure 6 Power Rating Label (as appropriate)

Installation

**WARNING: Electrical Power**

Make sure electrical power is isolated BEFORE starting this procedure.

- Turn power OFF at SOURCE.

**WARNING: Electrical Power**

Make note of the electrical PHASE of the unit/socket to be connected.

Make sure all work is carried out appropriately and in accordance with the current Electrical Wiring Regulations.



IMPORTANT: Installers and End Users **must** read and **understand** the content of this manual before installation and/or use of the product.

Installation must **only** be performed by someone who is properly qualified and competent to do so in accordance with the current legislation in force in the geographical location of the installation.

- Advice provided in this manual does NOT override any legislation.
- If the advice in this manual is not understood, contact Rolec for further advice and/or training BEFORE attempting installation/operation of the equipment.
- Rolec Services Ltd cannot accept any responsibility for improper installation or any problems arising from improper installation.

NOTE: Damage to the equipment, connected systems or to property caused by improper installation are the responsibility of the installer.

Applicable to Single Phase models:

- OCPP0420
- OCPP0421

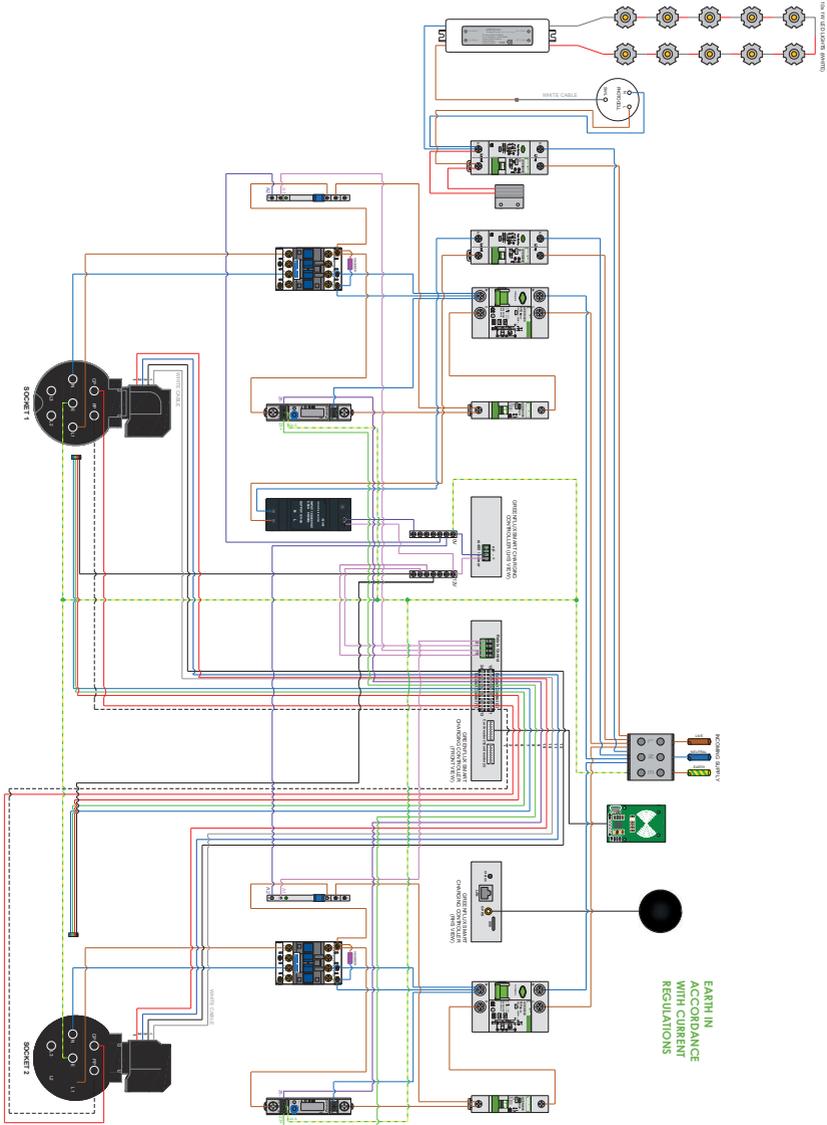


Figure 8 Double Socket Single Phase Quantum OCPP – Schematic

Applicable to Three Phase models:

