CTEK

INSTALLATION MANUAL

CHARGESTORM® CONNECTED 3
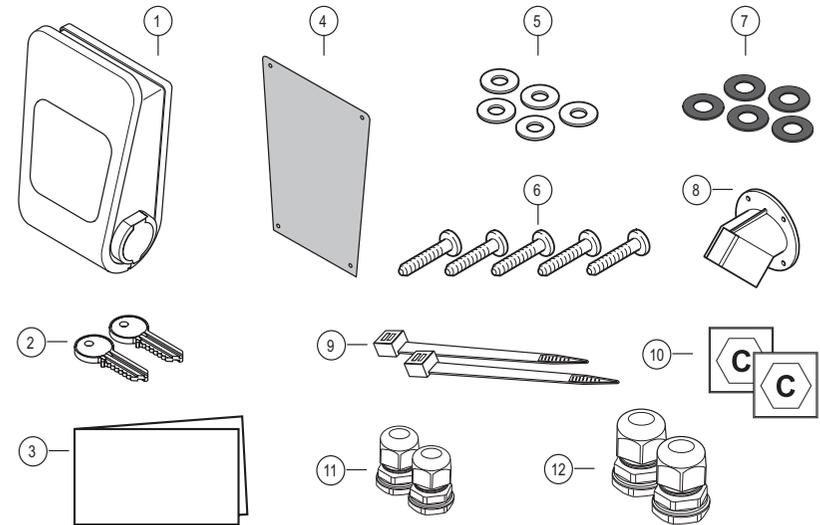
📖 ENGLISH

CTEK

@CTEKcharging

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CTEKBatteryChargers

@CTEK

⚠ **Please read all of the instructions detailed in this installation manual carefully before use.**

WHAT'S IN THE BOX

NO.	ITEM
1	The charging station CHARGESTORM® CONNECTED 3
2	Two keys
3	Getting Started Guide
4	Drilling template
5	Five washers
6	Five M6 mounting screws
7	Five rubber gaskets
8	Charging cable holder (only for wired variants)
9	Zip ties for data cables
10	Charger outlet notification labels
11	Cable glands for data cables
12	Cable glands for power cables

THANK YOU FOR CHOOSING CTEK

Our brand: CTEK is the leading global brand in vehicle charging technology.

Our people: are constantly pushing the boundaries of research and development to create the most advanced EV charging solutions available today. They are developed right here in Sweden, from our headquarters in Dalarna and our E-mobility centre of excellence in Norrköping.

Our customers: come from diverse markets, and include municipalities, energy companies, housing cooperatives, commercial property owners, corporations, parking companies, as well as private individuals.

Our products: are world-class and feature cutting-edge technology. They are characterised by quality, safety, reliability, and ease of use.
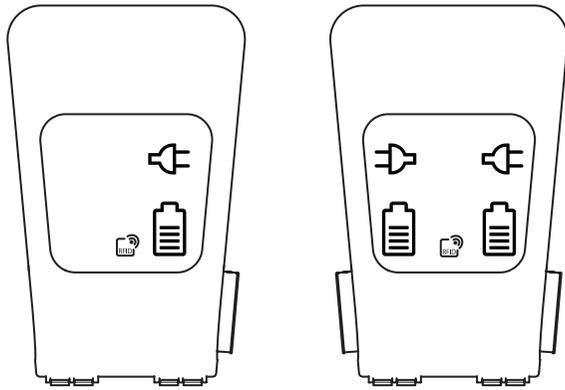
To learn more about CTEK and our products, please visit: www.ctek.com

PRODUCT DESCRIPTION

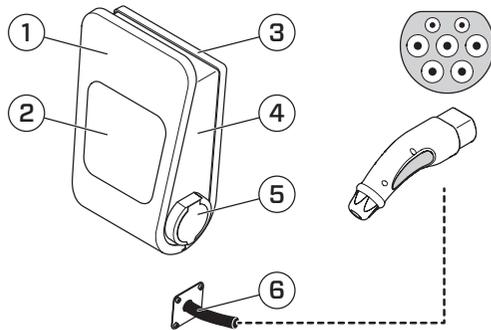CHARGESTORM® CONNECTED 3 is an advanced charging station for electrical vehicles.

