EV One

Install and operate guide



English – 4.0 – Oktober 2026

smappee

Document accuracy

The specifications and other information in this document were verified to be accurate and complete at the time of its publication. Due to ongoing product improvement, this information is subject to change at any time without prior notice. For the latest information, see our online documentation: smappee.com/downloads

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1 Introduction

Thank you for purchasing this EV One charging station for electric vehicles, the smartest charging station.

This installation manual tells you how to install the EV One. We recommend that you read the contents of this manual carefully, to ensure a safe and proper installation and enable to use all the advanced features of this product to the full.

Intended use

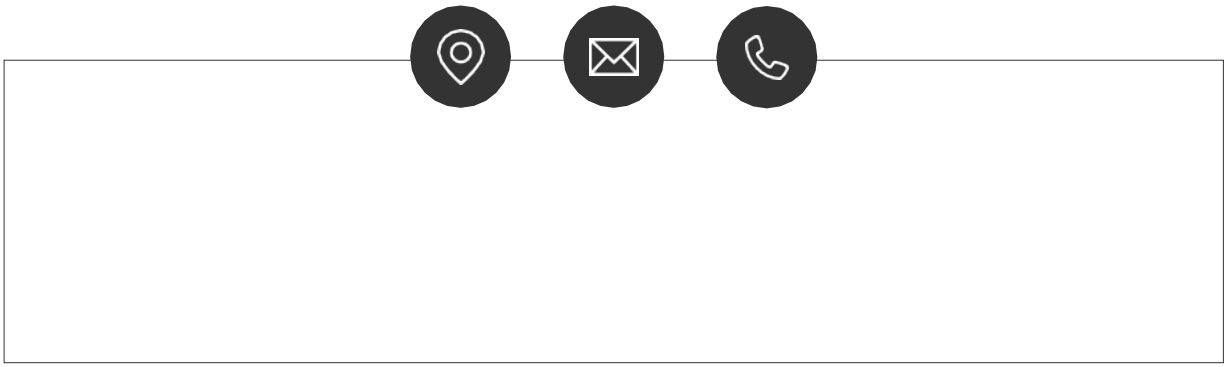
This charging station is designed for charging electric vehicles using a compatible Type 2 charging cable connected to the socket outlet. The use of intermediate adapters or extension cables is not permitted.

Use for any other purpose than EV charging as defined in the IEC 61851-series is not allowed and constitutes misuse of the charging station. Only qualified, trained and authorised persons are allowed to install, maintain and/or repair the charging station and make sure that the technical specifications and installation requirements are met. Incorrect installation and testing of the charging station could potentially damage either the vehicle's battery or the device. Any resulting damage is excluded from the warranty of the device. Any modification that is not in writing confirmed by Smappee will void the warranty. For more information, refer to smappee.com/legal-documents.

Support

Only qualified electricians or equivalent may install the charging station. If you have any questions, please contact your service partner.

Please have the following information ready to hand to speed up the process: Article number and serial number which you can find on the identification label of the charging station. For more information, refer to Position of the identification label of the EV One (page 9).



Should your local distributor be unable to help you, or you have a suggestion for us, you can contact Smappee at: **support@smappee.com**.

Smappee NV
Evolis 104
8530 Harelbeke
Belgium

2 Safety instructions

2.1 Safety warnings and precautions

	WARNING Carrying out activities on this charging station without the relevant knowledge and qualifications can lead to serious accidents and death. Only carry out tasks for which you are qualified and have been fully instructed. Only certified electricians may carry out the installation, which must be in accordance with the national safety regulations. Fully read and follow the safety instructions below before you install, service or use your EV One. Incorrect installation, repairs or modifications can result in danger to the user and may void the warranty and liability.

	CAUTION Risk of electric shock. Refer to the accompanying documentation whenever you see this symbol.

Please observe the following safety precautions to avoid potential electric shock, fire, or personal injury:

- Use the correct tools and provide sufficient material resources and protection measures.
- The charging station is, when installed correctly, intended to be used by untrained individuals to exclusively charge their electric vehicle.
- Do not allow children to operate a charging station.
- When a charging station is in use, adult supervision of any children present is required.
- Switch off electrical power supply to the charging station before installation or maintenance work.
- Do not use the charging station if it is damaged or defective.
- Do not immerse the charging station in water or any other liquids.
- Do not expose the charging station to heat, flame or extreme cold.
- Do not attempt to open, repair, or service any parts. Contact Smappee or your service partner for further information.
- Only use the charging station under the specified operating conditions.
- While charging the charging cable must be completely unwound and connected to the electric car without overlapping loops. This to avoid the risk of overheating the charging cable.
- After charging, store the charging cable properly so it does not present a tripping hazard. Make sure the charging cable cannot become damaged (kinked, compressed or driven over).
- Do not place any objects on the charging station.

2.2 Maintenance

- Observe the maintenance schedule (page 39).
- Clean the outside only with a dry, clean cloth.
- Do not use abrasive agents or solvents.
- May not be carried out during rain or if air humidity exceeds 95 %.

2.3 Transport and storage

- Disconnect electrical power supply before removing the charging station for storage or relocation.
- Only transport and store the charging station in its original packaging. No liability for damage incurred will be accepted if the charging station is transported in non-standard packaging.
- Store the charging station in a dry environment within the temperature range specified in the technical specifications.

3 Overview of the EV One

3.1 Models

Charging station

Article no.	EAN	Description
EVO4-332-B-B	5425036936157	EV One Black

Accessories (not included)

Article no.	EAN	Description
FLOOR-PLATE-TUBE120	5425036934719	Floor plate for EV One or Pay Station 120 mm x 120 mm