- OCPP0422
- OCPP0423

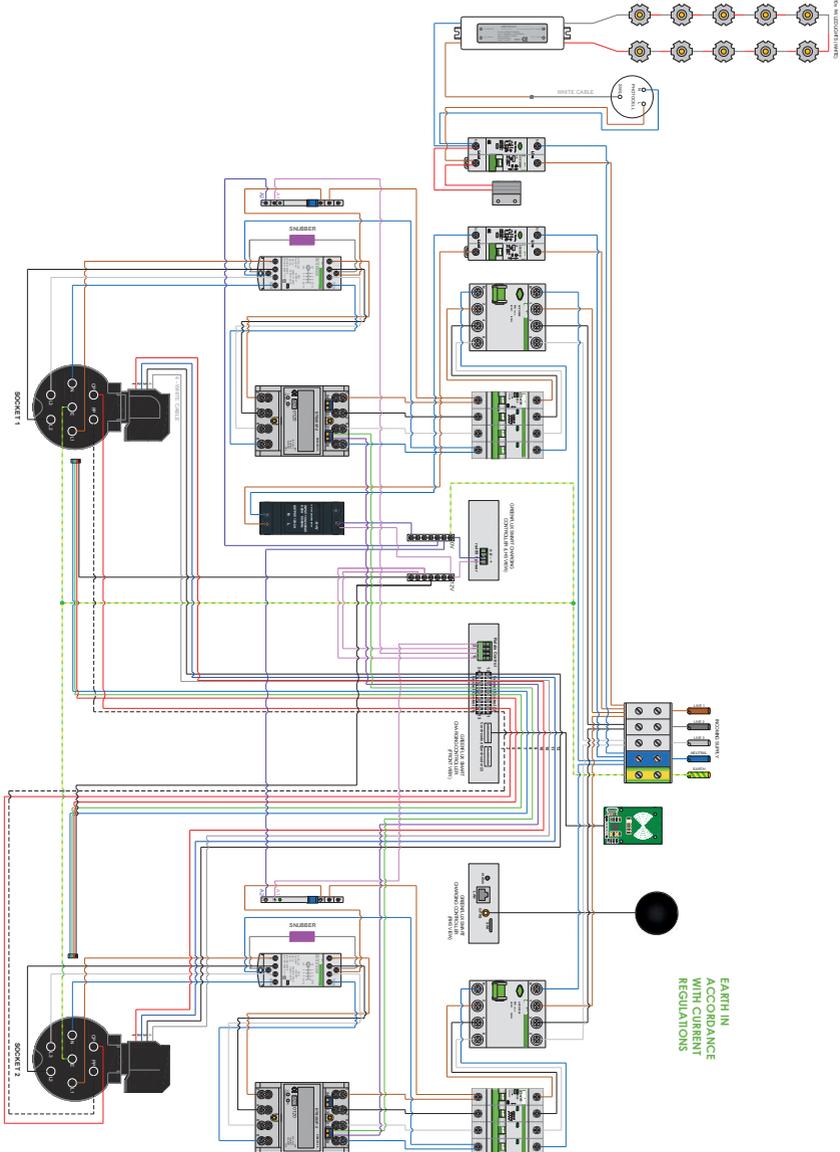


Figure 10 Double Socket Three Phase Quantum OCPP – Schematic

Before Installation

IMPORTANT: OLEV Installations

For 'Office for Low Emission Vehicles' (OLEV) WCS grant funded installations, make sure to collect all information/photographs required to register the product and the installation with OLEV.

1. Quantum:EV OpenCharge units using GPRS to communicate with the cloud-based back office require a suitable GPRS signal of 14 CSQ or better.

NOTE: Units using GPRS contain a roaming SIM card which will always connect to the strongest signal available. It is assumed that a suitable GPRS signal has already been verified by the end user/installer prior to installation.

- Rolec cannot be held responsible or accountable in the event a GPRS unit is installed in a location without adequate network signal.

2. Establish a suitable site location for the unit that is both secure and environmentally safe.
3. Make sure the location meets current legislation (if applicable).
4. Make sure there is a suitable mains power supply available at the installation site.
5. If required, make sure a functioning ethernet cable is present.
6. Make sure that the unit and any accessories have not been damaged in transit.

NOTE: Items damaged in transit must first be reported to the courier and then to the supplier.