The charging station comes in several variants depending on the number and type of outlets required (Type 2 socket, hardwired Type 2 plug). For a complete list of article numbers, download datasheet at www.ctek.com.

CHARGESTORM® CONNECTED 3 is an improved and updated version of CTEK's advanced EV charger with a range of functions and built in safety features. It has a powerful charge controller, which can handle dual type 2 outlets and offers load balancing support through NANOGRID™.

INTENDED USE

Installation and service is only to be conducted by trained personell (in accordance with local regulations for electrical installation and maintenance). Please refer to the 'Getting Started' guide for additional set-up instructions.
The charging station is intended for wall-mounted or pole-mounted use. The charging station is intended for both restricted and non-restricted locations, both indoors and outdoors. The charging station shall only be used with Type 2 charging cables and is only intended for charging electrical and hybrid vehicles.

NO.	ITEM
1	Front Panel
2	Display with charging status symbols
3	Back cover
4	Technical box
5	Electrical Vehicle outlet
6	Electrical Vehicle fixed cable with Type 2 connector

OVERVIEW
SYMBOL STATUS

SYMBOL	COLOUR	MODE	EXPLANATION
	Solid Green	RFID/Open	Available and ready for charging.
	Flashing Green	RFID/Open	Vehicle connection detected.
	Dimmed Green	RFID	Authentication in progress on another outlet.
	Solid Red	RFID/Open	Outlet fault detected.
	Flashing Red	RFID/Open	Outlet fault detected whilst a vehicle is connected. The vehicle should be reconnected to attempt clearing the error.
	Solid Blue	RFID/Open	Vehicle connected but not charging (for example, the vehicle is fully charged or the charging session is paused).
	Pulsating Blue	RFID/Open	Charging in progress.
	Flashing Blue	RFID/Open	The charging station has connected to cloud backend. Only displayed during boot up. The flashing will occur for 5 seconds.
	Off	Open	Authetication not required
	Solid Green	RFID	Waiting for RFID tag.
	Flashing Yellow	RFID	Authentication in progress. Please wait!
	Flashing Green once	RFID	RFID tag approved. Charging will now start.
	Flashing Red once	RFID	RFID tag access denied (user not authorized for charging).

NOTE: If the charging station has no active symbols, the charging station is inactive. This may be because it has been configured in that way, because the charging station is restarting, or because the charging station has been deactivated for planned maintenance.

SAFETY

⚠ **READ ALL OF THE SAFETY AND USER INSTRUCTIONS BEFORE USE**

⚠ The charger is only designed for EV's according to the technical specification. Do not use the charger for any other purpose.

⚠ The charger has built-in modular RCD Type B (EN 60947-2), 30 mA.

⚠ The charger does not have built-in PME fault detection device.

⚠ Always follow vehicle manufacturers' user and safety recommendations.

⚠ At high temperatures the charging station's algorithm will determine the optimal charging current. This reduces the risk of overheating and damaging the charging station without preventing the use of the device.

⚠ Never charge a damaged EV.

⚠ Never use a charger with damaged cables. Ensure that the cables have not been damaged by hot surfaces, sharp edges or in any other way.

⚠ A damaged cable must be replaced by a CTEK representative using an original part supplied by CTEK.

⚠ Connection to the mains supply must be in accordance with the national regulations for electrical installations.

⚠ Only an accredited electrician is allowed to perform the installation described in this document.

⚠ Read and follow the instructions in this document before installation and operation of the product.

⚠ Installation must fulfil local safety regulations.

⚠ Do not use adapters, conversion adapters or cord extension sets with this product, as specified by EN 61851 standard requirements.

⚠ This charging station does not have ventilated charging.

⚠ Make sure there are no loose cables or components inside the charging station due to vibrations during transport. If any cables or components are loose, fix them and tighten the screws. If unsure, contact CTEK support.

⚠ The installation is recommended to be carried out by two persons.

⚠ Use appropriate PPE (Personal Protective Equipment) during installation.

