Operating instructions

Version 1.2 EN

for the product variants 11 kW and 22 kW

Thank you for your purchase decision

With the go-eCharger HOMEfix you have chosen a solid, extremely compact and versatile product.

The Charger is intended for permanent installation at a fixed mounting location. Great advantage compared to the classic wallbox - the go-eCharger HOMEfix can be connected to an existing junction box by an electrician very quickly. This saves time and costs.

As a pure wallbox, the go-eCharger HOMEfix does not allow mobile charging, unlike the go-eCharger HOME+. However, the other functions correspond to the usual full range of go-e features. Therefore smart and intelligent solutions that make charging electric vehicles even more convenient are already integrated in the go-eCharger HOMEfix.

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

We wish you much pleasure with your great product and always enough electricity.

Your go-e team

Preface

Drivers of electric vehicles consciously choose this type of mobility. Electric drives are quiet and do not emit any environmentally harmful gases. But electric vehicles also need energy, which must be generated.

We are surrounded by energy. Every degree Celsius above absolute zero is energy. If we use existing energy carefully, we do not need to expand fossil power plants or nuclear power plants for electric mobility.

An important contribution we can all make is the use of surplus energy. If possible, do not charge your car when you come home after work, as the electricity grid is already the most heavily charged. In order to save energy and charge in an environmentally friendly manner, you should transfer your charging processes to lunchtime or early in the morning, as there is an abundance of electricity in the networks during this time.

This becomes even more interesting with a contract with our partner aWATTar, where you can profit from the strongly fluctuating electricity prices on the electricity price exchange by purchasing the electricity when the electricity is the cheapest. The technology for this is already built into each of our charging boxes. For more information, please visit
https://www.awattar.com/services/goe

go-e will continue to work on making its products more energy-efficient and environmentally friendly in the future for a major goal: a future without emissions.

Frank Fox
(founder go-e GmbH)

Table of Contents

Prelude

WARNING
ATTENTION

Please read the instructions for the unit carefully before installation and initial operation and observe all safety instructions!

This manual should help you:

- to use the product properly
- to avoid damage
- to increase durability and reliability
- to prevent a hazard

go-e GmbH does not assume any liability for damages caused by disregarding these instructions!

Registration information:

Depending on the country, the requirements of the authorities and electricity network operators have to be observed, such as a reporting or approval requirement for charging equipment, or the limitation of 1-phase charging. Please contact your network operator to find out whether the go-eCharger is subject to registration or approval and whether other restrictions must be observed.

Note for Germany: Most of the relevant regulations can be found in the TAR Low Voltage (VDE-AR-N 4100:2019-04). According to this, every charging station from 3.6 kW has to be registered at the responsible electricity network operator according to his specifications before you put it into operation. Up to 12 kW charging power (like the go-eCharger HOMEfix 11 kW), you only need to inform the operator where you use the charging box. You can then immediately start charging your vehicle.

If the charging station has a power output of more than 12 kW (like the go-eCharger HOMEfix 22 kW), you have to wait for the approval of the German network operator after registration and before installation. Based on research by go-e, the approval is almost always granted. Sometimes a reinforcement of the house connection is necessary for this. Further information on registration and approval can be found on our website at https://go-e.co/products/go-echarger-home/?lang=en in the FAQ.

WARNING ATTENTION

Non-compliance with the operating instructions can have serious consequences. go-e GmbH does not assume any liability for damage caused by disregarding operating instructions or other warnings on the device itself.

Attention! High voltage, fire hazard! Never use the device if the housing is damaged or opened!

Do not use the go-eCharger if the cables attached or connected to the device are damaged.

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

Make sure that the connection to which the go-eCharger is to be connected has been properly installed and is undamaged.

The go-eCharger has a built-in RCD protection device with DC current detection (30 mA AC and 6 mA DC). Therefore an upstream RCCB type B is not necessary. The circuit to which the go-eCharger is connected has to be independently of this fitted with an RCCB type A and miniature circuit breaker (MCB)

Any modification or repair of hardware or software may only be carried out by qualified personnel of go-e GmbH or personnel trained for this purpose. The removal of warnings attached to the go-eCharger or the opening of the device will result in the loss of any liability by go-e GmbH.

The go-eCharger may only be used for the purpose of charging EV batteries in conjunction with the appropriate adapters and cables.

It‘s important to observe the maximum permissible charging current of the connection at which you are charging. If you don't known this, charge with the lowest charge current.

Never pull the charging plug by the cable out of the type 2 socket.

Observe the specifications of the electricity network operator with regard to single-phase charging and the resulting asym-

Safety Instructions

WARNING ATTENTION

metrical grid load.

Never cover the go-eCharger during charging. Heat accumulation can lead to permanent damage or even fire.

In the event of unusual heat generation, the charging process has to be stopped immediately.

If you notice discoloration or deformation of the plastic due to heat generation, it is imperative that you contact the customer service.

Use your go-eCharger exclusively in the wall mount. Never use the charging box lying down! The type 2 connectors are not waterproof and water could penetrate to the contacts while lying down!