3.2 What's in the box

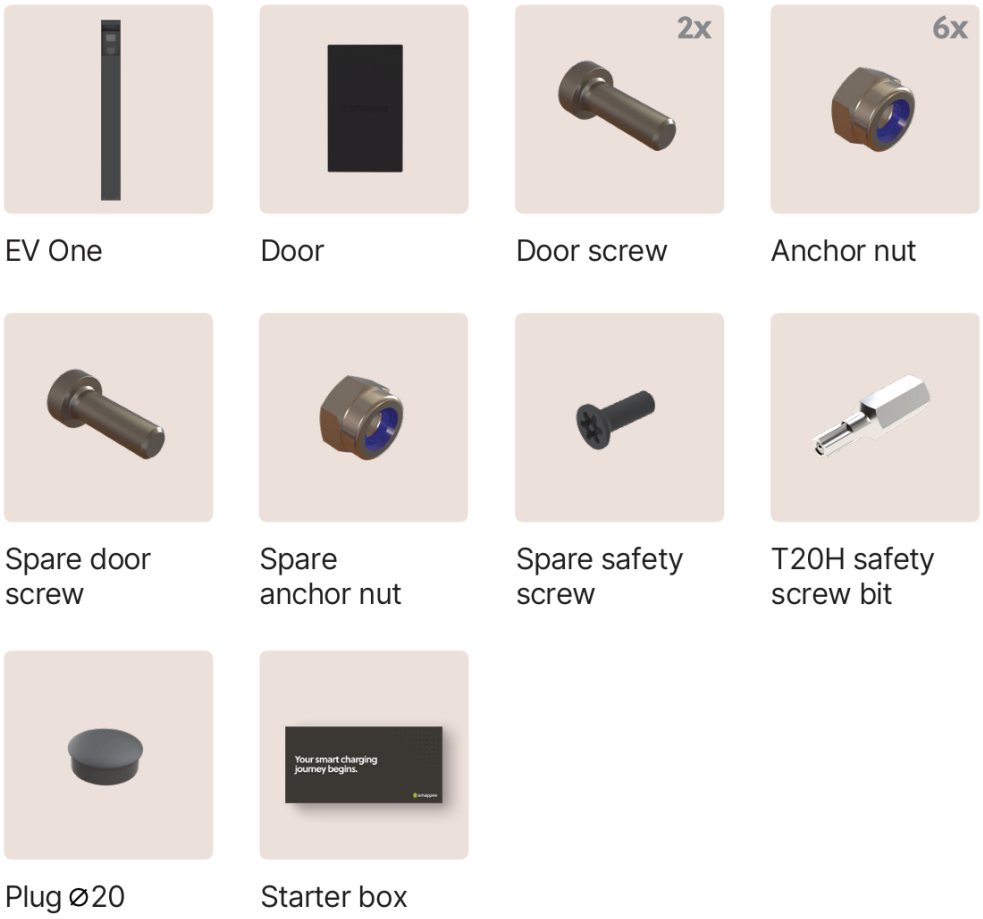


Image 1: Content of the box with the charger

Description	**Quantity**
EV One containing anchor components	1
Door	1
Door screw	2
Anchor nut	6
Spare door screw	1
Spare anchor nut	1
Spare safety screw	1
Safety screw bit	1
Plug	1
Starter box	1

3.3 Directional determination

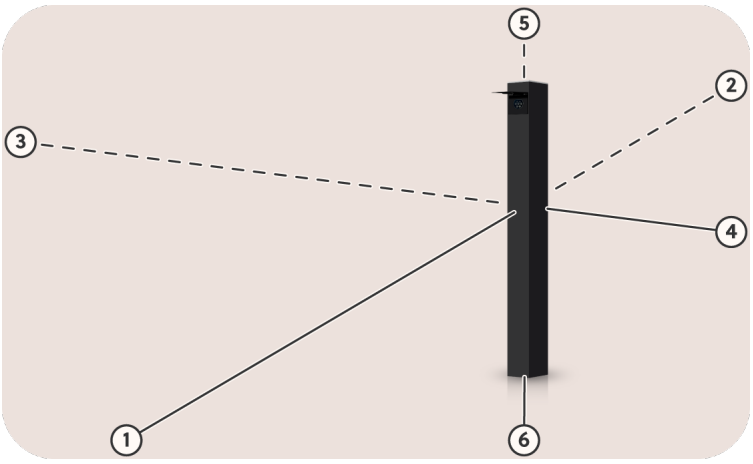


Image 2: Directional determination

Id	Description
1	Front
2	Rear
3	Left
4	Right
5	Top
6	Bottom

3.4 Identification label of the EV One

Position of the identification label of the EV One

The identification label of your charging station is located on the rear of the door.



Image 3: Position of the identification label

Identification label of the EV One

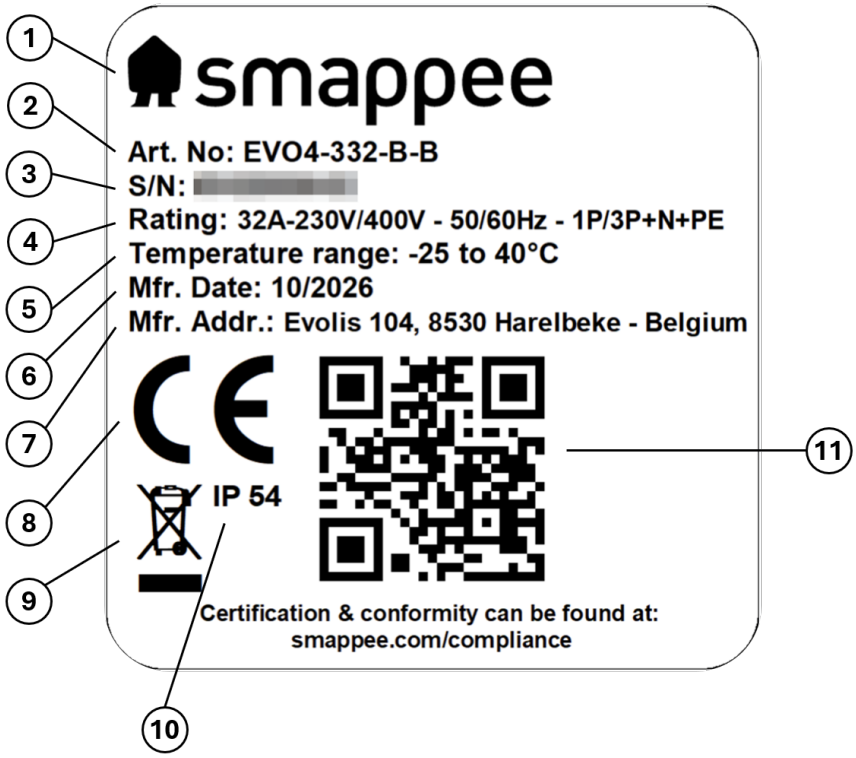


Image 4: Identification label

No.	Description
1	Manufacturer
2	Article number
3	Serial number
4	Rating
5	Operating temperature
6	Manufacturing date
7	Manufacturing address
8	CE
9	Waste disposal symbol
10	Ingress protection rating
11	QR code to scan during configuration of the charging station

