go-eCharger HOMEfix 11/22 kW

INSTALLATION AND OPERATING GUIDE

EN Version 3.0

1. Table of contents

Important symbols

Warning of a hazardous situation that may result in damage to health, fatal injuries or damage to property if the safety regulations are not followed.

The activity may only be carried out by a qualified electrician.

Note regarding the adaptation of the product or product functions to individual needs.

Hint for a more ecological or economical use of the product.

2. Sustainable charging

Thank you for your purchase decision

With the go-eCharger HOMEfix you have chosen an extremely compact and versatile charging station for electric vehicles. Smart and intelligent solutions that make charging electric cars even more convenient are already integrated in the go-eCharger HOMEfix.

Compared to the classic wall charging station, the go-eCharger HOMEfix can be installed more quickly by an electrician and easily connected to an existing junction box where applicable.

The go-eCharger was developed and tested by electric car drivers for electric car drivers. To ensure that it remains up-to-date in the future, we are constantly developing the firmware and adapting the app to the state of the art. So let us surprise you with future functions.

Sustainable charging

Drivers of electric vehicles are very consciously opting for this type of mobility. Electric drives are quiet and do not emit any environmentally harmful gases. But electric vehicles also need energy, which has to be generated. If we use the available energy carefully, we will not need to expand fossil fuel power plants or nuclear power plants for electric mobility.

An important contribution we can all make is to use surplus energy. So if possible, do not charge your car when you come home after work, as this is the time when the electricity grid is at its peak anyway. In order to save energy and thus also to charge in an environmentally conscious way, you should, if possible, postpone your charging with the go-eCharger „Scheduler“ function to the midday or the early morning hours, as there is a surplus of electricity in the grids at this time.

An even more interesting option could be an electricity supply contract with our partner aWATTar (currently only available in Germany and Austria), where you can benefit from the highly fluctuating electricity prices at the electricity price exchange by purchasing electricity when it is cheapest. The technology for this is already built into each of our charging boxes. For more information, please visit our page at aWATTar: **www.awattar.com/services/goe**

We wish you lots of fun with your go-eCharger and enough electricity at all times.

Your go-e team

3. Before installation and commissioning

Note before installation and commissioning

Observe all safety regulations and instructions in this manual!

Download the data sheet: **www.go-e.co/downloads**

Read the manual and the data sheet carefully and keep them for future reference. The documents are intended to help you:

- To use the product safely and properly
- Increase the durability and reliability
- To avoid damage to the device or property
- To prevent a threat to life and limb

Registration information

Depending on the country, the requirements of the authorities and electricity grid operators have to be observed, such as a registration or approval requirement for charging stations, or the limitation of single-phase charging. Please contact your electricity grid operator to find out whether the go-eCharger is subject to registration or approval and whether other restrictions must be observed.

CE RoHS

General safety regulations

The go-eCharger may only be used for charging battery electric vehicles (BEV) and plug-in hybrids (PHEV) with the adapters and cables intended for this purpose.

Disregarding the safety regulations can have serious consequences. go-e GmbH declines any liability for damage caused by disregarding the operating instructions, safety regulations or warnings on the unit.

High voltage - danger to life! Never use the go-eCharger if the housing is damaged or open.

In case of unusual heat development, do not touch the go-eCharger or the charging cable and stop the charging process as soon as possible. If the plastic is discoloured or deformed, contact customer support.

Never cover the go-eCharger during charging. Heat build-up can lead to fire.

Persons wearing electronic implants should keep at least 60 cm away from the go-eCharger due to electromagnetic fields.

The go-eCharger HOME+ has the communication interfaces WiFi 802.11b/g/n 2.4GHz and RFID. WiFi is operated on a frequency of 2.4Ghz, channels 1-13 with the frequency band 2412-2472Mhz. The maximum transmission power of the WiFi is 20dBm. RFID is operated on a frequency of 13.56MHz with a maximum radiated power of 60dBµA/m at 10m.

Electrical protective measures, installation, operation

Any information regarding electrical installation is intended exclusively for a qualified electrician whose training allows all electrical work to be carried out in accordance with the applicable national regulations.

Before carrying out electrical connection work, you need to de-energise the circuit.

Installation must be carried out in accordance with local, regional and national regulations.

Observe the permissible ambient conditions from the data sheet.

A location without direct sunlight is recommended.

The Charger is only suitable for charging gassing vehicle traction batteries in well-ventilated rooms.

The unit must not be operated indoors if there is an increased danger from ammonia gases.

The Charger should not be operated in the immediate vicinity of flammable or explosive substances, running water or heat-emitting equipment.

The go-eCharger must be mounted vertically in the wall bracket on a flat wall.

Never use the charger lying down, as rainwater could penetrate via the type 2 socket.

Make sure that the power connection leading to the go-eCharger is properly installed and un-

4. Safety regulations/notes

damaged.

The go-eCharger is equipped with a built-in RCD protection module with direct current detection (30 mA AC and 6 mA DC). Therefore, only a type A RCD must be installed on the building side, unless local regulations deviate from this. Independently of this, a miniature circuit breaker must be installed upstream of each charger.

The go-eCharger may only be operated at fully functional protective devices. Connection cables must be sufficiently dimensioned.

An electric shock can be fatal. Do not reach into sockets and plug systems by hand or with technical aids.