The go-eCharger is suitable for charging gassing vehicle traction batteries only in well ventilated rooms. In case of uncertainty, please contact your vehicle manufacturer.

The go-eCharger HOMEfix 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 19.29dBm. RFID is operated on a frequency of 13.56MHz with a maximum radiated power of 60dBµA/m at 10m.

(7) Fine-wire fuse on the back

Scope of delivery

11 kW charging box or 22 kW charging box

Wall mounting plate

Mounting set

4 x dowels/screws for mounting plate
1 x u-piece for optional cable protection
1 x dowel/screw for u-piece

Spare fine-wire fuse

RFID chip

Reset card

Optional

22 kW type 2 cable

2.5 meters
5.0 meters
7.5 meters

Technical specifications

Product specifications:
- Dimensions: approx. 15 x 25 cm x 9 cm
- Weight: approx. 2.0 kg
- Connection cable: 2 m, 5 x 6 mm² (22 kW) or 5 x 2,5 mm² (11 kW) for stationary installation, without plug
- Rated voltage: 230/400 V depending on number of connected phases
- Rated frequency: 50 Hz

Permissible ambient conditions:
- Temperature: -25 °C to + 40 °C
- Average temperature in 24 hours: below 35 °C
- Altitude: maximum 2,000 m above sea level
- Relative humidity: maximum 95 % (non-condensing)

Charging capacity:
- Maximum charging power 11 kW (16 A 3-phase | HOMEfix 11 kW) or 22 kW (32 A 3-phase | HOMEfix 22 kW)
- Charging power adjustable between 1.4 kW and 11 kW (HOMEfix 11 kW) or 22 kW (HOMEfix 22 kW) (via the charging current in 1 ampere steps between 6 A and 32 A) depending on number of phases (not adjustable at go-eCharger!)
  - single-phase: 1.4 kW to 3.7 kW or 7.4 kW
  - two-phase: 2.8 kW to 7.4 kW or 14.8 kW (ATTENTION: applies to vehicles with 2-phase on-board chargers. 2-phase connection of the charger is not possible - go-eCharger needs to be connected 1- or 3-phase!)
  - three-phase: 4.2 kW to 11 kW or 22 kW (go-eCharger switches through the power of the connection.)

Vehicle side connection:
- Type 2 socket (type 2 cable not included in go-eCharger delivery)
- Locking device (theft protection)
- Vehicles with type 1 can be charged with adapter cable
- Ampere and charging status readable via LED ring or app
- Charging power adjustable via button and app

Security features:
- RFID access control
- RCD protection device with DC detection, 30 mA AC, 6 mA DC
- Phase and voltage test of the input voltage
- Phase test after contactor
- Current sensor 3-phase
- Ground check for TT, TN mains (switchable grounding monitoring - Norway mode - for IT mains)
- Customer replaceable fine fuse for internal electronics (triggers if supply line is connected incorrectly)
- Adapter detection with automatic reduction to 16 A (for go-eCharger HOME+ 22 kW and only when using original go-e adapters)
- IP54 - Protection against dirt and water, suitable for permanent outdoor use
- Impact resistance = Ik10
- Protection class = I
- Pollution degree = II
- go-e network operator API for authorised access of the electricity network operator to the go-eCharger for network related power control

App an connectivity:
- Local (WiFi hotspot) or worldwide (via WiFi) usable
- Charge monitoring (voltage, current, power, energy)
- Start/stop function
- RFID card management (up to 10 users per charger)
- Timer
- Electricity meter (total kWh and total amount per RFID card)
- Max Wh Charging
- Access management (RFID/App)
- Lock/Unlock functions
- Electricity price exchange connection with intelligent charge management
- Load balancing
- Photovoltaic connection via open API interface (programming required)
- LED adjustment
- Management of the charging levels via button on the charging box
- Modbus TCP (firmware version 0.40 or higher) for power control by the electricity network operator
- Updateable for later functions (Smart-Home,...)

Installation of HOMEfix go-eCharger

WARNING ATTENTION

The installation of the device may only be carried out by a qualified electrician. This person must have a recognised electrical engineering qualification that allows him/her to carry out all the electrical work required to install the go-eCharger HOMEfix in accordance with the applicable national regulations.

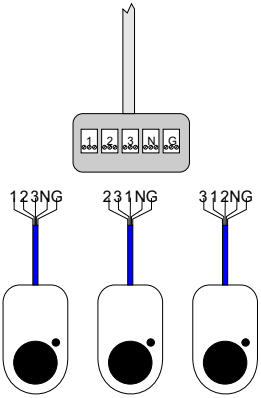
The go-eCharger has a built-in RCD protection device with DC current detection (30 mA AC and 6 mA DC). Therefore an upstream residual current circuit breaker (RCCB) type B is not necessary. The circuit to which the go-eCharger is connected has to be independently of this fitted with an RCCB type A and a miniature circuit breaker (MCB) according to the the following specification:

- Characteristic B and C is permissible
- Connection 16/32 A three-phase = 3- or 4-pole MCB for 16/32 A
- Connection 16/32 A single-phase = 2-pole MCB for 16/32 A

The device can be installed indoors or outdoors. First select a suitable position for the wall mounting plate. Also use this as a template for marking the drill holes. Use the screws and dowels supplied to attach the wall bracket. Make sure that there are no distortions on the surface. If the wall bracket warps, it may not be possible to attach the device. Use spacers to compensate for any unevenness in the wall.