Where possible, photographic evidence of package and/or unit damage should be provided.

7. Make sure the unit model is correct and matches the order.

NOTE: Incorrect or damaged units must NOT be installed. Contact your supplier to discuss rectification.

Installation Procedure

Base Installation – If Supplied:

1. Prepare the ground and set the ground mounting base in the desired location.
 - Make sure ALL cables are fed upward through the middle of the base.
2. Concrete the base into place and allow time for it to set.
 - The lip of the base should be 2 – 3 mm above the surface.

If a Base is Not Supplied:

1. Prepare a suitable area of firm, flat ground.
 - It must be possible to secure the charger to the ground with bolts or similar fasteners that are appropriate to the type of prepared ground.
 - Typically, into concrete, M8 x 100mm Anchor Bolts should be used but installers must assess the site and choose the most appropriate fastener for their needs.

Install the Charger Pedestal



WARNING: Electrical Power

Make sure electrical power is isolated BEFORE starting this procedure.

- Turn power OFF at SOURCE.

NOTE: All electrical work must be performed in accordance with the current Electrical Wiring Regulations.

CAUTION: Equipment Damage

During the next steps the charger skin will be removed. Take care to not damage or strain cables or cable connections that run between the chassis and the front skin.

1. Remove and retain the fixing bolts securing the front panel to the pedestal chassis.
2. Carefully ease the **front** panel away from the unit to gain access to the interior.

CAUTION: Equipment Damage

Panels are connected to the main assembly by electrical cables. Take care not to damage, strain, or disconnect the cables. Make sure all connections are secure before refitting the skins.

3. Cut a neat hole(s) in the base of the chassis, taking note of the preformed areas in the base, to allow entry of the power and ethernet cable (if required).
4. Cut a neat hole(s) in the supplied rubber splash mat to match the mounting points of the base and to allow entry of the power and ethernet cable (if required).
5. Fit the mat over the cables and onto the four studs of the ground mounting base or the securing points if a base was not supplied.
6. Carefully lift the pedestal then lower the chassis over the cables and onto either:
 - the ground mounting base (align the four holes in the chassis with the four studs of the base).
 - the prepared surface.
7. Route the cables to the appropriate length to be able to connect to the terminals.

8. Secure the chassis to the ground with the correct fasteners for the location.
9. Trim around the pedestal base to remove any excess rubber from the splash mat.

NOTE: All electrical work must be performed in accordance with the current Electrical Wiring Regulations.

10. Terminate the supply cable in the appropriate manner and connect to the pedestal as per the appropriate model number schematic.
11. If required, connect the Ethernet cable to the Communications unit.
12. Make sure all cable connections are secure and have not become loose or damaged in transit or during installation.
13. Make sure ALL debris is removed from the front and rear halves of the enclosure and that no debris is present on any of the components.

IMPORTANT NOTE:

It is the responsibility of the installing engineer to satisfy themselves, that all cable terminations throughout this product are secure and tight and have not become loose, strained, or disconnected during transit and/or installation.

WARNING: Electrical Power

Make sure it is safe to apply electrical power to the charger.

14. Switch on the overload/fault current devices (main power & LED lamp).
15. Switch ON the power to the unit and test in accordance with the current Electrical Wiring Regulations.
 - Make sure this product has been installed in compliance with the current Electrical Wiring Regulations (including recommended earthing arrangements).
16. Make sure you are satisfied that the installation is complete and is in a safe condition.
17. Refit the front panel, taking care not to trap any electrical cables. Secure the panel with the fixings removed earlier in the process.

Commissioning

If EV Charge.Online is **NOT** being used, another service provider will be required to administer smart services.

Commissioning must be performed in accordance with the alternate service providers instructions.

Commissioning with EVCharge.Online

NOTE: A Smartphone or similar web enabled device with a working internet connection is required for the next steps.

If this charging point is to be operated via the **EVCharge.Online** back office:

1. All preliminary tasks listed in the **Host's Guide** must have been performed by the customer (Host) before commissioning can proceed.

2. To complete commissioning, refer to the **Installer's Guide** on the pages after this installation manual.
3. Once commissioning is complete, the Host will receive an invitation from EVCharge.Online to set up their Back Office and to take part in a walkthrough of the system.
4. Engage with the customer to install the EVCharge.Online application to their smartphone or similar device from either the **AppStore** for Apple devices or from **Google Play** for Android devices.
 - The application is also accessible on a PC or Mac via a web browser.
<https://evcharge.online/>

After Installation

Make sure this manual is given to the Host.