The go-eCharger has a safety function called „ ground check“, which prevents charging in TT/TN power grids (common in most European countries) if the power connection is not grounded. This function is activated by default. It may only be deactivated via the go-eCharger app if you are sure that the power grid does not have an earth connection (IT grid, e.g. in many regions of Norway) so that charging can also take place here. The go-eCharger visualises a deactivated „ ground check“ by 4 red LEDs (3, 6, 9, 12 o‘clock).

Connection, plug

Do not use go-eCharger if any cable attached to or plugged into the unit is damaged.

Never use wet or dirty plugs in connection with the go-eCharger.

Never pull plugs out of the connector by the cable!

Opening, conversions, repair, maintenance

Any modification or repair of the hardware or software of a go-eCharger may only be carried out by specialist personnel of go-e GmbH.The attachment of a CEE plug to the connection cable is completely prohibited.

For safety reasons, the disassembly of an allegedly defective, permanently installed go-e product may only be carried out by a qualified electrician. Before dismantling an allegedly defective product, always contact go-e‘s technical customer support and wait for its decision on the further procedure for handling the service case.

Removing and damaging warning notices attached to the go-eCharger or opening the device will result in the loss of any liability by go-e GmbH. The warranty also expires in the event of any modification or opening of a go-e product.

The go-eCharger is maintenance-free.

The device may be cleaned with a damp cloth. Do not use cleaning agents or solvents. Do not clean the device with a high-pressure cleaner or under running water.

Disposal

According to directive 2012/19/EU (WEEE directive), electrical devices must not be disposed of in household waste after the end of use. Take the product in accordance with national legal requirements to a collection point specially set up for waste electrical equipment. Also dispose of

4. Safety regulations/notes

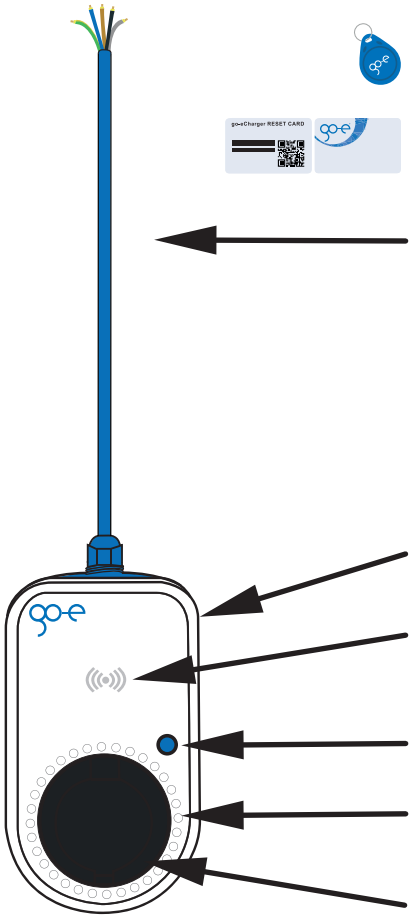
the product packaging properly so that it can be recycled.

Registration/approval obligation, legal information

Depending on the country, the requirements of the authorities and electricity grid operators must be observed, such as the obligation to register or obtain approval for ev charging stations or the limitation of single-phase charging. Contact your grid operator/electricity provider to find out whether the go-eCharger requires registration or approval (e.g. in Germany) and whether other limitations must be observed.

All texts and illustrations correspond to the technical status at the time of writing. go-e GmbH reserves the right to make unannounced changes. The content of the operating instructions does not justify any claims against the manufacturer. Pictures are for illustration purposes and may differ from the actual product.

5. Product overview



RFID chip
Release of charging processes (can be activated via app)

Reset card
Required for using the app and for resetting the charger to factory settings

Connection cable
direct connection to a junction box possible

Housing
Impact-resistant and UV-resistant high-performance plastic

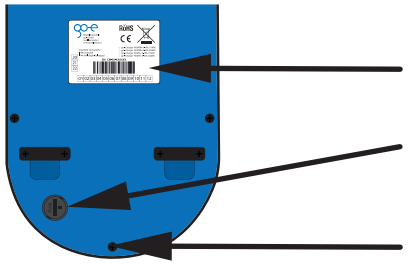
RFID reader
Release of charging processes with RFID chips or cards (can be activated via app)

Button
Change of charging strength (5 levels - adjustable via app)

LED ring
Display of charging strength (1 LED = 1 ampere) and charging status

Type 2 socket
Anschluss für Typ 2 Stecker des Ladekabels (mit Wetterschutz)

Back



Rating plate
With serial number of the charger

Fine wire fuse
Protects the unit electronics in case of incorrectly connected supply line

Sealed screw
Opening leads to loss of warranty

6. Scope of delivery

11 or 22 kW charging box
with 2 metres connection cable

Wall bracket

Mounting material
5x Dowel 8 x 40 mm
4x Screws for wall bracket 4.5 x 50 mm
1x Screw for U-piece 4 x 50 mm
1x U-piece (optional anti-theft device)

Spare fine wire fuse

RFID chip

Reset card

Optional accessories

- Type 2 cable (up to 22 kW) 2.5 m | 5 m | 7.5 m
- Type 2 cable holder
- Type 2 to Type 1 cable 7.4 kW 5 m
- RFID chips, pack of 10
- go-eCharger wall bracket
- Fine wire fuses, pack of 10