If necessary due to local conditions, lay additional supply line. When dimensioning the cross-section of the additional supply line, special attention must be paid to the method of installation. We recommend the following cable cross-sections, but the electrician has to decide according to the local situation:

HOMEfix 11 kW: as surface-mounted min. 2.5 mm²,
in wall min. 4 mm², in insulation min. 10 mm²
HOMEfix 22 kW: as surface-mounted min. 4 mm²,
in wall min. 6 mm², in insulation min. 10 mm²



Then hook the device into the wall mounting plate and connect the supplied connecting cable attached to the charger to the circuit provided for this purpose or to the supply cable that may have been laid additionally. The connecting cable of the charger can also be shortened for this purpose. If only one Charger is installed, place phase 1 on phase 1, phase 2 on 2 and phase 3 on 3.

When installing several chargers, connect the phases of the first, second and third charger to the house circuit in rotation, as shown in the adjacent figure, in order to obtain an even load balance when charging single-phase vehicles.

Note: The go-eCharger app is required for static load balancing.

Commissioning

After an initial self-test in which the LEDs shine in rainbow colours, the LEDs light up blue in the number of the strength of the preset charging current (in amperes).

After an initial self-test, the LEDs light up in the number of the pre-set charging current (in amps). The button (4) can be used to select between 6 A and 16 A (go-eCharger HOMEfix 11 kW) or between 6 A and 32 A (go-eCharger HOMEfix 22 kW). The levels of the selection can be individually adjusted in the app. It does not matter whether the go-eCharger is connected in one or three phases.

Charging process

Now insert your type 2 cable into the charging unit. All LEDs light up yellow during the test. The charging process is started with a clicking sound in the charging unit and is indicated by switching the LEDs.

During charging, the LEDs run clockwise around the charging socket. The number of "tails" corresponds to the number of connected phases while the rotation speed depends to the charging current.

Exit charging process

The charging process is terminated by the vehicle. This is usually the case when the vehicle's battery is fully charged. The cable remains locked (default settings) in the type 2 socket after the charging process is complete until it is removed from the vehicle (theft protection).

If you want to interrupt charging prematurely, you can do this via the function of your vehicle ("Cable unlocking") or via the app ("Activation").

Error indication

ATTENTION:
If the power supply is interrupted, the charging cable remains locked in the charging unit for reasons of theft protection. To unlock it, it is necessary to re-energise the charging unit.

Error Indication

The go-eCharger executes a whole series of safety queries in order to check the power source used for possible errors. For this reason, the go-eCharger may display an error and refuse to charge, especially in the case of unknown power sources.

The cause of the error is visualised by the unit through certain colours and positions of the LEDs. You will also find the error message in the "Status display" of the app. More detailed information about the causes and appropriate measures are described in the "Troubleshooting" section of these instructions.

Online Support

TIP

In our online support section, we address the most frequently asked questions in the FAQ at www.go-e.co/support/?lang=en. If you have any questions about the operation of the go-eCharger, you will almost certainly find what you are looking for there. Please note that we would like to continue to offer the product at the lowest possible price. Therefore, only use the personal contact if you do not find the answer to your question in the manual or on our website.

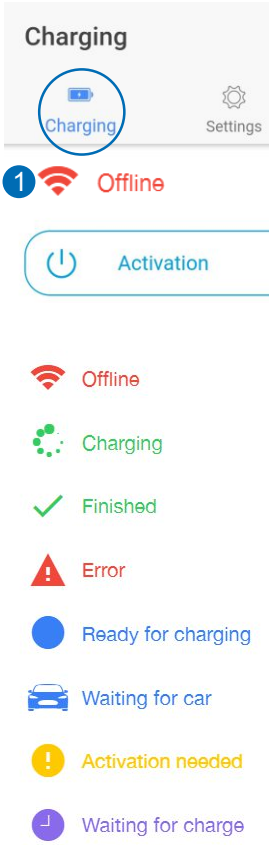
Thank you for your support!

The app

The app gives you full access to a wide range of go-eCharger functions via direct (via hotspot) or worldwide (via the Internet). The app can be found in the Apple App Store, the Google Play Store or at http://app.go-e.co/.

Connect the app to the go-eCharger by either manually pairing the charging station in your WiFi settings or by scanning the QR code of the reset card. You will also find further instructions on how to do this in the short instructions.

Charging



Status display (1)

Offline: There is no connection between your mobile device and the charger, wait briefly or check the internet connection. When using the app for the first time, connect the go-eCharger as described in the short instructions or on page 22 of these instructions.

Charging: The go-eCharger is in charging mode. The LEDs on the charger rotate around the type 2 socket.

Finished: The charging process was finished.