LED Lamp

The pedestal incorporates an area illumination lamp at its top which activates in response to changing light levels.

1. Cover the light sensor, located on the side of the pedestal, the lamp should illuminate.
2. Uncover the light sensor and the lamp should switch OFF.

NOTE: To prevent flickering in frequently changing light conditions such as headlights or shade from passing vehicles, the lamp has a built-in delay before it switches on / off.

Operation

NOTE: At the end of a charging session, always disconnect the cable from the vehicle before disconnecting from the charger.

Charger Status LED Indications

- | | |
|---|---|
|  No Power to Charger |  Charging |
|  Charger Available |  Vehicle paused Charging |
|  Authorised to Charge |  Fault |
| |  RFID Recognition |

About RFID Cards/Fobs

This EV charger is fitted with an RFID sensor which will allow charging to take place when activated via an RFID card/fob. All units support RFID but the feature can be restricted by the Host. If this option has been selected, it can act as an alternative to the online EV Driver Application. However, both systems can be used simultaneously to suit your individual requirements.

RFID cards/fobs are supplied with a degree of pre-configuration ready to be registered to an individual user/group or to a specific vehicle. To add a card/fob to the

EVCharge.Online Driver application. Go to your Profile, then select the RFID option, **Add New RFID+**.

Follow the on-screen instructions to add the card/fob.

Once a card/fob is registered on the system at one charge point, the same cards/fobs will function with all charge points within the same management group, unless restricted by the Host.

RFID Activation

1. Connect the EV vehicle to the charger with its charging cable.
2. To activate the charger, touch the RFID sensor with the card/fob. The charger will communicate with the Back Office and, if authorised for use, the charger will become 'live' and able to supply power to the connected socket.
 - A low volume 'beep' will be sounded, and the LED indicator will show a quick red flash when the RFID card/fob is recognised, and you may hear the electronic switches move into position inside the charger.
 - If the beep/sound does not happen and/or the charge does not start, make sure the card/fob has been correctly paired with the system and/or you have been allowed by the Host to use the specific charge point.
 - The LED will flash green while the RFID card/fob is being authorised and will turn solid green when charging starts.
3. Power will continue to be supplied to the vehicle until one of the following events occur:
 - The vehicle is fully charged.
 - The cable is unplugged from the vehicle.
 - The time or kW limit allocated for charging is reached (set via Back Office configuration).
 - The RFID card/fob is held against the RFID sensor again.
 - The charge session is stopped via the online application.
 - A charging fault occurs.

EV Driver Application

For operation of the system using the online application, please refer to the **EV Driver App User Guide** at the end of this manual.

Maintenance

NOTE: In the event of a hardware issue, always contact your installer first.

- If damage has been sustained to communications devices and/or other 'Smart' components, it is recommended that an approved Rolec installer is called to perform the repair.
- Damage caused to the equipment by misuse, lack of maintenance, inappropriate maintenance or modification is not covered by the manufacturer warranty.

Charger Maintenance



WARNING: Electrical Power

The charger enclosure does NOT need to be opened for routine maintenance tasks.

1. Regularly clean the external surfaces of the equipment with a damp cloth.

CAUTION: Equipment Damage

To avoid damage to the surface finish, and/or internal components do NOT use:

- Abrasive materials.
 - Mineral or petroleum solvents / degreasers.
 - Hose pipes, Jet washers or Steam cleaners.
2. Regularly inspect the exterior of the equipment for visual damage.
 - If damage affects safety, isolate the equipment and prevent its use until appropriate repairs have been completed.
 3. Perform a functional test of the remote switchgear every six months by pressing the test button and making sure that the switchgear deactivates.
 - If the equipment fails the test, isolate the equipment and prevent its use until appropriate repairs have been completed.
 4. Once a year, the charger and switchgear should be electrically inspected by an appropriately qualified electrician in accordance with the current legislation for the installation location. A record of the tests and results must be kept.
 - If the equipment fails the test, isolate the equipment and prevent its use until appropriate repairs have been completed.