3.5 Technical specifications

Feature	Description
Physical properties	
Dimensions	1100 mm x 120 mm x 120 mm
Weight (excluding packaging)	12.3 kg
Socket	IEC 62196-2 Type 2 with integrated shutter Electronic lock of socket can be locked permanently by the user.
Charging cable	N/A
Supply line connection	Terminal block, flexible conductors up to 6 mm² or solid conductors up to 16 mm²
Stationary / moveable	Fixed installation
External design	Enclosed assembly
Mounting method	Ground mounted
Technical features	
Output power	Single-phase connection: 7.4 kW Three-phase connection: 22 kW
Charge mode	Mode 3 (IEC 61851)
Connection case	Case A and B (Socket) (IEC 61851)
Metering	MID metering, certified class B
Integrated Residual Current Protection	Rated operating residual current detection: 6 mA DC and 30 mA AC RCD type A
Supported power systems	TN-C, TN-C-S, TT, IT [1]
Grounding	TN system: PE wire TT system: Independently installed ground electrode < 100 Ohm spreading resistance IT system: connected to a shared reference (common earth) with other metal parts
Rated voltage (U_N)	230/400 VAC
Rated insulation voltage (U_i) of a circuit	500 V
Rated impulse withstand voltage (U_{imp})	Overvoltage Category III (4 kV)
Rated frequency (f_N)	50 Hz / 60 Hz
Rated current (I_{na})	32 A
Rated current (I_{nc}) of a circuit	32 A
Rated peak withstand current (I_{pk})	6 kA

1 Caution: not all electric vehicles support the IT system. For 3 x 230 V charging, a voltage transformer might be necessary.

Rated conditional short-circuit current (I_{cc})	6 kA
EMC classification	Class B
Connection method	AC, permanently connected
Required external circuit breaker(s)	1 x 2P (single-phase), 1 x 3P (three-phase) or 1 x 4P (three-phase with neutral) breaker of max. 40 A, type B or C
Interfaces & Connectivity	
Information status	RGB LED
Session activation	Unauthenticated, Swipe RFID, Scan QR code, optional Pay Station
Connectivity	Ethernet 100BASE-T, 4G LTE-M [2]
Communication protocol	ISO 15118 V2G OCPP 1.6 J, ready for update to OCPP 2.0.1
Certifications and Standards	
Product certification	CE
Standards	Safety: EN IEC 61851-1, EN IEC 62311 EMC: EN IEC 61851-21-2, EN ETSI 301 489-1, EN ETSI 301 489-52 Radio spectrum: EN ETSI 300 220, EN ETSI 301 908-13
Environment	
Enclosure material	Magnelis (structure), aluminium (housing)
Enclosure standard colours	RAL 7021 (black grey)
Protection degree	IP54
Mechanical impact protection	IK10
Pollution degree	3
Electrical safety class	I
Stand-by use	LED brightness 0%: 2 W LED brightness 100%: 5 W
Environmental conditions	Indoor and outdoor use
Operating temperature	-25 °C to 40 °C
Storage temperature	-25 °C to 60 °C
Relative humidity	0 % - 95 %, non-condensing
Maximum installation altitude	0 – 2.000 m
Access	Locations with restricted and non-restricted access
Theft protection	Safety screws

2 A complimentary two-year period of 4G connectivity (LTE) is included. Following this initial term, an integrated 4G service (LTE) for 1 year, with yearly renewal, is offered.

NOTE

- The operating temperate assumes the ambient temperature of a product delivered in the default enclosure colour RAL 7021 (black grey). Direct exposure to sunlight may have an adverse effect on the temperature range.
- If the product is exposed to lower or higher ambient temperatures, continuous operation cannot be guaranteed. If temperatures exceed the maximum values, the charging station will automatically decrease the charging current to decrease the internal temperature of the charging station. This stabilises the internal temperature and makes it less likely that a charging session will be unexpectedly paused.
- If the product is directly exposed to sunlight, the automated temperature management may automatically start below the maximum ambient temperature. Therefore, wherever possible, avoid exposing the charging station to direct sunlight.
- Where products are exposed to the elements of nature, the enclosure can be subject to gradual aging of the material, which can result in product discolouration over time. Therefore, wherever possible, place the product in a sheltered place to optimise the life of the materials.
- To maintain the device's protection degree, the EV One door must be kept closed whenever no charging cable is plugged into the EV One. If desired, the door stops can be removed using a hex key, preventing the door from remaining in the open position.

4 Prepare the installation

For overload protection or optimised self-sufficiency, additional Smappee Infinity components must be installed to measure the Grid and Solar, Battery or other submetering if applicable.

NOTE

For more information, refer to the Smappee Academy.

The first step is to prepare the physical installation of the EV One as described in this chapter.

4.1 Installation prerequisites

- Obtain all necessary permits from the relevant local authorities.
- Local regulations may be applicable and can vary depending upon the region or country.
- Make sure that there is sufficient space around the charging station as specified in the IEC 60204-1 standard.
- Make sure that the installation area of the charging station is adequate for usability and ventilation purposes.
- Refer to local wiring regulations to select the conductor sizes and use only copper conductors.
- Calculate the existing electrical load to find the maximum operating current for the charging station installation.
- The appropriate wire gauge of the supply cable depends on the power rating and distance between the meter cabinet and the charging station. The voltage drop must not exceed 5 %. It is advisable to have a maximum voltage drop of 3 %.
- The power supply must be protected against short-circuiting and over-current with an individual circuit breaker. This circuit breaker must be 2-pole (for single-phase), 3-pole (threephase without neutral) or 4-pole (three-phase with neutral), curve B or C, and have a current rating of maximum 40 A (or otherwise in compliance with local standards and regulations).

  NOTE

  Some EVs are not compatible with a 3 x 230 V grid due to a built-in security in the EV. Contact your EV manufacturer for more information. If your EV is not compatible with this grid topology, or if you would like to achieve higher charging power than what is possible on a delta grid topology, you can install a transformer that converts the 3 x 230 V topology to a standard 3 x 400 V + N topology.

- A separate network cable for the internet connection must be provided for each EV One. For more information, refer to Connect the EV One to the internet (page 28)
- Route the power supply and network cable, if applicable, to the position where the charging station will be installed.

  NOTE

  Make sure that there is at least 100 cm (3.28 ft) power supply and 120 cm (3.94 ft) network cable length available at the location of the EV One to be able to connect it easily.

- Use the supplied anchor (page 18) or the optional floor plate (page 21) to fix the EV One.