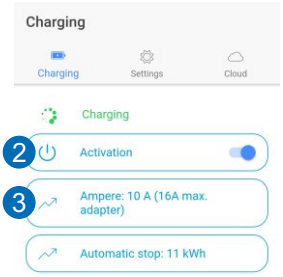
Error: No charging possible - error reason is shown (consult page 25 "Troubleshooting").

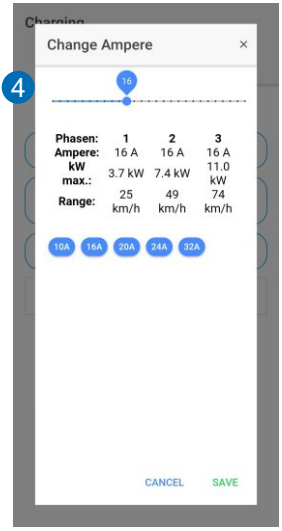
Ready for charging: The go-eCharger is ready for charging, but there is no connection to the car - plug in the type 2 cable!

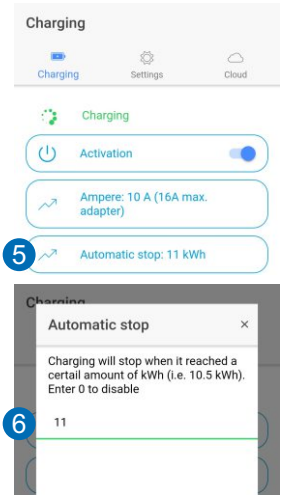
Waiting for car: The go-eCharger waits for the vehicle to release the charging process.

Activation needed: The charging process has to be authorised by an RFID card or the activation button of the app.

Waiting for charging: Charging takes place according to the preset time regulation (see "Settings"/"Scheduler"). Note that the charging process can only start when the charger is connected to the car.







Activation (2)

You can activate or deactivate your charging processes via the regulator (2). If "Activation" is permanently switched on, charging starts automatically. With the corresponding default setting under "Settings/Access control" (12), you have to authorise each charging process via this button of the app or RFID chip/card.

The charging cable remains locked in the default setting until it is removed from the vehicle.

Change ampere (3)

The charging power can be freely selected between 6 and 16 A (HOMEfix 11 kW) or 32 A (HOMEfix 22 kW) via the slider (4) after pressing the "Ampere" button (3). This setting is identical for all phases.

Practical: This setting can also be used to regulate the charging current during the charging process. The overview also shows you the approximate theoretical charging time (depending on how many phases your car is charging with).

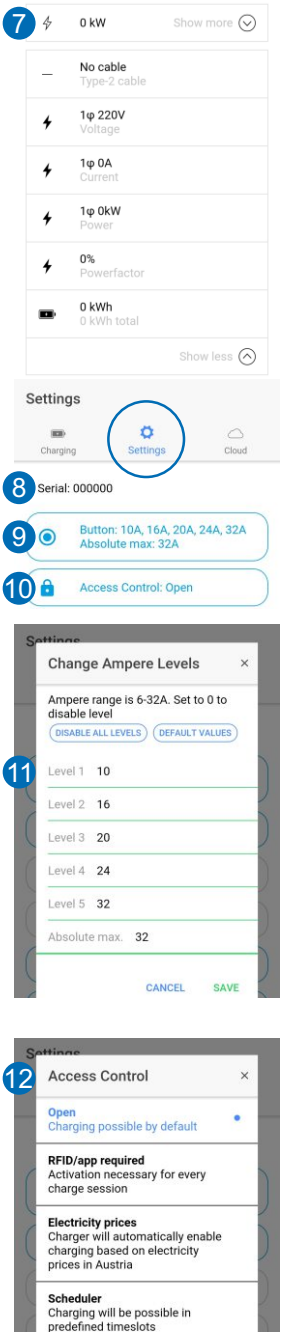
Note: To change the default settings for the blue push button of the go-eCharger, look at "Settings/Button" (9).

Automatic stop (5)

TIP

If you only want to charge a certain amount of electricity, use the „Automatic stop" button (5) to set the maximum kWh (6) with which the vehicle's battery is going to be charged. Does not work together with the access control types „Electricity prices“ (13) and „Scheduler“ (15).

The function is practical if you do not want to fully charge the battery, e.g. because you live on a mountain and want to recuperate when driving downhill or if you are able to charge cheaper at your employer's site.



Charging details (7)

If you touch the button "Show more" (7), an overview opens below it in which you receive further information about the current and the total amount of electricity charged with the Charger (in kWh). In addition, you can see, for example, data on the current charging power or current intensity on the individual phases.

Settings

Serial (8)

The serial number of the connected go-eCharger.

Button (9)

You can set/change up to five charging levels for the blue button of the go-eCharger in the app via „Button" (9). You activate the entered charging levels (11) by repeatedly pressing the blue Charger push button. Entry fields with the value "0" are skipped.

TIP

Default values are already predefined when t is delivered.