7. Technical data

Product specifications

	HOMEfix 11 kW	HOMEfix 22 kW
Dimensions	Approx. 15 x 25 x 9 cm	
Weight	1.95 kg	2.47 kg
Connection cable	2 m, 5 x 2.5 mm² for permanent connection (type H07BQ-F)	2 m, 5 x 6 mm² for permanent connection (type H07BQ-F)
Connection	Single-phase or three-phase	
Rated voltage	230 V (single-phase) / 400 V (three-phase)	
Mains frequency	50 Hz	
Power grid types	TT / TN / IT	
Standby power	1.9 W (LEDs switched off) to 4.2 W (LEDs bright)	
RFID	13.56 MHz	
WiFi	802.11b/g/n 2.4GHz / frequency band 2412-2472Mhz	

Permissible ambient conditions

	HOMEfix 11 kW	HOMEfix 22 kW
Installation site	Indoors and outdoors, without direct sunlight	
Operating temperature	-25 °C to +40 °C	
Storage temperature	-40 °C to +85 °C	
Average temperature in 24 hours	Below 35 °C	
Altitude	Maximum 2,000 m above sea level	
Relative humidity	Not more than 95 % (non-condensing)	
Impact resistance	IK10	

Charging capacity

	HOMEfix 11 kW	HOMEfix 22 kW
Maximum charging power	11 kW (16 A, 3-phase)	22 kW (32 A, 3-phase)
Ampere and status display	Readable via LED ring and app	
Adjusting charging power	By button and app	
	Via charging current in steps of 1 ampere between 6 A and 16 A	Via charging current in steps of 1 ampere between 6 A and 32 A

7. Technical data

	HOMEfix 11 kW	HOMEfix 22 kW	Remark
Single-phase charging car[1]	1.4 kW to 3.7 kW	1.4 kW to 7.4 kW	Country-specific limitations need to be observed
Two-phase charging car[1]	2.8 kW to 7.4 kW	2.8 kW to 14.8 kW	Two-phase connection of the charger is not possible
Three-phase charging car[1]	4.2 kW to 11 kW	4.2 kW to 22 kW	go-eCharger switches through the power that is available at the connection

[1]Charging power depending on the number of phases of the car's onboard charger

Safety functions

	HOMEfix 11 kW	HOMEfix 22 kW
RCD protection module with DC current detection	30 mA AC, 6 mA DC	
Protection class	I	
Pollution degree	II	
Anti-theft device	Charging cable locking device	
RFID access control	One learned RFID chip included	
Input voltage	Phase and voltage testing	
Switching functions	Testing of the switching functions	
Ground check	For TT, TN grids (deactivatable ground check for IT grid - Norway mode)	
Current sensor	3-phase	
Fine wire fuse	To protect the internal electronics (triggers if the supply line is connected incorrectly)	
IP54	Protected against dirt and water, suitable for permanent outdoor operation (IP 44 when charging cable is plugged)	
go-e network operator API	For authorised access by the electricity grid operator to the go-eCharger for grid-serving power control	
Modbus TCP	e.g. for grid-serving power control by the electricity grid operator (from firmware version 0.40)	

Connection to vehicle

HOMEfix 11 kW	HOMEfix 22 kW
Type 2 socket (acc. to IEC 62196-2) with mechanical locking device (own type 2 cable required, available as accessory)	
Vehicles with type 1 can be charged with adapter cable type 2 to type 1 (available as accessories)	

7. Technical data

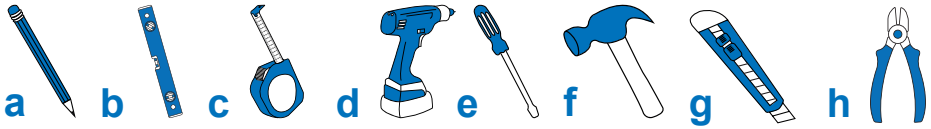
go-eCharger app and connectivity

HOMEfix 11 kW	HOMEfix 22 kW
Local (WiFi hotspot) or worlwide* (WiFi) controlling and monitoring	
Adjustment/check of the charge (voltage, current, power, energy)	
Adjusting the current level in 1 ampere steps	
Start/stop function	
Management of RFID chips/cards (up to 10 users per charger)	
Scheduler	
Electricity meter (total kWh and total amount per RFID chip)	
kWh limit mode	
Access control (RFID/App)	
Cable unlock functions	
Electricity price exchange connection (aWATTar mode) with intelligent charging management*/**	
Static load balancing*	
Photovoltaic connection via open API interface (programming required)	
LED adjustment	
Management of the charging levels via button on the charging station	
Updateable for later functions (Smart home, etc.)	
Automatic unlocking of the charging cable in the event of a power failure***	
1-/3-phase switching via app - even during the charging process***	
Synchronisation of charging processes with the cloud and display of the past charging processes***	
Documented public API interfaces: HTTP , MQTT, Modbus TCP	

*WiFi connection of the charger required
**Separate electricity supply contract with partner aWATTar required, currently only available in Austria and Germany
***from go-eCharger serial numbers with CM-03- (hardware version V3)