DISPOSING OF THE DEVICE

YOUR OBLIGATION AS AN END USER

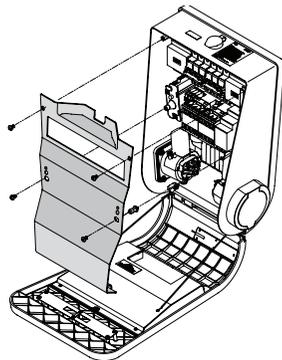|	
	This electrical or electronic appliance is marked with a crossed-out wheeled bin. The appliance may therefore only be collected and taken back separately from unsorted municipal waste, i.e. it must not be disposed of with household waste. The appliance can, for example, be taken to a municipal collection point or, where applicable, to a distributor. This also applies to all components, sub assemblies, and consumables of the old appliance to be disposed of. Before the old appliance can be disposed of, all old batteries and accumulators that are not enclosed in the old appliance must be separated from the old appliance. The same applies to lamps that can be removed from the old appliance without being destroyed. The end user is also responsible for deleting personal data from the old appliance.

NOTES ON RECYCLING

	Help to recycle all materials marked with this symbol. Do not dispose of such materials, especially packaging, in the household waste but in the recycling containers provided or in the appropriate local collection systems. Recycle electrical and electronic equipment for environmental and health protection.

WARNING! Steps **1-9** should be completed by a qualified electricians only. Installation must fulfil local safety regulations
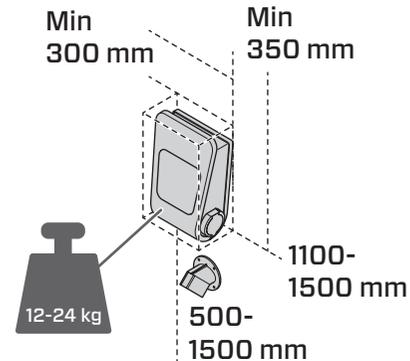
1 OPENING THE TECHNICAL BOX

1. Unlock and open the technical box with the key provided.

2. Carefully remove the protection cover by undoing the holding screws and returning the lock into the locked position.
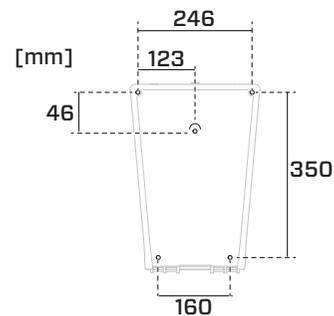
NOTE:. T25 screwdriver head is required to remove the protection cover.

2 MOUNTING - WALL

Min 300 mm
Min 350 mm
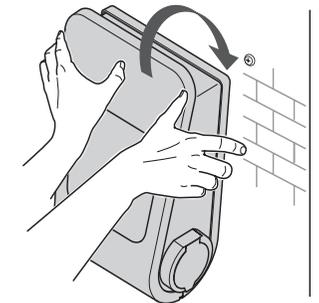1100-1500 mm
500-1500 mm
12-24 kg

1. Determine suitable installation position to allow sufficient space around the Techincal Box for daily usage and maintenance access.

When installing on a wall, make sure that the wall material is suitable for mounting of the box. The wall must withstand the weight of the charging station

[mm]
246
123
46
350
160

2. Drill five holes in the wall that align with the locations shown in the drilling template.

3. Fix one included M6 screw into the middle hole on the wall and use it as a hook to attach the Technical Box to the wall.

4. Fix the Technical Box to wall using the remaining four M6 screws with the rubber gaskets first and then the washer.

CAUTION: Do not install the charging station without the rubber gaskets. Otherwise water may enter the EV charger and cause damage.

5. Make sure that the charging station is firmly installed on the wall.

6. Make sure to cover all open holes with silicon or rubber gaskets to protect the charging station against water.

3 MOUNTING - POLE

NOTE: For more detailed instructions for installation on a pole, refer to the Pole Mounting Bracket instructions.
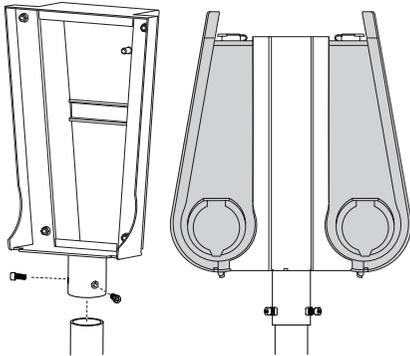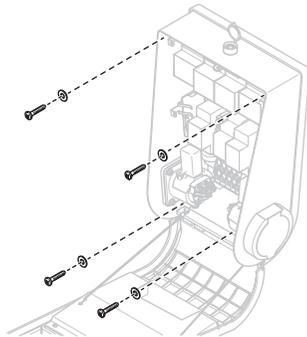
1. Prepare and install the mounting poles as per the required specifications.