Access control (10)

You can choose between four options (12):

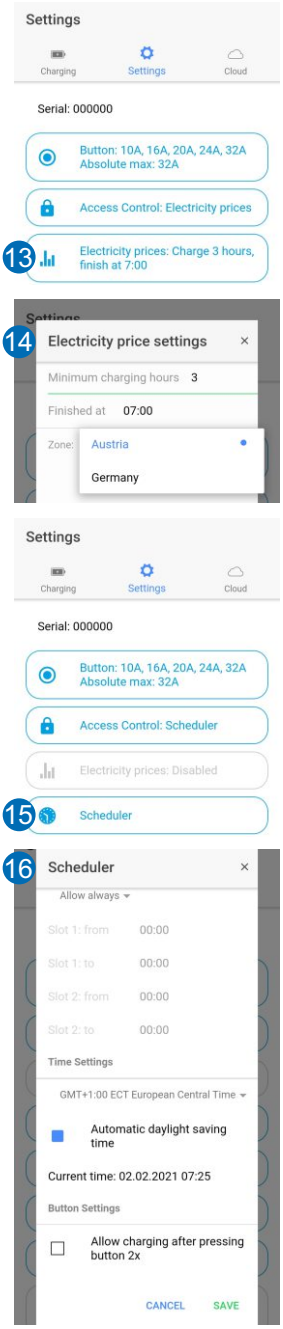
1. Open: charging starts immediately after connecting the charger to the vehicle.

2. RFID/app: charging process needs to be enabled by the slider "Activation" (2) or RFID.

3. Electricity prices: this option is currently only available in Germany/Austria and requires Internet. You also need to be an electricity customer of aWATTar. (more information www.awattar.com/services/goe)

4. Scheduler: you only charge at specified times.

Depending on the option selected, you need to



configure the following detailed settings.

Electricity prices (13)

After selecting the access control option Electricity prices, you define via the button "Electricity prices" (13) further details (14). You have to deposit your country (zone) and define how many hours the car should charge at least. You also define the time for the end of the charging process. The go-eCharger now automatically determines when the electricity is cheapest for the defined number of consecutive hours and starts the charging process in the time slot. If the battery is not yet fully charged, the charging process will continue automatically.

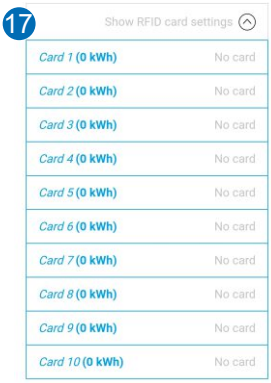
Scheduler (15)

Define the times for your charging processes via the app button „Scheduler" (15), if you have selected the option scheduler as type of "Access control" (10). You can "Always allow" (16) or only allow or prohibit charging at certain times. Two time periods can be defined for weekdays and the weekend. The current time is determined automatically after you have set the time zone. An Internet connection is required for this. (If the charger is disconnected from the power supply, the current time needs to be determined again via the Internet.)

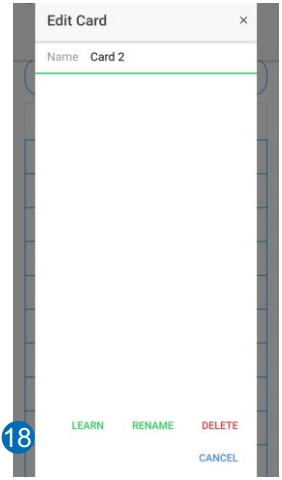
If you occasionally want to charge without a scheduler, activate the option "Allow charging after pressing button 2x". Then you can also start the charging process by pressing the blue push button of the charger twice.

Show RFID cards (17)

The go-eCharger can be unlocked using an RFID card/chip if the corresponding option has been selected at "Access control". To do this, simply hold a learned RFID chip/card in front of the RFID sign of the charger. You can find the RFID cards/chips (maximum of ten) that have been registered with the



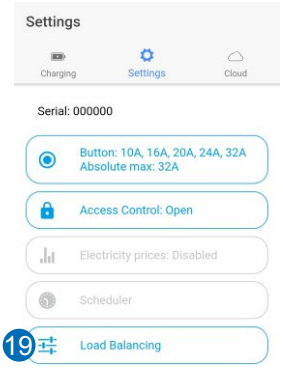
charger in the app by scrolling all the way down in the section "Settings" and clicking on "Show RFID card settings" (17). You manage them by selecting the desired "Card". The charged kWh (without decimal places) is stored for each card (chip). The RFID chip included in the scope of delivery is already learned as "Card 1" and can therefore be used immediately.



Learn a card/chip (18)

If you want to allow additional people access to the charging station via RFID, you have to learn additional cards/chips. First select a free card slot in the app. Now hold the RFID chip or the RFID card to be learned close to the go-eCharger (but never the go-eCharger reset card) until 5 red LEDs light up and then press "Learn" (18) in the app at the same time. Now 5 green dots should light up, which means that the card has been learned. You can now also rename the card.

Note: Any RFID card that transmits on a frequency of 13.56 MHz can be learned.