Intentionally Blank

HOST'S GUIDE



Getting Connected

To onboard your Rolec charging points to the EV CHARGE.ONLINE system simply follow the following steps:

1. PURCHASE YOUR CHOSEN PLAN



For each project you will need to:

- ✔ Purchase your chosen **Data Management Plan** (see table below)
- ✔ Pay any **Remote Commissioning Fees** (where applicable)

3 YEAR DATA MANAGEMENT PRICING & PLANS

| | Essential | Premium |
|--|-----------|---------|
| OLEV GRANT ELIGIBLE: | | |
| WCS (Workplace Charging Scheme) | ✔* | ✔ |
| USER ACCESS: | | |
| Plug & Play Charging | ✔ | ✔ |
| Mobile Phone App | | ✔ |
| HOST MANAGEMENT: | | |
| Unlimited Back-Office Platform Access | | ✔ |
| Chargepoint Management Dashboard | | ✔ |
| Visibility Of Your Entire Chargepoint Network | | ✔ |
| Real-Time, Historical & Analytical Feedback | | ✔ |
| Customisable Tariffs | | ✔ |
| Optional Revenue Stream | | ✔ |
| Private, Public & Fleet Charging Options | | ✔ |
| Exportable Usage, Revenue & BIK (Benefit In Kind) Data | | ✔ |
| Automatic Maintenance Response Notifications | | ✔ |
| Electrical Load Management (Optional) | | ✔ |

*PLEASE NOTE: The EVCharge.Online Essential management plan provides the host with an automated quarterly chargepoint consumption report as required in order to meet eligibility for the OLEV Workplace Charging Scheme Grant (WCS).

£50
per 3 Years
(each socket)

£135
per 3 Years
(each socket)

① See the [EV Charge.Online Overview](#) for details

2. BOOK YOUR INSTALLATION



Contact your chosen Installer to **arrange a suitable date** to install your charging points.

3. GET CONNECTED



Once installed, your contractor will **commission and connect your charging points** on to our system.

THE FOLLOWING 2 STEPS ARE ONLY REQUIRED IF YOU HAVE PURCHASED THE **PREMIUM PLAN**

4. BACK OFFICE MANAGEMENT SUITE



Once connected to our system, you will receive an invitation to access your **EV CHARGE.ONLINE** Back-Office Host Management Portal along with instructions on how to proceed.

5. SYSTEM TRAINING & CONFIGURATION



Book a telephone appointment **01295 231510** for a complete **guided walkthrough of the system** and personalised support to ensure the system is configured to meet your requirements.

IMPORTANT ADVICE

As a part of its services **EV CHARGE.ONLINE** will routinely monitor the connectivity and health of the charging points and notify the Host's nominee of any faults or connection issues that we detect. **Transitory issues can often be cleared by power-cycling and we strongly recommend that the Installer advises the Client how this can be done during the handover process.**

We also recommend that you consider entering a service and support agreement with your preferred Installer to ensure you are covered for all potential call out and eventualities.

INSTALLER'S GUIDE



Getting Connected

1. HOST SIGN UP & PAYMENT



Ensure Client (the Host) has made payment for their chosen Data Management Plan & any Remote Commissioning Fees and are in possession of their 'Getting Connected' guide downloaded at evcharge.online/host

2. INSTALL & TEST



Install the charging point/s then use the **EV CHARGE.ONLINE Installer Tool** and connect to our network

Go to: test.evcharge.online

If this is your first time using the installer tool please **contact us** on **01295 231510** to request your login details.

3. CONTACT US



Once connected and tested call **01295 231510** from the installation site to arrange the **Back-Office connection*** and remote commissioning service.

*Back-Office connection is only included if the Host has opted for the Premium Data Management Plan.

4. COMPLETE



EV CHARGE.ONLINE will email to book a telephone appointment for the Host, during which we will arrange for connection to their management back-office suite and provide a guided walkthrough and personalised configuration of their dashboard.

What we need?

- ✓ Signed and returned Data Management Plan Agreement
- ✓ Payment of Remote Commissioning Fees (if applicable)

What we need?

- ✓ Confirmed Connection to our network

What we need?