4.2 Tools (not included)

- Torque wrench
- Multimeter and earth ground meter
- Wire stripper and cutter
- Needle-nose pliers
- Ferrules crimper (only for stranded power supply cables)
- RJ45 crimping tool
- Rock drill ⌀ 8 mm (only for optional floor plate)
- Hammer
- Screwdrivers

4.3 Supplies (not included)

- Power supply cable
- Circuit breaker for power supply
- Network cable (4 pairs) and RJ45 connectors, minimum Cat 5 depending on the environment
- Ferrules, when using stranded power supply cables

4.4 Prepare the EV One

Context

For safe and compact transport of the EV One:

- The outer housing is attached to the inner structure of the EV One.
- The anchor components and a pocket with nuts are attached inside the structure.

For more information, refer to What's in the box (page 8).

Instructions

Proceed as follows.

1. Remove the cardboard packaging.
   Keep the cardboard nearby—it will be useful for safely storing the outer housing while you install the EV One.

2. Remove the two stickers securing the EV One door to the outer housing.
   Place the door inside the cardboard box to keep it protected during installation.

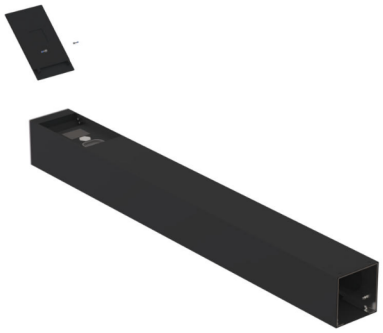


Image 5: Remove the door from the EV One

3. Unscrew the two front bottom screws that secure the outer housing.
   For this, use the supplied T20H safety screw bit.
   Be sure to keep these screws, as you will need them again when closing the EV One.

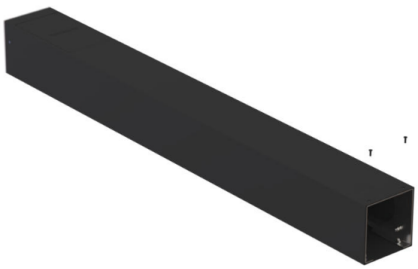


Image 6: Front view on the EV One

4. Slide the outer housing upward and lift it off the internal structure.

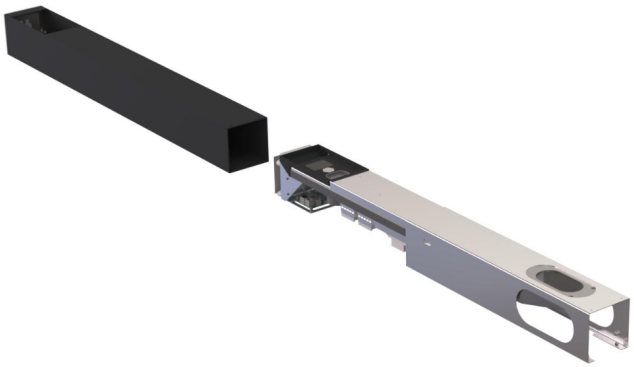


Image 7: slide the outer housing upwards

4.5 Secure the EV One to the ground

There are two ways to permanently secure the EV One to the ground:

1. **Anchor Installation** – Prepare a foundation hole and fasten the EV One to the soil using the supplied ground anchor and a freshly poured concrete foundation.

2. **Floor plate Installation** – Use the optional floor plate to mount the EV One onto an existing solid surface, such as a concrete floor in a parking garage.

NOTE

This chapter assumes the installation is completed in one day. If not, refer to the annexes for multi-day installation guidance.

Anchor installation

NOTE

This section is only relevant if you install the EV One with the supplied anchor.
If you use the optional floor plate, go to Floor plate installation (page 21).

Proceed as follows.

1. Remove the anchor components from the inner structure
   Unscrew the two nuts securing the three anchor components to the inner structure.
   The anchor is made up of three elements:
   a. Two identical pieces forming the left and right sides
   b. One distinct piece featuring a lip, which is attached to the rear of the inner structure
   c. Consequently, the side where the socket is located does not contain an anchor element.

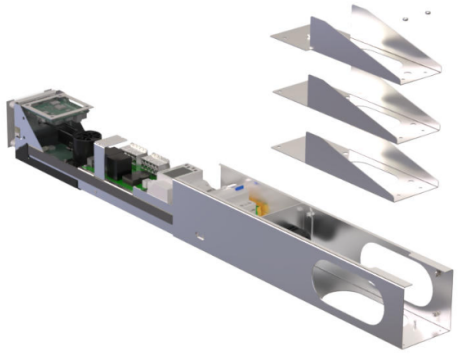


Image 8: Remove the anchor from the EV One

2. Attach the component with the lip to the rear of the inner structure.
   - Use the supplied lock nuts.
   - Make sure it is attached to the rear of the inner structure.
   - Make sure its lip is facing outwards.



Image 9: Rear view on the anchor assembly

3. Attach the two remaining components to the left and right of the inner structure.
   There is no specified left or right component.

Next step is to fix the EV One with anchor in a concrete foundation.

1. Make a foundation hole large enough to accommodate the anchor.
   - Depending on the subsoil, the size may vary. Please refer to the technical specifications of size and weight to determine the dimensions for a solid foundation for the EV One.
2. Route the power supply and network cable in a flexible conduit system through the inner structure of the EV One.
3. Place the EV One inside the foundation hole.
   - Use two magnetic spirit levels, to make sure the inner structure is level in all directions.

4. Fill the foundation hole with concrete.
   - The lip on the anchor indicates the maximum level of the concrete for the EV One foundation.
   - Use concrete with very fast hardening to reduce cure time.
   - It is normal that some concrete gets into the holes, which makes the anchor better attached to the foundation.

   Wait for the concrete to cure before going to the next steps.



Image 10: EV One installed in a concrete foundation

Floor plate installation

NOTE

This section is only relevant if you use the optional floor plate to attach the EV One.
If you use the anchor, go to Anchor installation (page 18).

A stable and level ground needs to be available in advance and there must be a power supply cable and a network cable. We recommend a levelled concrete foundation at ground level. This can be a polished concrete floor in a parking garage or a paved area for installation of the charging stations.