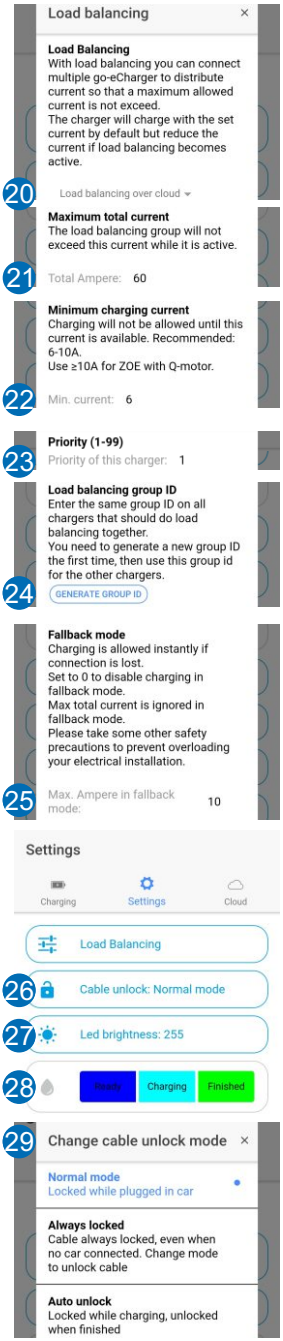


Delete card/chip (18)

You can also delete learned cards (18). With the card, all data on the corresponding memory location of the charging unit will be deleted. If you want to reset the charged current to zero, you have to delete the entire card and learn it again.

Load balancing (19)

You can obtain detailed instructions at static load balancing directly in the app. You will find the menu item in the section "Settings" (19). Select the option "Load balancing over cloud" (20). A WiFi connection



is required for this. Combine several go-eChargers to a group, which are supplied by the same power line so that it is not overloaded, by using load balancing. This is how you do it: Define the maximum permissible total current for the charger group (21) and define the minimum charging current for several chargers that are charging simultaneously (22). Note: A minimum charging current of 6 A is always required for a car to start charging at all. With a current protection of e.g. 32 A, a maximum of five vehicles can be charged at the same time.

In addition, priorities can be defined (23). For the first charger of the load balancing group, you have to generate a "load balancing group ID" (24). Then enter this ID for all other chargers of the group. You also have to enter all the other load balancing settings again for the other chargers of the group.

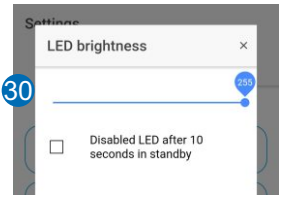
If the cloud connection is temporarily interrupted, the go-eChargers will continue charging in Fallback mode (25). In this mode, the charging current for all chargers is reduced to a predefined value.

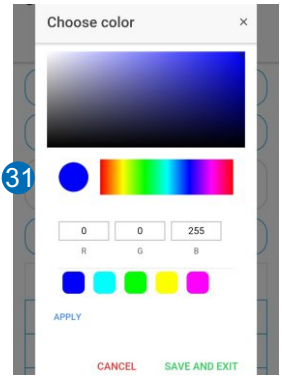
Cable unlock (26)

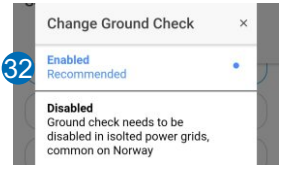
In the submenu "Cable unlock" (29) you determine whether the cable should remain locked in the charging unit after the end of the charging process until it is released on the vehicle side (default setting) or permanently. Alternatively, you can also have it unlocked automatically.

LED brightness (27)

In the menu item "LED brightness" (27), you control the luminosity of the LEDs via a slider (30). The value 255 is the maximum brightness. You can also determine whether the LEDs should be switched off in standby mode.







LED colour (28)

You can use this menu item (28) to individually adjust the LED colours for the charging states "Ready", "Charging" and "Finished". Tap on the charging mode whose colour you want to change. Then select a point in the colour spectrum in the submenu (31) or enter RGB values manually. Do not forget to save to utilise the selected colour. You can also select predefined colours by tapping on "Apply".

Ground check (32)

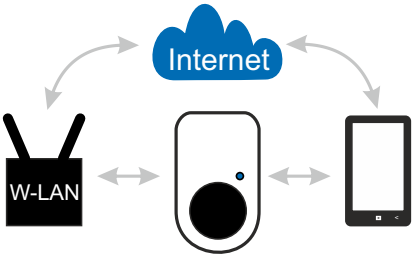
WARNING ATTENTION

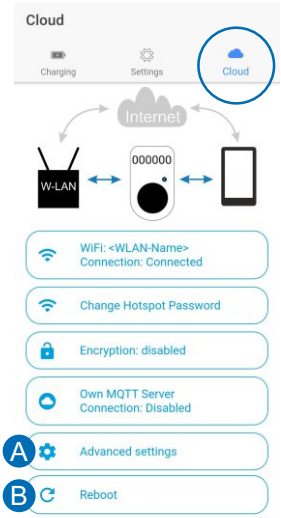
Attention: This function should only be used if the power supply has no grounding (IT mains). If you are not sure, you should leave the setting at "Ground check enable"! The so-called Norway mode (earth detection is deactivated) is visualised by 4 red LEDs on the go-eCharger (3, 6, 9, 12 o'clock).