2. Attach the mounting bracket using the two screws provided with the bracket.

NOTE:. H4 screwdriver or 4 mm Allen key is required to tighten the screws. Screws should be tightened to 5-7 Nm.

CAUTION: The mounting barcket must be earthed in line with your local installation standards.
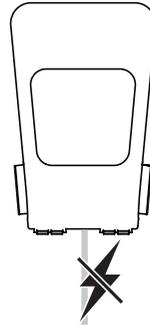

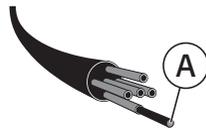4. Fix the Technical Box to the bracket using the four M6 screws with the washers.

5. Make sure that the charging station is firmly installed on the post.

6. Make sure to cover all open holes with silicon or rubber gaskets to protect the charging station against water.

4 WIRING PREPARATION

1. Prior to commencing the work, ensure electrical supply is isolated and locked off prior to any wiring work to prevent unwanted activation then add the Charger outlet notification labels above or below the outlets.

$$A \leqslant 25mm^2$$
(single cable)

$$A \leqslant 16\ mm^2$$
(daisy chain)

2. Ensure the power cabling is rated to support the desired load, refer to local installation regulations for guidance. Maximum supported conductor size (A) is $25mm^2$ for single cable or $16mm^2$ for daisy chain connection.

3. Power and data cables can enter the station using the knockouts at the bottom and at the back of the Technical Box.

NOTE: The charger allows for power and data to be daisy chained. In this case up to two power cables and up to two data cables can enter the Technical Box.

4. Install the included cable glands in the holes to protect the unit from dust and water penetration.

NOTE: Cable glands are not required when using CTEK pole mounting brackets.

5. If daisy-chaining power and/or data cables, use additional included cable glands as required.

NOTE: Cable glands are not required when using CTEK pole mounting brackets.

5 ELECTRICAL WIRING INFO

Elongated T20 screw head is required to work with the terminal block. All terminals should be tightened to 2.5 Nm.

Only Copper conductors are supported.

Maximum wire crossectional area (without ferrules): 25mm^2

Maximum wire crossectional area (with ferrules): 16mm^2

Maximum current rating for the terminal block is 76A.

If a single cable is used (no daisy chainining), max 25mm^2 wiring can be used to supply power to the charging station.

If two cables are used (daisy chainining), max 16mm^2 wiring can be used to supply power to the charging station.

When daisy chaining supply connection, ensure that the chain is protected by an overcurrent device rated 80A or less, and that the total load of the chain is limited to 75A. This limitation can be achieved by either using NANOGRID™ configuration or by manually limiting the output of each charger within the chain.
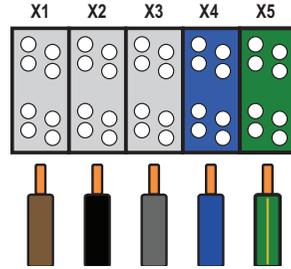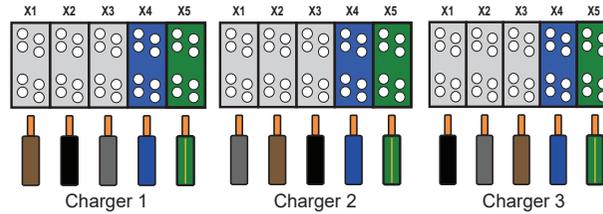
6 THREE PHASE

NOTE: This wiring configuration is possible on all variants of CC3.

1. Strip each wire, exposing approximately 18-20mm of copper. If soft stranded wiring is used, then ferrules must be used to make the connection.