8. Installation

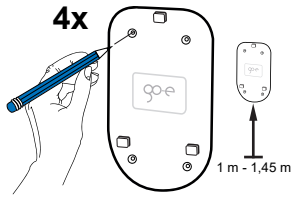
Benötigte Werkzeuge



a Pencil **b** Spirit level **c** Measuring tape **d** Drilling machine
e Screwdriver **f** Hammer **g** Cutter knife **h** Side cutter

Beiliegendes Befestigungsmaterial

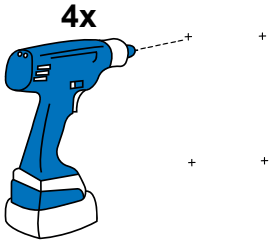
i Dowel 8 x 40 mm **j** Screws for wall bracket 4.5 x 50 mm
k Screw for U-piece 4 x 50 mm
l U-piece (optional anti-theft device) **m** Wall bracket



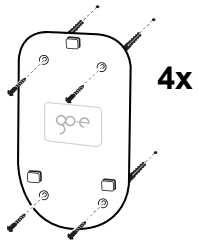
1. Mount the go-eCharger approx. 1.00 to 1.45 meters above the ground, depending on your personal feeling of well-being.

Place the wall bracket in the desired mounting position. Use a spirit level to align it straight. Mark the four drill holes with a pencil by using the wall bracket as a template.

8. Installation



2. Drill holes at the four marked positions.



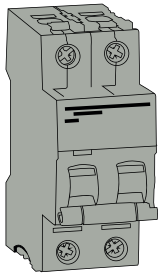
3. Attach the wall bracket with four screws and dowels each. Drive the dowels into the wall with a hammer.

Make sure that the surface is not warped. The device may not be attached if the wall bracket is distorted. Compensate possible unevenness of the wall with spacers (not included in the scope of delivery).

4. Hook the go-eCharger into the wall bracket.

Optional: If required, attach the supplied U-piece directly above the charger, making it impossible to remove the device from the wall bracket. In addition, a padlock (not included in the scope of delivery) can be attached.

8. Installation

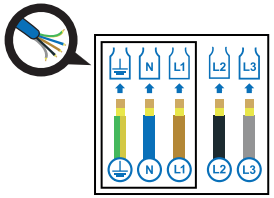


5. The go-eCharger is equipped with an integrated RCD protection module with direct current detection (30 mA AC, 6 mA DC).

Only a type A RCD is required on the building side, unless local regulations deviate from this. In addition, a miniature circuit breaker must be installed upstream.

Miniature circuit breakers with characteristic B or C for 16 or 32 amperes are permissible:

- 3- or 4-pole for three-phase connection
- 2-pole for single-phase connection

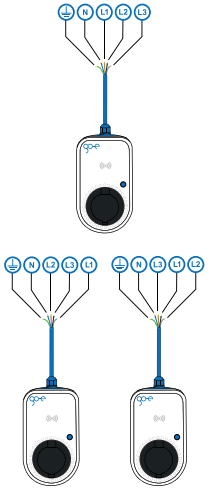


6. The go-eCharger HOMEfix may be connected single-phase and three-phase. If necessary, lay an additional supply line. When selecting the cable cross-section, observe the simultaneity factor and the type of installation. We recommend the following cable cross-sections, but the electrician has to decide according to local conditions:

	HOMEfix 11 kW	HOMEfix 22 kW
as surface-mounted	at least 2.5 mm²	at least 6 mm²
in wall	at least 4 mm²	at least 6-10 mm²
in insulation	at least 10 mm²	at least 10 mm²

The connection cable of the go-eCharger HOMEfix may also be shortened. Connection via a junction box is possible.

9. Installation

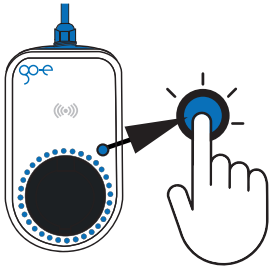


7. When installing several devices, connect the phases of the first, second and third charger to the domestic circuit in rotation according to the adjacent illustration to ensure even load distribution when charging single-phase vehicles.

Activate static load balancing via the go-eCharger app (WiFi required).

1. Start of the charger

The go-eCharger performs a self-test during initial start-up or after a restart, during which the LEDs light up in rainbow colours.



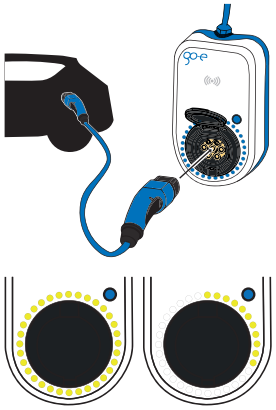
1 LED = 1 A
HOME+ 11 kW = 6 A - 16 A
HOME+ 22 kW = 6 A - 32 A

2. Ready to charge

The go-eCharger is ready for operation. The number of blue LEDs corresponds to the set charging current.

Five predefined charging levels can be selected via the button.

You can adjust the charging levels individually in the go-eCharger app („Current levels“). It does not matter whether the go-eCharger is connected single-phase or three-phase.



3. Starting the charging process

Connect the go-eCharger and the vehicle by using a type 2 charging cable (or if the car has a type one socket by using a type 2 to type 1 adapter cable). Make sure that the type 2 plug is inserted as far as possible into the type 2 socket of the charger.