The go-eCharger has a safety function which checks that the power connection used is sufficiently earthed and prevents charging if there is insufficient grounding.

In some regions, e.g. Norway, isolating transformers are used (IT mains). In order to charge also in such regions with the go-eCharger, the function "Ground check" can be deactivated. When operating in the usual European mains with earthing, switching off the „Ground check" in case of insufficient earthing can lead to danger!

WiFi settings





In order to be able to use the WLAN/Cloud function of the go-eCharger, you first always need a direct hotspot connection of your smartphone with the charging unit for the initial setup.

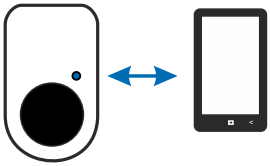
You can carry out all the individual set-up steps as described in the short instructions or alternatively, as shown below, via the interactive graphic in the "Cloud" area of the app by tapping the individual graphic elements / connection arrows.

Setup via the interactive graphic

Establish hotspot connection

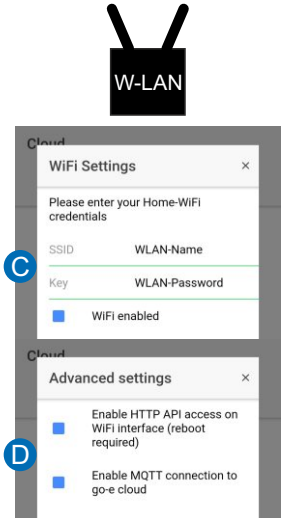
- In the Cloud section of the app, tap on the graphic of the charging unit so that your mobile phone connects to it via hotspot. The WiFi settings of your smartphone should then open.

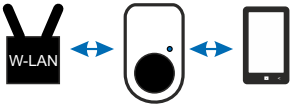
- Select the go-eCharger (go-e-XXXXXX) from the list of displayed devices. Then enter the password that you will find on the reset card under "Hotspot key".



- After connecting, switch back to the go-eCharger app. The arrow between the mobile phone symbol and the charging unit should now be displayed in blue. If this is not the case, temporarily switch off the mobile data.

This means you can already control the Charger locally via the built-in hotspot.





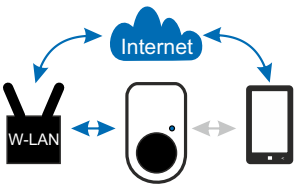
Establish internet connection

- If the connection between the charging unit and the app is established (indicated by the blue arrow), tap on the graphic of the WiFi router in the app. A pop-up window opens.
- Enter the SSID (name of your WiFi network) and the password (key) of your WiFi router in the pop-up window (C). Check the box "WiFi enabled" and then confirm with "Save".
- Open "Advanced settings" in the app (A) and check that both ticks are set (D). Then reboot the Charger (B).

The arrow between the graphics of the go-eCharger and the WiFi router should now appear blue.

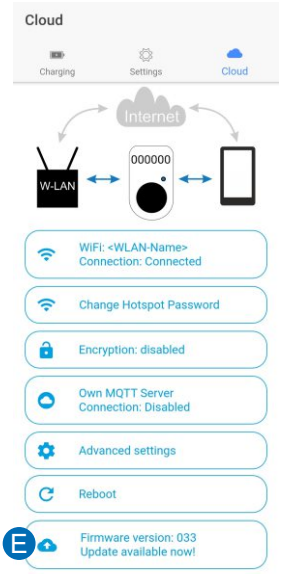
Access to the charging unit via the Internet

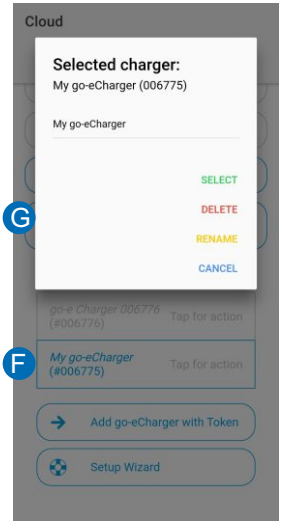
- Terminate the hotspot connection between your mobile phone and the charging unit and reconnect to your home WiFi router in the mobile phone's WiFi settings.
- Change back to the go-eCharger app.
- Tap on the Internet Cloud graphic to start the connection with the charging unit.
- In the window that opens, enter the Cloud Token that you will find on the reset card supplied and confirm with "Save". In the app, the connection arrows from the graphic of the mobile phone via the Internet Cloud and the WiFi router to the charging unit should now appear blue.



Now you have access to your go-eCharger from anywhere in the world, as long as your mobile phone and your charging unit are connected to the internet.

WiFi settings





To switch between Internet access and hotspot, use the WiFi settings of your mobile phone. If your Charger has permanent access to the Internet via your WiFi network at home, you should use the connection via WiFi by default. If it is outside the WiFi range, you can use the "automatically connect" function for the hotspot connection with the go-eCharger under the WiFi settings of your smartphone in order to have quick access to the charging unit.