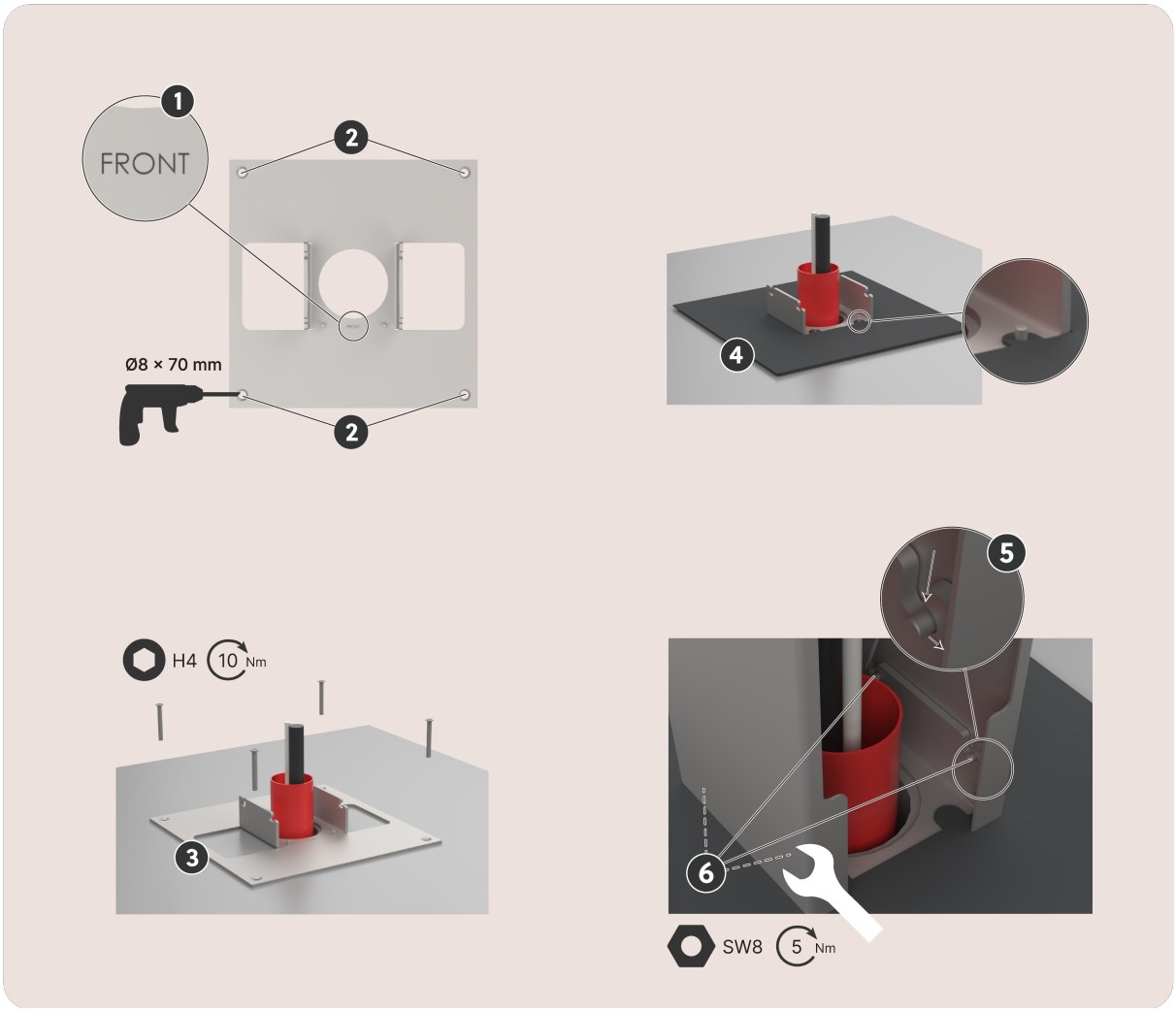


Image 11: View on the floor plate quick install guide

Proceed as follows.

1. **Position the floor plate**
   Place the floor plate in the correct position, ensuring the **FRONT** marking faces the side where the socket will be located.

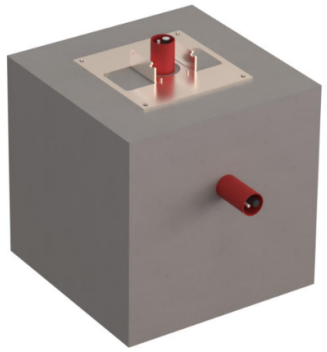


Image 12: Position the floor plate

2. **Drill the mounting holes**
   Drill four holes with dimensions ⌀ 8 × 70 mm.
   Make sure each hole is clean and free of debris.

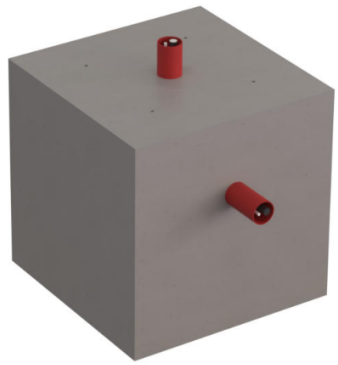


Image 13: Drill the mounting holes

3. **Secure the floor plate to the foundation**
   Insert the anchor screws until their heads are level with the surface of the floor plate.
   You may use a hammer to gently tap them into place if needed.
   Tighten all screws to 10 Nm using a 4 mm hex key.



Image 14: Secure the floor plate

4. **Install the cover plate**
   Place the cover plate over the floor plate.
   The front studs only fit in one orientation, so ensure the cover plate aligns correctly.

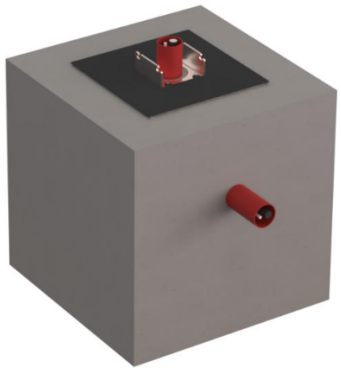


Image 15: Install the cover plate

5. **Mount the EV One structure**
   Lower the EV One structure vertically onto the floor plate, aligning it with the slot, then slide it horizontally into position.

6. **Tighten the mounting nuts**
   Use the nuts supplied with the EV One (see What's in the box, page 8).
   Tighten all four nuts to 5 Nm using an 8 mm socket.



Image 16: Mount the EV One and tighten the nuts

This ensures that the structure is securely locked onto the floor plate.

5 Installation and configuration

This procedure describes the required steps for the physical installation of the EV One.

	CAUTION The installation must be carried out by a qualified professional who has read this manual and works in compliance with local and national standards. Neglecting this may lead to severe injuries or hazardous situations while working with electricity.

	CAUTION The electric system must be entirely disconnected from every power source prior to performing installation or maintenance work. Make sure it is not possible to connect the electric current during installation. Put up caution tape and warning signs to mark the work areas. Make sure no unauthorised people can enter the work areas.

	CAUTION The charging station contains electric components that may still contain electrical charge after being disconnected. Wait at least 10 seconds after disconnection before commencing work.

	CAUTION Adaptors or conversion adaptors and cord extension sets are not allowed to be used.

This procedure describes the required steps for the physical installation of the EV One.