The Charger is ready for charging and is waiting for the car to release it. The LEDs light up yellow in the number of the preset charging current.

9. Commissioning/charging

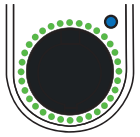
4. Charging

After the car has enabled charging, the LEDs rotate clockwise around the type 2 socket during the charging process.

The number of „tails“ corresponds to the number of connected phases (or, in the case of chargers with serial number CM-03- / hardware version V3, the number of phases set in the app):

- 1 rotating tail = 1-phase charging (230 V)
- 3 rotating tails = 3-phase charging (400 V)

The speed of rotation and length of the tails indicate the amount of charging current.



5. Stop charging

The charging process is completed when the LEDs light up green.

If you want to stop charging prematurely, use the „cable release“ function of your vehicle or the large round button of the go-eCharger app (tab „Charging“).

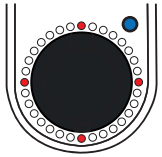
The cable remains locked in the type 2 socket in the standard setting after the charging process has ended (adjustable via the app) until it is removed from the vehicle (theft protection).

If the power supply is interrupted, the charging cable remains locked in the charging box for reasons of theft protection. To unlock it, it is necessary to re-energise the charging station. In the case of chargers with hardware version 3, the cable can also be unlocked automatically after a power failure, provided the function has been activated in advance via the „Cable unlock“ setting in the app. However, it is then no longer theft-protected in the event of a power failure.

10. LED status display/troubleshooting

The go-eCharger displays the charging status via different colours and positions of the LEDs. In addition, it executes a whole series of safety queries to check the used power source for possible errors. For this reason, the go-eCharger may display an error and refuse to charge, especially with unknown power sources.

The device visualises the cause of the error by certain colours and positions of the LEDs. You can also find the error message within the „Status“ information of the app. (The following colour codes correspond to the factory setting).

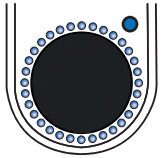


Ground check deactivated

4 LEDs light up red (3, 6, 9 and 12 o‘clock).

The go-eCharger has the safety function „ ground check“, which prevents the charging process in TT/TN power grids (common in most European countries) in case of insufficient grounding of the power connection. This function is enabled by default and can be disabled via the go-eCharger app.

However, the „ Ground check“ should only be disabled if you are sure that the electricity grid has no grounding (IT grid, e.g. in many regions of Norway), so that charging can also be carried out here. If you are not sure, you must leave the setting in the app at „Enabled“!

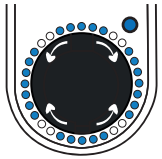


Waiting

The LEDs flash blue in the number of preset charging power.

The go-eCharger waits with the charging process due to a preset scheduler or for the receipt of cheap electricity

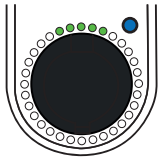
10. LED status display/troubleshooting



Activation required

The LEDs light up blue and two white LEDs move from the top and bottom to the centre.

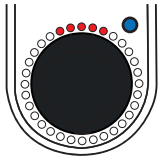
The „Access control“/“Charging mode“ is not set to „Open“. Use a learned RFID chip or the app to activate the charging process.



RFID chip detected

5 LEDs light up green.

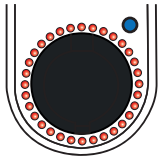
The go-eCharger has recognised an RFID chip authorised for charging and releases the charge.



Unknown RFID chip

5 LEDs light up red.

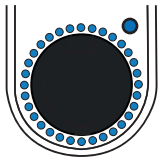
An unknown RFID chip was used. Use a learned RFID chip to activate charging.



Internal error

The LEDs flash red.

The go-eCharger has detected a general communication error. Check the error code in the go-eCharger app.



Vehicle is not recognised

The LEDs light up blue in the standby mode. However, the charging process does not start.

Check the charging cable and the tight fit of the plugs.

Grounding fault

The LEDs flash red at the top and glow green/yellow statically at the bottom.

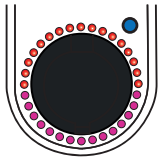
Check whether the supply line to the go-eCharger is properly grounded.

10. LED status display/troubleshooting

Phase error

The LEDs light up blue at the bottom and flash red at the top.

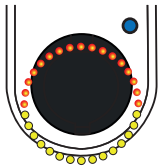
Check whether the phase/s of the go-eCharger are connected properly. It is possible that only 2 phases are connected. If no function occurs, contact the go-e Support.



Fault current detected

The LEDs flash red at the top and light up pink at the bottom.

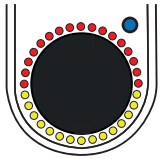
The Charger has detected a DC fault current >= 6 mA or AC fault current >= 30 mA. To acknowledge the fault, press „Reboot“ in the app or disconnect the Charger from the power supply for a short time. If necessary, the charging current can be reduced, but also check the connection used. (The charging system in your vehicle may also be defective).



Increased temperature

The LEDs light up yellow at the bottom and flash red atthe top.

The temperature in the go-eCharger is increased. Therefore, the charging current is automatically reduced.

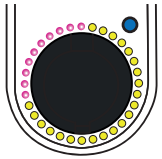


Error unlocking or locking

The LEDs briefly light up red at the top and yellow at the bottom.