- ✓ Host Details
- ✓ Site Names and Locations
- ✓ Charging Point ID Numbers
- ✓ Feed Capacity to Sites and Charging Points

RECOMMENDATIONS

As a part of its services **EV CHARGE.ONLINE** will routinely monitor the connectivity and health of the charging points and notify the Host's nominee of any faults or connection issues that we detect. **Transitory issues can often be cleared by power-cycling and we strongly recommend that you advise your Client how this can be done during the handover process.**

Rolec equipment is covered by a parts warranty, however we recommend that you consider offering a service support agreement to your Client to ensure they have appropriate cover for all potential call out eventualities.



EVCHARGE

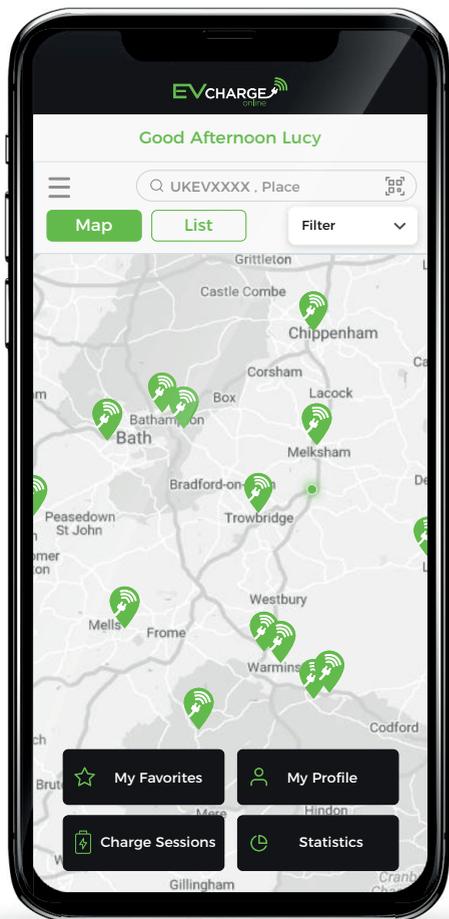
online

EV DRIVER APP USER GUIDE

Finding Your Charging Point



Download The App
or Go To [EVCharge.Online](https://www.evchargeonline.com)



1

Use the map to find a charging location.

- Choose from either map or list view.
- *Create an account to view, sort & save your favourite charging locations.*

2

Click the 'Navigate' button for directions to your chosen charging location.

3

Upon arrival choose an available socket.

- The current availability can be viewed directly on the chargepoint's LED status indicator or within the app.

AVAILABLE

No charging sessions or vehicles connected

CHARGING

A charging session is active or a vehicle is connected

4

Connect your vehicle

- Plug in cable to the car.
- Plug in cable to the chargepoint.

Starting Your Charging Session

5 Scan the QR code using your smartphone's camera.

- The QR code can be found next to the charging socket.
- *Alternatively you can enter the socket ID number via the app.*

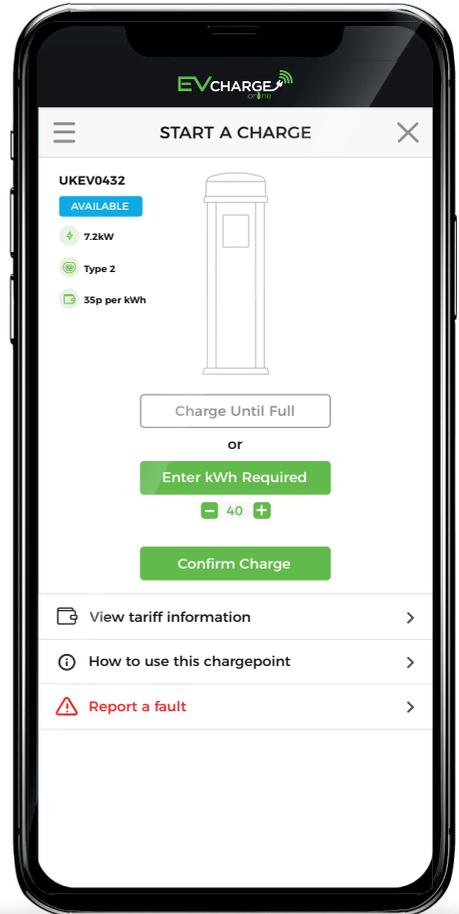
6 Select the amount of charge required.

- **FREE-TO-USE chargepoints** - Simply 'confirm charge' and the charging session will begin (step 7 will not apply).
- **PAY-TO-CHARGE chargepoints** - Choose from either 'charge until full' or limit your charge by entering the 'kWh required' then 'confirm charge'.

