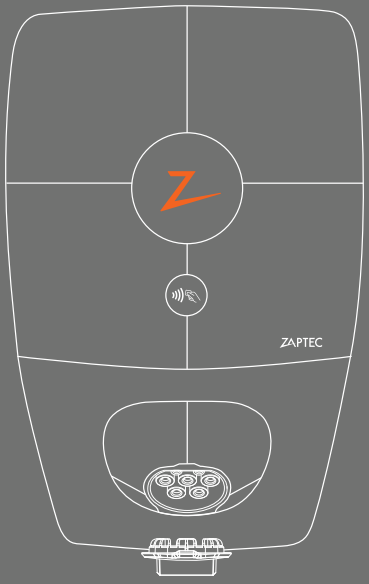
QUICK GUIDE FOR INSTALLERS

ZAPTEC HOME



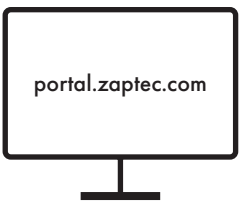
ZAPTEC

1 Create installation in ZAPTEC Portal

You can skip this step for now if your user profile does not yet have the required access.

1. Log in using your user profile* in ZAPTEC Portal - portal.zaptec.com
2. Create a new installation using the customer's address as the installation name.
3. Complete the installation details and select ZAPTEC Home as the installation type.
4. Add a new charging circuit and enter the serial number of the ZAPTEC Home (The serial number can be found on the charging station, box and on the user manual).

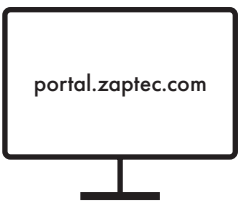
*The user profile must have installer access in order to create a new installation.



2 Invite the customer to ZAPTEC Portal

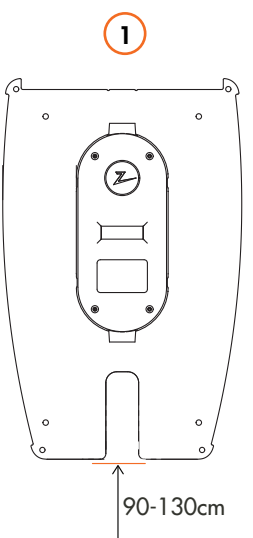
1. Go to the access tab and select “grant access”.
2. Send an e-mail invitation to the customer with owner and user access if a user profile has not already been created.
3. The customer will now receive an invitation to create a profile and will be able to order ZAPTEC Premium and the HAN module that can be connected to an AMS meter for dynamic load management alongside home consumption.*

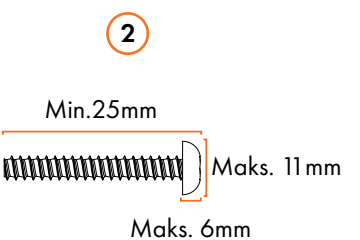
**The HAN module will be sent out at no additional cost but requires a subscription for activation.*



3 Installation of the back panel

1. The back panel should be installed 90-130 cm above ground level on a flat surface in a well-ventilated area.
2. Use four screws that are at least 25 mm long and appropriate for the wall structure. The screw head must have a diameter of around 11 mm and be max. 6 mm high.
3. Use only the pre-drilled holes.

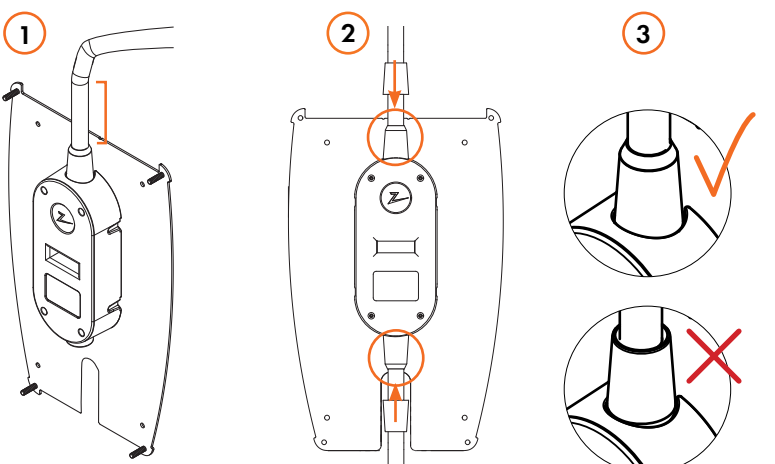




4 Cable routing

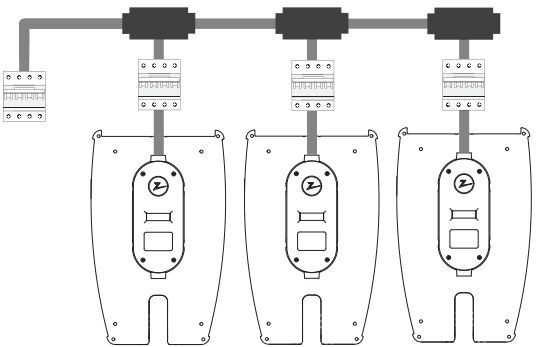
We always recommend 3-phase connection. The charging station will select which phase to use for charging.