The charging cable could not be unlocked or locked properly. The unit tries to repeat the process every five seconds. The type 2 plug may not be inserted completely. Try to insert it into the type 2 socket as far as possible.

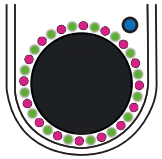
10. LED status display/troubleshooting



Firmware update

The LEDs flash pink and turn yellow with increasing progress of the update.

A firmware update was started via the go-eCharger app. This may take a few minutes. Do not disconnect the charger from the power supply during this time.



Firmware update successful

The LEDs light up alternately green and pink.

The firmware update has been successfully completed.

Firmware update failed

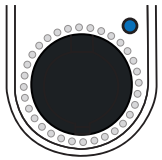
The LEDs light up alternately red and pink.

The firmware update could not be completed successfully.Please try again.

Start of the charger does not end

The LEDs light up permanently in rainbow colours.

If the charger does not leave this mode, the WiFi signal may be disturbed. Please remove possible sources of interference (e.g. devices with a WiFi mesh network).



Connection cable/fuse defective

The LEDs do not light up despite a power connection.

Check the overload protection of the connection and the fine wire fuse on the back of the go-eCharger. If this is defective, the power connection is probably not installed properly.

go-eCharger reset card

On the back of the reset card you will find important access data which you need to set up the app control of the charger:

- “Serial number“: Serial number of the go-eCharger
- “Hotspot SSID“: WiFi hotspot name of the charger
- “Hotspot key“: WiFi hotspot password of the device
- “QR-Code“: Automatically connection to the hotspot

Ideally, leave the reset card at a secure location where you can quickly access it in case you need it.

Reset to factory settings

You can also use the reset card to reset the go-eCharger to factory settings:

- Hold the reset card in front of the chargers RFID reader
- All LEDs light up red briefly to confirm

The stored RFID chips and assigned consumption data are not deleted during this process.

RFID chip

Protection against unauthorised charging

If you install the go-eCharger outdoors, you can protect the device against use by unauthorised persons by means of an RFID chip. In the settings of the go-eCharger app, „Authentication required“ or „RFID/App required“ needs to be selected for this.

The delivered RFID chip is already learned.

To authenticate a person authorised for charging, the chip needs to be held in front of the RFID reader before each charging process. Alternatively, authentication can be done by tapping the round button of the tab „Charging“ of the go-eCharger app.

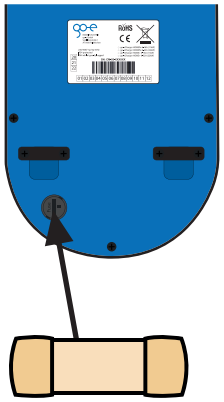
11. Reset card/RFID chip/Fine wire fuse

Consumption overview for several users

Furthermore, additional user accounts can be created with additional RFID chips (available as accessories). This is useful if several people share the unit and the charged current should be displayed separately for each user in the app.

Additional RFID chips can be learned via the app („Settings“/“RFID chips“). Simply select one of the free slots and follow the instructions in the app. The chips can be renamed individually in the app.

Any RFID chip/card that transmits on a frequency of 13.56 MHz (e.g. also many credit cards) can be learned.

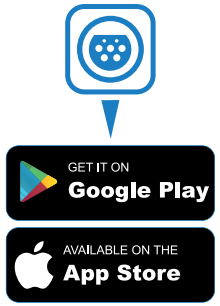


Fine wire fuse

If the supply line is connected incorrectly, the fine-wire fuse of the go-eCharger will trip in order to protect the electronics of the unit.

In this case, you need to unscrew the fuse cap (circular with the inscription „Fuse“) on the back of the charger with a screwdriver, remove the melted fuse, insert a replacement fuse and then reattach the cap. The fine wire fuse is also allowed to be changed by the user of the appliance himself. Disconnect the charger from the power supply beforehand. Only use original go-e fine wire fuses (one included in the scope of delivery).

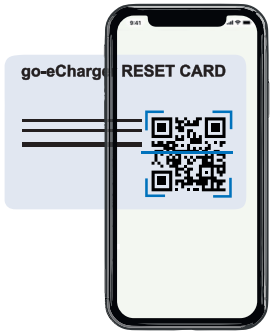
12. App - connection setup



The go-eCharger can also be used without an app.

Download the go-eCharger app if you want to change basic settings, use comfort functions, read the internal electricity meter or control the charger remotely.

The go-eCharger app is available for download on the platforms listed opposite, depending on the operating system of your mobile device.



Set up connection via hotspot

1. Some smartphones require deactivating mobile data and terminating active WiFi connections.

2. Either scan the QR code of the reset card (an external app may be required for this) or manually search for the charger‘s network (displayed as go-e-xxxxxx) in the settings of your mobile device to connect to the charger‘s hotspot. If you connect manually, you need to enter the password that you will find on the reset card under „Hotspot key“.

3. Now launch the go-eCharger app.

4. If the „Charging“ page is already displayed, you can already operate the charger locally via the app. Otherwise, you need to select your go-eCharger in the app beforehand.

12. App - connection setup

Set up connection via WiFi

For remote control of the charger and for some comfort functions, a WiFi connection of the charger is essential.

1. To connect to the WiFi network, you have to establish an active hotspot connection to the Charger (as described above).