2. Install the wires as per the diagram showed above.

Charger 1   Charger 2   Charger 3

CAUTION: If installing multiple chargers in a single location (whether daisy-chained or independently powered), phase connections should be rotated, as per the diagram above, between the charger to prevent any individual phase from being overloaded.

3. When daisy chaining power between chargers, each termination block can accept up to two 16mm^2 conductors. Phase rotation must be observed between the chargers.

7 SINGLE PHASE

NOTE: This wiring configuration is not allowed on 88-645 and 88-647 variants of CC3.
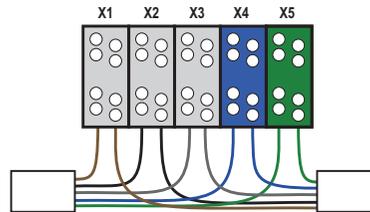
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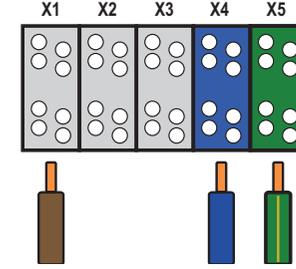

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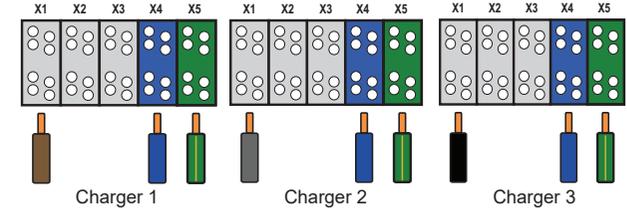
4. Configure the phase orientation by connecting to the EVSE and following article 8 Configurng Phase Orientation in CHARGESTORM® CONNECTED 3 Configuration section.

8 ETHERNET CONNECTION

1. If hard-wired network connection is used, the ethernet cable is to be connected to one of the ethernet ports on CCU in the charger lid.

2. If daisy chaining the network connection, two ethernet cables can be connected to the CCU.

NOTE: When installing multiple chargers in a single location, internet data sharing can be enabled to allow one charger with an activated SIM card to share the internet access with other chargers that are connected to it via the ethernet cables.

9 CLOSING THE TECHNICAL BOX

1. Carefully reinstall the protection cover.

NOTE:. T25 screwdriver head is required to reisntall the protection cover.

2. Close the front cover and lock it in place using the key. Ensure the lock cover is securely in place.

3. Power on the charger. Allow up to 2 minutes for the charger to fully start up.

1 INSTALLATION TESTING

- Make sure that the charging station is firmly mounted on the wall/pole.
- Check the connection of the power cable and network cable. Tighten the cable gland if it is necessary.
- If the installation is a Nanogrid Home setup, check the communication between the external Energy Meter and the Charger.
- Charge a vehicle. Check the current and make sure that charging symbols on the display operate correctly.
- Function control RFID.
- Test the Internet connection (4G/Router/Ethernet)
- Make sure that the weather protection of the lock is sealed correctly.
- Make sure that the display is lit.
- When the vehicle is charging, make sure that the RCD LEDs on the protection cover are green.
- Press the button on the protection cover to test the earthfault-tripping functionality. Charging should stop. To reset unplug and plug back in the charging cable.

2 EARTH-FAULT TESTING

RCD TEST BUTTON

RCD FAULT LED

To test the Earth-Fault Protection (Residual Current Protection), the RCD TEST BUTTON for each outlet should be pressed.

Pressing the button will introduce the fault and the RCD FAULT LED will become red.

If the RCD TEST BUTTON is pressed whilst a vehicle is charging, the Red Plug symbol on the front LED panel will activate as well.