1. Connect the power supply of the EV One (page 25)
2. Connect the EV One to the internet (page 28)
3. Install the outer housing and door (page 31)
4. Configure the EV One with the Smappee App (page 33)
5. Give the owner a smooth start (page 34)

5.1 Connect the power supply of the EV One

Context

Each EV One has a MID meter that measures the power supplied to the charging station. No other components must be installed to measure the charging station consumption.

Each EV One must have its own circuit breaker. For more information, refer to Installation prerequisites (page 14).

Instructions

1. Guide the power supply cable through the cable gland.
   Tighten the cable gland.



Image 17: View on the holes for the cable entry

2. Cut the power supply cable to the sufficient length.
   For stranded wires, add a wire end ferrule to each wire.

3. Connect the power supply wires as follows:

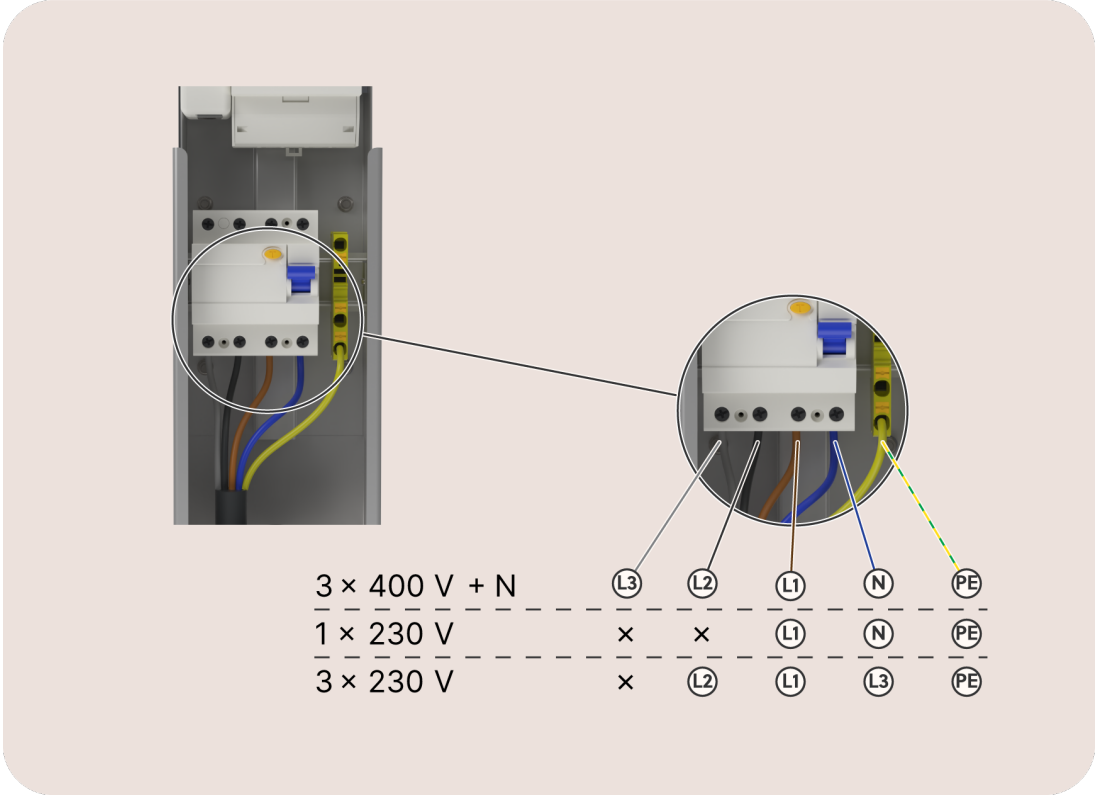


Image 18: View on the power supply connection

- Put the green/yellow conductor in the corresponding terminal block for the protective earth (PE).

	NOTE If 16 mm² conductors are used, route the PE wire directly towards the relay board on the left. Remove the pre-installed PE wire between relay board and terminal block. Use the open connector on the relay board to connect the PE wire.

- Put the blue conductor, if applicable, in the corresponding connection point for the neutral (N) of the residual current device.

	NOTE For a 3 x 230 V with a transformer, the neutral conductor comes from the transformer.

- Put the phase conductors in the necessary connection point of the residual current device.

NOTE

- L1 = brown phase 1-conductor
- L2 = black phase 2-conductor, if applicable
- L3 = grey phase 3-conductor, if applicable
  For a 3 x 230 V without a transformer, and thus no neutral conductor, put the grey conductor in the neutral connection point.

NOTE

If you install more than 1 charging station on a 3 x 400 V + N grid, we recommend different connection of the three phases. For more information, refer to Example of phase rotation (page 36).

- Using a torque wrench, check the torque of the large screws on the MID meter. The required torque is 2.5 Nm.

5.2 Connect the EV One to the internet

Context

⚠	CAUTION Risk of electric shock. Make sure no tools are in the charging station and people stand free from the charging station.

Communication with the internet can occur through wired (Ethernet), or 4G connection.

Via a wired connection or Ethernet

Proceed as follows.

1. Guide the network cable through the M20 cable gland.
   The diameter of the cable gland is suitable for an RJ45 connector.
2. Tighten the cable gland.
3. If needed, cut the network cable to the necessary length and attach a RJ45 connector (not supplied).
4. Plug the network cable in the foreseen RJ45 port to the left of the MID meter.



Image 19: View on the RJ45 connection

Via a 4G connection

1. Remove the M20 cable gland.



Image 20: Remove the cable gland

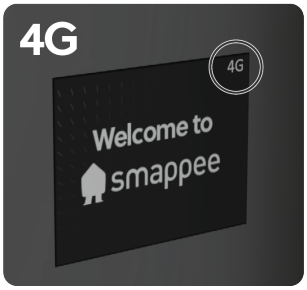
2. Install the supplied ⌀ 20 plug to seal the EV One.



Image 21: Install the plug

Post-requisites

1. Make sure the RCD of the charging station is set to ‘On’.
2. Turn on the power supply to the charging station.
3. Check the status of the component.

Description	More information
MID meter	Display lights up. 
LCD display	LCD display lights up. Wait approximately 60 seconds to check the network connectivity status in the upper right corner of the LCD display.  

5.3 Install the outer housing and door

Instructions

Proceed as follows.

1. Slide the outer housing over the inner structure.
   Make sure the opening is in line with the socket on the inner structure.



Image 22: Close the EV One

2. Tighten the screws at the bottom of the housing, using the supplies T20H safety bit.
   These screws are removed at the beginning of the installation.