Firmware update (E) TIP

We will inform you in the app when a new firmware update is available for the Charger. Execute this for new functionalities or to eliminate errors.

Add/control more chargers with the app

If required, add further go-eChargers as described above or in the short instructions. All added charging units are displayed in the "Cloud" area of the app under the heading "My chargers". You can control each individual charger by going to "Tap for action" (F) in the app and confirming "Select" (G) in the window that opens. In the pop-up window you also have the option of renaming the charging unit or deleting it from the app.

Reset with reset card TIP

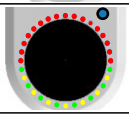
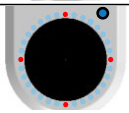
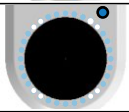
You can use the go-eCharger reset card to revert the access settings of the charging unit to the factory settings. To do this, hold the reset card close to the RFID reader of the go-eCharger. The LED ring briefly lights up red to confirm.

Deposit the reset card in your car. This way you can reset the charger at any time and log into it again with the factory settings. This is particularly important if you have activated the charging control option via RFID and have misplaced the chip/card.

Troubleshooting

What does the colours of the LED ring mean?

(Colour codes correspond to the factory setting)

LED colours / error		Reason	Solution
No LEDs light up although the charger is connected.		No current in the supply line or fuse defective	Check the overload protection of the connection. Check the device fuse on the back of the go-eCharger. If it is defective, the power connection is probably not installed properly. Make sure that the connection is correctly installed before you start a new attempt.
The LEDs light up blue (standby mode). However, the charging process does not start.		Vehicle is not recognised	Check the charging cable and the tight fit of the plugs.
The LEDs flash red at the top and light up static yellow/green at the bottom.		Earth Fault	Check that the supply line is properly earthed.
The LEDs light up red at the top and pink at the bottom.		RCD has detected an error	The Charger has detected a fault current >= 6 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 the connection used must also be checked. (The charging device in your vehicle may also be defective.)
The LEDs flash red.		General error	Please check the error code in the go-eCharger app.
The LEDs light up blue at the bottom and flash red at the top.		Phase error	Check the supply line; there may only be 2 phases are present. If no function occurs, please contact go-e customer support.
4 LEDs light up red (3, 6, 9, 12 o'clock).		Norway mode	The earth detection is deactivated. Attention: This function should only be used if the power grid does not have an earth connection (IT grid).
The LED ring lights up permanently in rainbow colours.		Start of the charger does not finish	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).
The LEDs light up blue and some white LEDs move from the top and bottom to the middle.		Activation required	The access control is not set to open. To activate, use a learned RFID chip or the app.
5 LEDs light up red on top.		Unknown RFID chip	Use a learned RFID chip for activation.

Warranty

The statutory liability for defects law and the statutory warranty period of two years shall apply. After six months from delivery of the goods, the burden of proof of the statutory warranty shall pass to the customer. Shipping costs for repeated repairs due to technical defects by the manufacturer shall be borne by the manufacturer.

In the event of incorrect installation, improper use or incorrect connection or connection to incorrectly installed electrical connections and the resultant damage to the product by the purchaser or other technical defects caused by the purchaser, the warranty shall lapse or a reduction in value shall be made. In this case the buyer bears the shipping costs. This applies in particular if the product is operated with an energy source not recommended by the manufacturer for the product or used for purposes other than those specified by the manufacturer. The warranty also expires in the event of any modification or opening of the system by unauthorized persons, whereby only persons recognized by the manufacturer are to be considered as authorized. In case of doubt, consult the manufacturer.

Confirmation for subsidy

We hereby confirm that our product go-eCharger HOMEfix 11 kW or go-eCharger HOMEfix 22 kW has the following product characteristics:

- ICCB (In-cable control box) with 2 meters cable and type 2 socket
- 3-phase 16 A charging power max. (version with 11 kW) or 3-phase 32 A charging power max. (version with 22 kW)
- Residual current protection mechanism with AC+DC detection according ÖNORM IEC 62752.
- Load balancing via App
- Smart home capable due to MQTT connection
- Smart grid capable through connection to aWATTar
- Recording of charging energy (kWh), total and broken down by RFID card
- Modbus TCP (firmware version 0.40 or higher) and go-e network operator API for authorised access of the electricity network operator to the go-eCharger for network related power control

You can find more information about the product on our website:
www.go-e.co/?lang=en

Product image:

go-e GmbH
Satellitenstraße 1
AT 9560 Feldkirchen

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

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: CC1-01-000055 **Manufacturing date:** 09.2017

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 CC1- or CM-02-.

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. 19.29dBm)

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
02.03.2021
Place, date

Peter Pötzi
Peter Pötzi, CTO go-e GmbH

go-e GmbH

Satellitenstraße 1
AT 9560 Feldkirchen

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Tel: +43 4276 6240010

www.go-e.co

CE RoHS

Please dispose of the device and the packaging after use in accordance with the national legal regulations. Old appliances are not allowed to be disposed of with household waste. Help protect the environment!