7 Paying for your charge

- Login, register or charge as a guest.
- Secure payment can be made in the app via WorldPay using either Visa or Mastercard.
- Once payment is confirmed the charging session will begin.
- *If you choose to set up an account this gives you the option to Top-Up a virtual wallet which will makes the process of activating a charge much quicker.*

NOTE - For security, your charging cable will be locked into the chargepoint when a charging session is active.



For support call: **01295 231510**
email: **support@evcharge.online**
EVCharge.Online

Ending Your Charging Session



8

You can end your charging by either:

- 'End charging session' in the app.
- Unplugging the charging cable from the vehicle.
- *If you have restricted your charging session to 'kWh required' the session will automatically end once this amount has been consumed.*

Additional Features



My Favourites

- Save & sort your saved favourite charging locations.



Charge Sessions

- View all of your current and past charging session information.



Statistics & Analytics

- Understand your EV charging activity/behaviour.



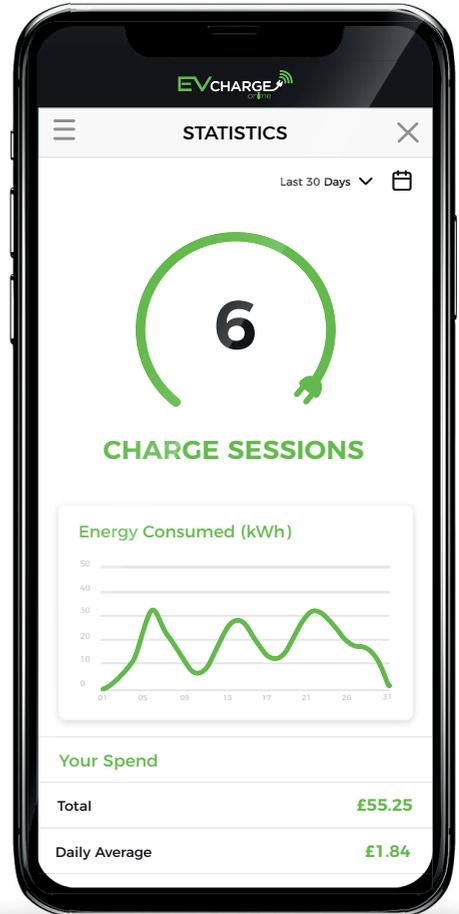
Exportable Charging Data

- Ideal for expenses/benefit-in-kind claims.



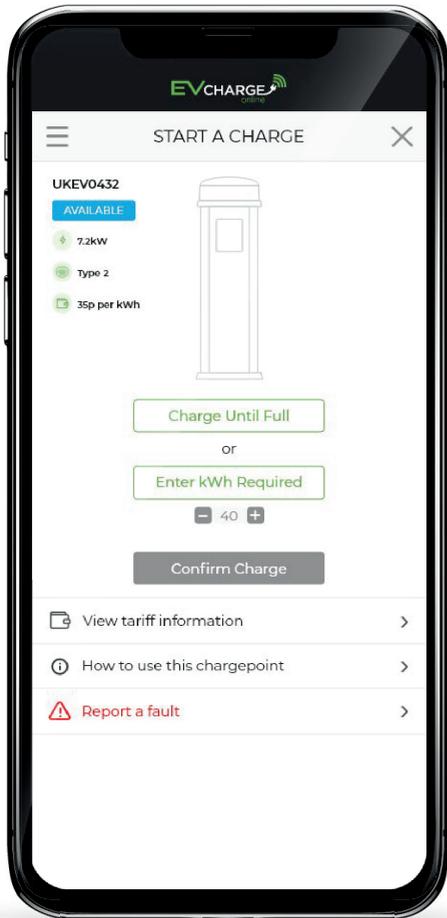
Virtual Wallet

- Top-Up a virtual wallet which will makes activating a charge much quicker.



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Reporting A Faulty Chargepoint



How to report a fault

- In the unlikely event that a fault does occur, the chargepoint's LED status indicator will flash red.
- You can report the fault to our customer service team via the app. *There is also the option to attach a photo of the issue you are experiencing with the chargepoint.*

Contact us

Should you have any questions, comments or issues regarding using the EVCharge.Online app or chargepoint which are not covered in this user guide, please contact our customer support team (details below)

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