To reset the RCD FAULT LED, a vehicle must be connected to the charger and a new charging session must be started. If a vehicle was connected to the EVSE when the test was carried out, it must be reconnected and a new charging session must be started.Alternatively, the EVSE can be hard reset by disconnecting and reconnecting the power supply.
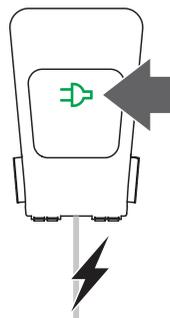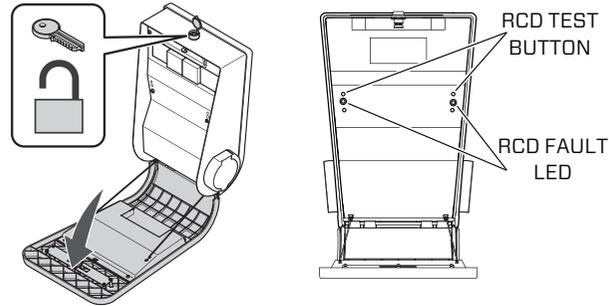
Under normal conditions, RCD FAULT LED is green. If an Earth-Fault is detected or a test is initiated, RCD FAULT LED will change to red. The outlet with an Earth-Fault detected will not function.

NOTE! The test should be done when in state C/blue flashing light on the front of the Unit (offering energy).
IMPORTANT! Local recommendations and regulations may differ and should always be followed.

We recommend the installer advise the owner/operator of the CC3 to perform an RCD test at least twice a year. Instructions on how to do so are provided in the 'Getting Started' document supplied with the CC3.

3 MAINTENANCE TESTING

- Maintenance on the product must be undertaken once a year.
- Make sure that the charging outlet/charging cable is in good condition.
- Replace the charging outlet/charging cable if it is necessary.
- Check the rubber gaskets. Remove any possible dirt from the rubber gasket.
- If necessary, update the software.
- Check the cable gland. Tighten if it is necessary.
- Any damaged components must be replaced using CTEK approved or original parts.

⚠ **WARNING!** Ensure steps 3-9 are correctly configured to prevent any software crashes during installation.

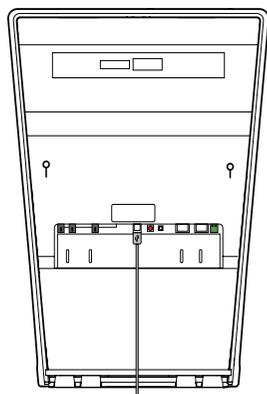# 1   CONNECTING VIA USB

Required equipmnet:

• PC/Laptop (Windows/Linux/Mac OS)

• USB C cable

NOTE: Windows PCs/Laptops require driver installation, if the device has not been previously used for configuration. Drivers with detailed instructions can be downloaded from www.ctek.com

This method of connection can used to configure chargers before or after installation takes, as the CCU can be powered using a USB C cable.

NOTE: If the CCU is powered only via the USB C cable, all parameters of the charger can be configured but certain internal devices will not be operational for testing, e.g. Wi-Fi, internal modem etc.

1. Connect USB C cable to CCU and a powered on PC/Laptop.

2. If the charger was switched off, allow up to 2 minutes for the CCU to boot up.

3. Using the web browser of choice, navigate to http://192.168.7.2 and login using the unique login and password combination provided with the charger.

NOTE: CTEK recommend web browser Google Chrome for this action.

2   CONNECTING VIA WI-FI

Required equipmnet:

• Any Wi-Fi capable device

This method of connection can used to configure chargers ONLY after installation takes place and the charger can be powered on.

1. Press and hold the Serivice button for 0.5-3 seconds. When the servcice button is released, the LED next to the button will start flashing green, indicating that a hotspot has been created.

CAUTION: Holding down the Serivce button for too long will result in a factory reset. In this case, the LED will light up red.

2. Connect the chosen Wi-Fi capable device to the created wireless network (CTEK CC3 Serial ID).

3. Using the web browser of choice, navigate to http://192.168.7.2 and login using the unique login and password combination provided with the charger.

NOTE: CTEK recommend web browser Google Chrome for this action.

CAUTION: The connection process will have to be repeated everytime new settings are saved and the CCU is reset.