2. Then tap the blue „+“ icon in the app.

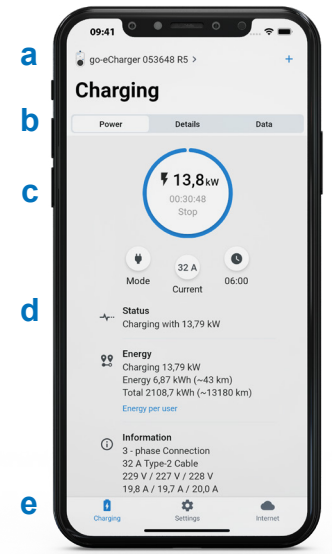
3. On the following screen, select „Initial setup for new go-eCharger“. As soon as the hotspot connection has been detected, tap on „Next“. On the next screen, the connection to WiFi needs to be activated.

4. Enter the name of your WiFi („SSID“) or select your WiFi (if displayed). You also need to enter the „password“ of this WiFi network. As soon as the connection has been established, a „Next“ button appears, which you have to tap. Follow the subsequent instructions of the app until the „Done“ button appears. Tap this button.

5. Check whether the connection to the go-e Cloud is allowed under „Advanced settings“ (in the „Internet“ tab of the go-eCharger app).

6. Afterwards, you can disconnect from the Charger‘s hotspot to control it remotely via mobile data or a WiFi.

12. App - charging



The „Charging“ tab of the go-eCharger app gives you direct access to the most important functions for starting, stopping and monitoring charging processes.

a Do you have several go-eChargers? Tap the picture of the Charger or its name to go to the selection page with the list of available devices. Select the Charger you want to operate.

Tap the blue „+“ icon at the top right to connect a new or existing go-eCharger to the app.

b Use the 3 tabs to switch between the screens „ Power“, „Details“ and „Data“.

c The tab „Power“ shows the current charging power in the large circle (if charging is in progress). You can start and stop the charging process by tapping this circle. In this case, you are charging in standard charging mode, which does not take into account the aWATTar electricity exchange price, for example.

Use the 3 round icons below to access the settings for „Mode“, „ Current“ and „aWATTar / Planned charge“ (depending on hardware version).

You are also able to change the charging current during the charging process via the „Current“ icon, even in steps of 1 ampere using the slider.

d Under the headings „Status“, „Energy“ and „Information“ you will find further details regarding the charging process.

If you tap on the link „Energy per user“, a list with the charged electricity quantities of all learned RFID chips is displayed. You can also download the charging history or meter readings here.

e Use the 3 tabs to switch between the screens „ Charging“, „Settings“ and „Internet“.

12. App - settings

You can adjust the basic and comfort settings of the charger via the „Settings“ tab of the app. You are provided with help notes in the app for the setting options, which is why you will only find basic information below.

Current levels

When delivered, the blue button of the go-eCharger is predefined with 5 amperage levels for selecting the charging current. You can switch between the levels step by step by pressing the button. You are able to adjust the current intensity of the five levels to your personal needs via the „Current levels“ setting option of the go-eCharger app.

With lower amperages, you charge more sustainably, which can have a positive effect on the stability of the power grid. With high amperages, you charge the battery faster.

kWh Limit

The „kWh Limit“ function is practical if you do not want to fully charge the battery because, for example, you live on a mountain and want to recuperate when driving downhill. Set in the „kWh Limit“ menu how much energy should be charged until the next trip.

aWATTar

As an electricity customer of our partner aWATTar, you can configure the Charger to charge your car at the lowest electricity exchange prices. A cloud connection (WiFi) is required for this function. The latest prices are transmitted automatically to the Charger and displayed in the „Data“ tab of the „Charging“ page (note: aWATTar is currently only available in Germany and Austria). Information regarding the electricity tariff can be found at: **www.awattar.com/services/goe**

12. App - settings

Scheduler

The „Scheduler“ option allows you to postpone the charging process to a time when electricity is available in abundance (often at night). In this way, you act in a particularly sustainable way, as you do not increase the load peaks that are common at the end of the working day and take electricity that could otherwise not be used sensibly. In this way, you ensure grid stability.

After activating the scheduler, you can define when the go-eCharger may charge or not charge. For weekdays, Saturday and Sunday, 2 time periods can be defined separately.

Load balancing

If you operate several go-eChargers at one power connection, you should use the „load balancing“ (static) function so that the building power connection is not overloaded. A cloud connection (WiFi) is required for this function. If the cloud connection is temporarily interrupted, the go-eCharger will continue charging with reduced charging current in fallback mode, provided a charging current value greater than 0 A has been entered for this purpose.

Cable unlock functions

The default setting under „Cable unlock“ is that the charging cable should remain locked in the charger after the charging process until it is released at the vehicle (theft protection).

Alternatively, you can lock the cable permanently. This is useful if you rarely take it with you in the car and the go-eCharger has been installed outdoors. The function serves as a permanent protection against theft of the cable.

Furthermore, you can have the cable automatically unlocked after the charging process. This is convenient if you share the charging station with several people and want to allow them to use the charger at the end of your charging session.

13. Warranty and exclusions

The statutory warranty regulations apply. The warranty period is 2 years from receipt of the goods.