1. Minimum 10 cm before the cable bends.
2. The sealing cone must be pulled towards the junction box.
3. Ensure that there is a good seal.



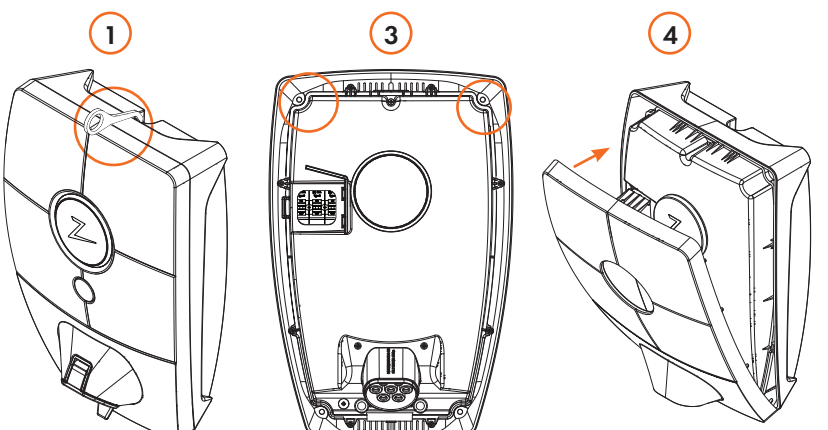
5 Electrical connection

1. Before installing the charging stations on the back panels, isolation testing of all back panels must be performed. The surge protection may kick in if this is done after the charging stations have been installed and the test will fail. Measuring pins, wires or other items must not be inserted into the quick coupling on the back panel. Voltage testing must be performed directly against the coupling screws or using a female coupling.
2. Do not mix the phases in the charging stations during installation. The phase balancing will not work if the phases are mixed and the fuse may trip.
3. Each charging station must be protected by an individual circuit breaker with a maximum rating of 40A. The load balancing functionality supports up to 3 charging stations in one system.



6 Charging station installation

1. Remove the front cover using the specialist SmartKey* tool supplied with the charging station
2. Place the charging station on the back panel and check that it has full contact with the back panel. There should not be any gaps between the charging station and the back panel.
3. Secure the charging station by tightening the four supplied nuts.
4. Ensure that the status indicator (Z) cover is positioned correctly before clipping the front cover back on. In order to clip the front cover back on, you must first position the cover over the Type 2 outlet and attach it to the charging station.



7 Connecting the charging station to WiFi or 4G

ZAPTEC Home is supplied with built-in mobile communication via the Telenor 4G LTE-M network and will automatically connect to this as soon as the charging station is connected to power. If it would be preferable to connect the charging station to the local WiFi rather than 4G, this can easily be done by configuring WiFi using the ZAPTEC mobile app.

We recommend testing the coverage at the installation site using your own mobile prior to installation. A mobile with a Telenor SIM must be used to ensure accurate measurement.

Coverage map: https://www.gsma.com/iot/deployment-map/

ZAPTEC Home must be connected to WiFi or 4G in order to communicate with the ZAPTEC Portal

Installation
When using 4G in ZAPTEC Home, you will not need to configure communication with the charging station using the mobile app. The charging station will automatically connect to the mobile network as soon as it is connected to power during installation.
Electricity network and other relevant settings must still be configured via the mobile app, see Item 8.

8 Activate the charging station using the ZAPTEC app

When the charging station is connected to power, the status indicator will change from flashing yellow to white after 2-3 minutes.

1. Complete step 1 of Create installation in ZAPTEC Portal.
2. Download the ZAPTEC app from the App Store/Google Play. Log in using your registered username.
3. Enter the PIN code. See rear cover of the user manual.
4. Click on the "+" tab and click "configure ZAPTEC devices"
5. Choose the installed electricity network and communication parameters and make selections in accordance with the installation.
6. The charging station is connected when you can see a green column on the screen.

4G LTE-M will be automatically disabled if you select the 4G network solution during configuration of the charging station via the mobile app.

ZAPTEC App

Final test form

Installation created in ZAPTEC Portal and charging station(s) added.	
Customer has been invited as installation owner.	
Isolation testing and continuity testing have been performed prior to installation of the charging station and the phase sequence has been checked.	
Charging station installed and configured against the correct electricity network via the ZAPTEC app.	
Charging station connected to the internet and upgraded to the latest firmware version via ZAPTEC app. Alternatively configured for “offline” use if there is no internet connection available at the current time. Certain functions and services will not be available without an internet connection.	
Charging station tested using test instruments (voltage testing and RCD testing).	
Customer has received information about ZAPTEC Premium and how the charging station works.	

Installer signature: _____

MADE IN NORWAY

All products are developed,
designed and made in Norway

ZAPTEC