3   CONFIGURING CURRENT LIMIT

1. Navigate to Nanogrid menu.

2. Ensure Enable NANOGRID toggle is disabled. If CTEK load management will be used, refer to the NANOGRID manual.

3. Enter the upstream fuse rating. Overall output of the station will not exceed the set value.

4. At the bottom of the page Save the settings.

4 CONFIGURING ETHERNET CONNECTION

1. Navigate to Configuration menu.

2. Navigate to Network tab.

3. Select Wired in WAN dropdown box.

4. If any further site-specific settings are required, open Wired dropdown menu to enter the parameters.

5. Scroll to the bottom of the page to save the settings.

5 CONFIGURING MODEM CONNECTION

1. Navigate to Configuration menu.

2. Navigate to Network tab.

3. Select Modem in WAN dropdown box.

4. Open Modem dropdown menu and enter settings supplied by the SIM card provider.

5. Scroll to the bottom of the page to Save the settings.

6 CONFIGURING WI-FI CONNECTION

1. Navigate to Settings menu.

2. Enable Wi-Fi toggle.

3. Click on Manage Wi-Fi and connect to the desired Wi-Fi network.

4. Navigate to Configuration menu.

5. Navigate to Network tab.

6. Select Wi-Fi in WAN dropdown box.

7. If any further site-specific settings are required, open Wi-Fi dropdown menu to enter the parameters.

8. Scroll to the bottom of the page to Save the settings.

7 CONFIGURING ENDPOINT AND CHARGEBOX ID

1. Navigate to Configuration menu.

2. Enable Advanced Settings toggle.

3. Navigate to Backend tab.

4. Enter required Chargebox Identity (by default set to the serial number of the Charger).

5. Open Backend Settings dropdown menu and enter settings supplied by the backend software provider.

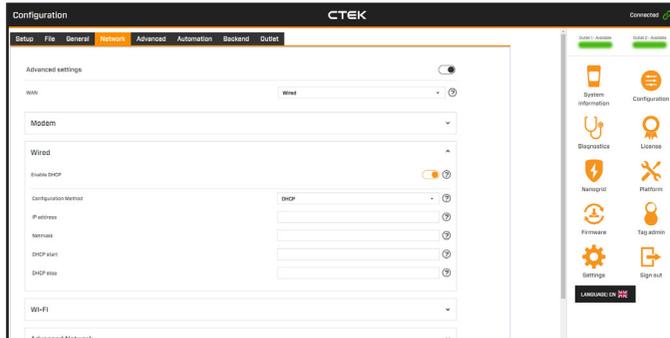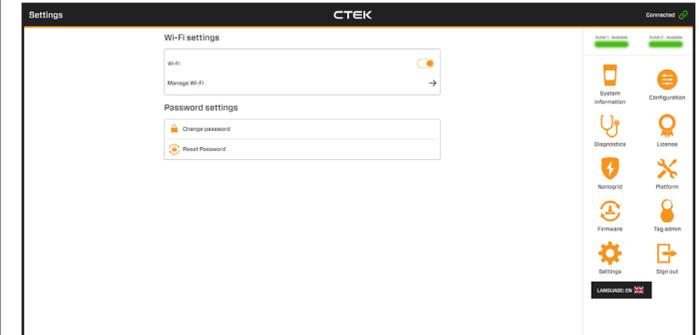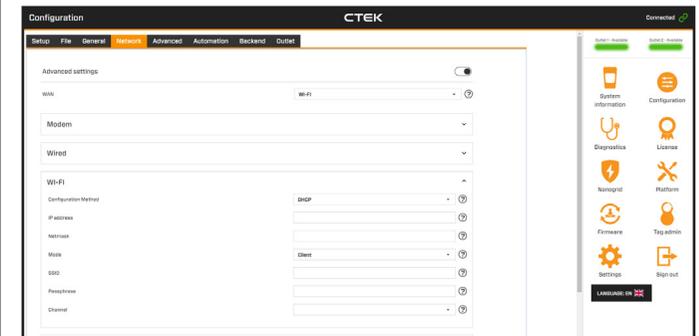6. Scroll to the bottom of the page to Save the settings.

8 CONFIGURING PHASE ORIENTATION

1. Navigate to Nanogrid menu.

2. Ensure Enable NANOGRID toggle is disabled. If CTEK load management will be used, refer to the NANOGRID manual.

3. Enter the phase orientation as required.

   Phases are referred to as RST, where:

REFERENCE	PHASE
R (Reference)	L1
S (Secondary)	L2
T (Tertiary)	L3

   For three phase connections, expected values are: RST, STR, TRS

   For single phase connections, expected values are: Rxx, Sxx, or Txx

4. At the bottom of the page Save the settings.

9 CHECKING TAMPER PROTECTION STATUS

1. Navigate to Diagnostics menu.

2. Check Security status. If the status is set to OK, there has been no instances of opening the station recorded. If the status is set to Alert, the tamper protection has been triggered.