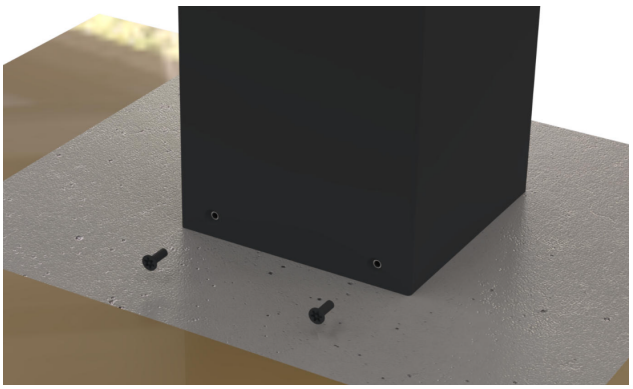


Image 23: Front view on the EV One

3. Attach the door to protect the socket with the provided screws.
   For this, use a 2.5 mm Allen key
   Place the door in a horizontal position for easiest access to mount the screws.
   Verify the door can move without friction.



Image 24: View on the door and door screws

5.4 Configure the EV One with the Smappee App

Instructions

Proceed as follows:

1. Scan the QR code on the front of the charger.



Figure 25: QR code on the front of the charging station

2. Follow the steps shown in the Smappee App.

Post-requisites

The settings of the charging station can be adjusted in the Smappee App or the Smappee Dashboard.

- Name
- LED brightness
- Maximum current and thus the charging speed
- Phase mapping

5.5 Give the owner a smooth start

1. Handover the Starter box to the charging station owner.



Figure 26: Handover the Starter box

2. Instruct the user to scan the QR code on the front of the charging station with a smartphone and follow the on-screen steps.

Annexes

Multi-day installation: safely separating the EV One

When installing multiple EV One units at the same site, it can be practical to prepare the foundations on day one and complete the physical installation and configuration on another day. However, this approach leaves the units outdoors overnight without their protective outer housing.

To ensure safety and weather resistance during this split installation, the EV One allows you to separate the upper half from the lower half. This provides a secure and protected solution when the installation must be carried out over two days.

Proceed as follows:

1. Unscrew the four nuts that hold the top part of the EV One.
   Make sure to keep all fasteners.

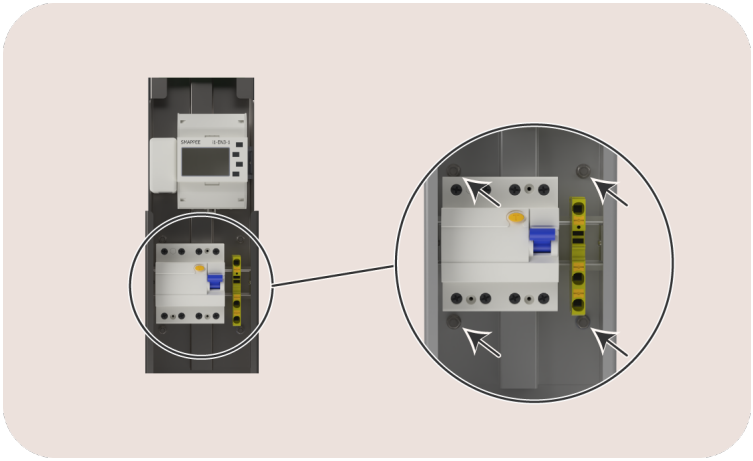


Image 27: Rear view on the EV One

2. Remove the top part of the EV One and set it aside in a safe location.
   No wires need to be disconnected, nor components removed.

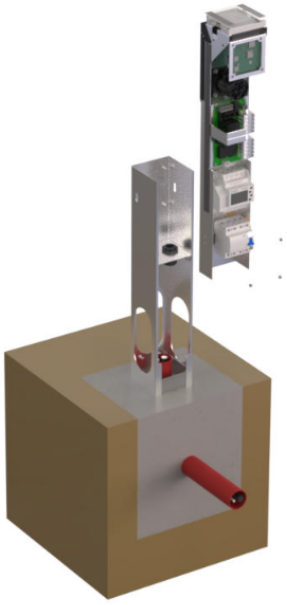


Image 28: Remove the top part

Phase rotation

Most of the hybrid vehicles use only one phase for charging.

When connected to a single-phase power supply, the Smappee (Cascade) Overload Protection will control the charging sessions on the L1 phase to prevent a circuit breaker from tripping.

When connected to a three-phase power supply, the Smappee (Cascade) Overload Protection can control the charging sessions on each of the three phases. When charging multiple single-phase electric vehicles at the same time, you can use phase 2 and phase 3 by doing the following:

- During the installation you can do the physical phase rotation.
- During the configuration with the Smappee App you need to set the phase mapping

Example of phase rotation

When you have an EV Wall and an EV One, connect the power supply as indicated with the bold Xs.

			3-phase power supply with the colours of the wires to be connected on the position X in the distribution panel		
Charging stations from the Smappee EV Line	**Internal wiring of the phases and their colour in the charging station**		**3 x 400V + N**		
			L1	**L2**	**L3**
			Brown	**Black**	**Grey**
EV Wall	**L1**	**Brown**	**X**	-	-
	L2	**Black**	-	X	-
	L3	**Grey**	-	-	X
EV One	**L1**	**Brown**	-	**X**	-
	L2	**Black**	-	-	X
	L3	**Grey**	X	-	-

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EU Declaration of Conformity

Manufacturer	**Smappee NV**
Address	Evolis 104, 8530 Harelbeke, Belgium
Represented by	**Stefan Grosjean**
Function	CEO

Hereby declares, under the sole responsibility of the manufacturer, that

The product:	AC conductive charging equipment
Models:	**EVO4-332-B-x** where x can be 1 up to 3 (alpha) numeric characters denominating colour
First CE affixed:	2026

Complies with the requirements of the following EU Directives, provided that it is installed, maintained and used according manufacturer's instructions:

2014/53/EU The Radio Equipment Directive

2011/65/EU RoHS Directive

2014/32/EU Measuring Instruments Directive

Standards applied:

RED art 3.1.a Health and safety:
EN IEC 61851-1 2019 Electric vehicle conductive charging system - General requirements
EN IEC 62311:2020 Human exposure restrictions for electromagnetic fields (0 Hz to 300 GHz)

RED art 3.1.b Electromagnetic Compatibility:
EN IEC 61851-21-2:2018 EMC requirements for off board electric vehicle charging systems
EN ETSI 301 489-1: 2019 EMC for radio equipment & services: common technical requirements
EN ETSI 301 489-52: 2024 EMC for Cellular Communication User Equipment

RED art 3.2 Efficient use of Radio Spectrum:
EN ETSI 300 220-1: 2017 Short Range Devices - 25 MHz to 1000 MHz: Technical characteristics
EN ETSI 301 908-13: 2019 IMT cellular networks, Evolved Universal Terrestrial Radio Access User Equipment

RED art 3.3.e Network protection
EN 18031-1: 2024 Common security requirements for Internet connected radio equipment

RED art 3.3.f Personal data protection
EN 18031-2: 2024 Common security requirements for radio equipment processing data

RED art 3.3.g Protection from fraud
EN 18031-3: 2024 Common security requirements for Internet connected radio equipment processing virtual money or monetary value

Authorized signatory

Stefan Grosjean, CEO

Ondertekend door:
A7AEF5470392469...