In the event of a warranty claim, the customer has to inform go-e GmbH immediately in writing to complain about the defect. In the event of a justified notice of defect, go-e is obliged to improve or replace the goods as soon as possible or to arrange this. In the (justified) case of the return of the defective product to go-e, go-e will bear the costs incurred. If, in the event of a warranty claim, it becomes apparent that the device needs to be replaced, the customer waives ownership of the previous device from the date of return shipment and the new device simultaneously becomes the property of the buyer. This transfer of ownership also applies if, as a gesture of goodwill, a device is replaced outside the warranty period at reduced conditions. If a defect that is justifiably notified within the warranty period concerns a permanently installed charging station, go-e GmbH will send the customer a replacement box and will pay a total of up to 70 euros of the electrician’s costs incurred in uninstalling the defective charging station and installing the replacement unit. In any case, evidence in the form of an invoice has to be provided. For safety reasons, the disassembly of an allegedly defective, permanently installed go-e product may only be carried out by a qualified electrician. Before dismantling the product, always contact go-e’s technical customer support and wait for its decision on the further procedure for handling the service case. Repairs may only be carried out by the manufacturer go-e. For repairs not carried out by go-e, there shall be no claim to reimbursement of costs under the warranty.

In case of incorrect use / mounting and resulting damage of the product by the buyer or other technical defects caused by the buyer the legal warranty expires. In this case the buyer bears the shipping costs. This applies especially if the product is not operated with a special original adapter manufactured by go-e GmbH or is used for other purposes than those specified by the manufacturer.

The warranty also expires in the event of any modification or opening of a go-e product.

go-e GmbH shall make every reasonable effort to provide the operation of all free digital supplementary services in accordance with the representations in the operating instructions of the products, including but not limited to app and cloud functions. go-e does not, however, guarantee that these will always function error-free, fully available and without interruption. go-e GmbH does not provide any warranty or assurance for these digital additional functions, but will endeavour to provide a workaround or update to rectify errors or eliminate faults free of charge within a reasonable period of time following an error/fault report by the customer. The customer’s report can be made by telephone during go-e business hours, by e-mail to office@go-e.co or by using the contact form on the go-e website. go-e shall be entitled to apply restrictions for the elimination of errors/malfunctions and/or workarounds, as well as to postpone the elimination of errors/malfunctions until the release of an update. In order to fulfil this obligation, go-e GmbH is entitled to suspend the digital supplementary services due to planned or unplanned maintenance work, which is why go-e does not guarantee that the digital services will be available without restriction at any given time.

14. CE Declaration of Conformity

CE Declaration of Conformity

This declaration of conformity was issued under the sole responsibility of the manufacturer:

go-e GmbH
Satellitenstraße 1
9560 Feldkirchen in Kärnten
Austria

Description and identification of the object for which this declaration of conformity is issued:

Product designation | Type: go-eCharger HOMEfix | 11 kW / 22 kW

Serial number: 15 **Manufacturing date:** 01/2021

Brief description / Function:
The device under test is a charging box for electric cars according to type 2 standard with at least 2 meters of supply cable for connection to an AC / three-phase mains for stationary installation by a qualified electrician. The devices are marked with a serial number starting with CM-03-.

Charging box:

Maximum power:	11 kW / 22 kW
Communication interfaces:	WiFi 802.11b/g/n 2.4GHz, RFID
Frequencies:	RFID 13.56 MHz (max. 60dBµA/m at 10m), WiFi 2.4GHz Channel 1-13 (2412-2472MHz max. 20dBm)

Connection:

Connection on infrastructure side:	via at least 2 meters supply cable, three-phase 230 V / 400 V
Connection on vehicle side:	Type 2 socket according to IEC 62196-2:2016

The manufacturer declares the conformity of the object described above with the following relevant harmonisation legislation of the European Union when used as intended:
Directive 2014/35/EU (Low Voltage Directive)
Directive 2014/30/EU (EMC Directive)
Directive 2014/53/EU (Radio Equipment Directive)
Directive 2011/65/EU (RoHS)

The following harmonised standards have been applied:

Health and safety:	IEC 61851-1:2010 EN 61851-21:2002 EN 61851-22:2002 EN 50364:2010 EN 62311:2008
Electromagnetic compatibility:	EN 301489-1: V2.2.3 EN 301489-3: V2.1.1 EN 301489-17: V3.2.2
Use of the radio frequency spectrum:	EN 300328: V2.2.2 EN 300330: V2.1.1

Signed for and on behalf of:

Feldkirchen in Carinthia
28. 04. 2021
Place, date

Peter Pötzi, CTO go-e GmbH

Deviating declaration of conformity for go-eChargers with serial numbers CC1- or CM-02- available at www.go-e.co/downloads

CE RoHS

15. Contact and support

Do you still have questions about the go-eCharger?

You can find helpful answers concerning the most frequently asked questions in our **FAQ**:

www.go-e.co/faq-charger/?lang=en

Do you need help regarding a technical problem?

You will receive first aid under the following link:

www.go-e.co/troubleshooting/?lang=en

If you cannot find an answer to your question in this guide, on our website or in the app, please feel free to contact us:

go-e GmbH

Satellitenstraße 1
AT 9560 Feldkirchen

Mail: office@go-e.co
Tel: +43 4276 6240010

www.go-e.co