DoC nr : EU DoC EVO4 v00

smappee

Status of the charging station

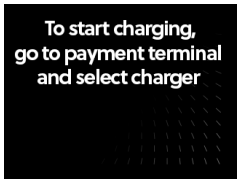
This status is relevant during the use of the charging station.



Image 29: Position of the RFID reader with LED on the EV One

Colour	Status	Meaning	Action of the user
	White continuous	Charging station is available.	Connect your electric vehicle (EV) with the charging station.

Display information

Image	Explanation
	Default welcome message. Image is configurable using the Smappee Dashboard. 16-Bit image should be maximum 320 x 240 pixels (or smaller).
	Message after plugging in the charging cable and charging station uses authenticated charging. There are three options to start the charging session. Either use a Smappee Pay station.
	Second option when authenticated charging is used. The charging session is started by scanning the QR code on the display.
	Third option when authenticated charging is used. The charging session is started by swiping your RFID card at the display.
	The charging session could not be started. Verify if the charging cable is connected properly and try again.
	Message received when charging station declined your RFID card. Contact the supplier of the RFID card.
	Something is wrong or the charging station has been disabled. Enable the charging station with the Smappee App or contact your installer.

NOTE

You can add additional images through the Smappee Dashboard. All images must be 16-bit and no larger than 320 × 240 pixels.

Charging station diagnostics

Although Smappee charging stations are engineered for reliable, trouble-free operation, real-world conditions may still result in faults. To assist installers and customers, an integrated diagnostic system is provided, including error codes displayed directly on the device.

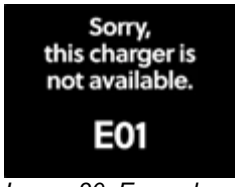


Image 30: Example error message on display

Error code	Explanation
E01	No access to NTP Server. Access to a Network Time Protocol server requires connection through port 123. Check network connectivity and firewall.
E02	No IP address received. A DHCP server needs to be available on the network of the charging station to retrieve a valid IP address. Check network connectivity and firewall.
E03	No connectivity with Smappee cloud. Check network connectivity and firewall.
E10	RCM error detected. Ongoing charging session is stopped. Disconnect the vehicle and inspect the charging cable and connector for visible damage. Try a different cable or vehicle, if possible. Contact a qualified installer or service technician if the error persists.
E20	Negative voltage on Control Pilot (CP). Disconnect the vehicle and inspect the charging cable and connector for visible damage. Try a different cable or vehicle, if possible. Contact a qualified installer or service technician if the error persists.
E21	Too high voltage on Control Pilot (CP) Disconnect the vehicle and inspect the charging cable and connector for visible damage. Try a different cable or vehicle, if possible. Contact a qualified installer or service technician if the error persists.
E22	EV goes to CP E state. This means the electric vehicle has indicated a fault condition on the Control Pilot (CP) line, and charging must be stopped immediately for safety reasons. Disconnect the vehicle and check the vehicle dashboard for error messages.

Error code	Explanation
E30	Illegal voltage value on Proximity Pilot (PP) Disconnect the vehicle and inspect the charging cable and connector for visible damage. Try a different cable or vehicle, if possible. Contact a qualified installer or service technician if the error persists.
E40	RFID reader not found This message indicates that, at startup or during operation, the charging station does not detect the RFID reader hardware, or cannot communicate with it via its internal interface. From the charging points perspective, the RFID reader is missing, disconnected, unpowered, or malfunctioning. Contact a qualified installer or service technician if the error persists.
E41	MID meter not found This message indicates that the charging station cannot detect the MID meter hardware, or cannot communicate with it over the internal interface. From the charging points perspective, the MID meter is missing, disconnected, unpowered, or not responding. Contact a qualified installer or service technician if the error persists.
E50	Charging cable could not be locked. This means that the charging station was unable to mechanically secure the connector after it was inserted, which prevents charging from starting (or causes it to stop). Cable locking is a mandatory safety feature, so the station disables charging if locking fails. Firmly reinsert the connector until fully seated or try a different cable, if possible.

Maintenance schedule

To ensure safe and reliable operation, periodic maintenance and inspections are recommended. The frequency depends on usage and environmental conditions.



WARNING

Before starting maintenance activities, consider all safety precautions as listed in Safety instructions (page 5).



NOTE

For publicly accessible charging stations, periodic inspections may be required by local regulations. Check applicable guidelines for compliance.



NOTE

At the end of its service life, the product must be disposed of and recycled as electronic equipment, in full compliance with all applicable local laws and regulations governing electronic waste.

Task	**More information**
Visual inspection of the charging station	Check for visible damage or wear. If necessary, consult an installer for assessment or replacement.
Cleaning	Cleaning is optional and does not affect the operation of the charging station. For aesthetic reasons, you may wipe the unit with a dry, clean cloth. Do not use water jets, solvents, or abrasive materials.

Spare parts list

Article no.	EAN	Description
i1-EN3-1	5425036931701	Smappee 3phase MID meter
AC-RCDA-4P40A	5425036935532	RCD Type A 4P 30 mA 40 A
EV-PCB-RELAYBOARD-2x2P-1	5425036935556	EV Line Relayboard 2 x 2P
EV-PCB-CONTROLBOARD-1	5425036935792	AC Charge controller with 4G modem
EV-PCB-UIBOARD-LCD	5425036935815	UI Board with LCD
EV-SOCKET-ASSY	5425036935853	EV Socket assembly
EV-CABLE-12P-1	5425036935587	2P cable EV_charg 0,5 m
EV-ANTENNA-2	5425036936256	LTE / Wi-Fi antenna 30 cm cable
FLOOR-PLATE-TUBE120	5425036934719	Floor plate for EV One or Pay Station 120 mm x 120 mm

If you need another part than listed, please contact info@smappee.com.