3. Download the Security log if required.

4. Press Clear status to reset the value to the default position.

10 CHANGING PASSWORD

1. Navigate to Settings menu.

2. Click on Change password.

3. Enter the current password and the new password twice.

4. Click Confirm.

NOTE: If the password is changed, ensure it is stored safely. The Getting Started manual contains a section where the new password can be recorded. CTEK strongly recommend not to attach labels with passwords inside of the technical box.

11 RESETTING PASSWORD

1. Navigate to Settings menu.

2. Click on Reset Password.

3. Select Yes in the pop up promt.

12 PERFORMING FACTORY RESET

1. Ensure the charger is not connected to any devices via USB C cable.

2. Press and hold the Service button for 10 seconds. When released, the red LED will start flashing to indicate settings are being reset back to the factory values.

POWER

Power input	TN/TT: 230/400 V AC 50Hz Max 64 A (depends on model)
Power output	AC
Connected to AC supply network	Yes
Permanently connected to the mains	Yes
Charging current	Up to 32 A per outlet
Supply Connection	TN/TT: L1,L2,L3,N,PE
Fuses	C-Characteristics. Breaking capacity 6kA Mode 3: 32A
Rated frequency, f_n	50 Hz
Rated diversity factor, RDF	1
Rated insulation voltage, U_i	250/400 V
Rated impulse withstand voltage, U_{imp}	4 kV
Rated conditional short-circuit current, I_{cc}	1 kA
Rated conditional residual short-circuit current, $I_{\Delta c}$	1 kA
Max prospective short-circuit current, I_{cp}	1 kA
Overvoltage category	III

MECHANICS

Weight	Up to 24 kg (depending on model)
Dimension H x W x D	449 x 282 x 160 mm
Material	Front and back cover in ABS plastic. Colored zinc oxide metal box for electronics.
Ingress Protection	IP54
Ambient operation temperature	-30°C to +50°C
Altitude	< 2000 m
Relative humidity	Up to 100 % at +25°C
Storage temperature	-30°C to +50°C
External mechanical impact	IK10

INTERFACES

EV connector	One or two Type 2 outlets or Type 2 fixed cables
Display	LED symbols
Enclosure lock	Mechanical lock with key.
Energy meter	MID-approved
RFID tag standard	Milfare 1k, Milfare 1k+, Milfare Classic. 13,5 MHz.
Connectivity	4G: Frequency band: LTE Cat-1, B3 B8 B20 power class: 23 dBm. Fallback GSM/GPRS/EDGE 900 MHz (Max: 2W) 1800 MHz (Max: 1W). WiFi 2402-2482MHz, max output power 40mW (+16dBm) Dual Ethernet ports
RF Exposure	Users recommended to remain 20cm away from the device during operation.

COMPATIBILITY

Compliance	CE, EN 61851-1
Approval	Download the Declaration of Conformity from www.ctek.com
Charging method	Mode 3
Electric shock protection	Class I equipment
Communication protocol	OCPP 1.6
Pollution degree	3

SAFETY

Ground fault detection *	Built-in modular RCD Type B (EN 60947-2), $I_{\Delta n}$ 30 mA
Rated making and breaking capacity, I_m	200 A contactor

* The overcurrent and short-circuit protection is implemented using separate fuses (miniature circuit breakers), compliant with EN 60947-2.

OVERCURRENT AND SHORT-CIRCUIT PROTECTION

Characteristic	C
Rated short-circuit capacity, I_{cn}	6 kA
Rated service short-circuit breaking capacity, I_{cs}	7.5 kA
Let-through energy, I^2t	36000 A^2s

CONFORMITY

Hereby, CTEK Sweden AB declares that the radio equipment type, CHARGESTORM CONNECTED 3 model 3010, is in compliance with Directive 2014/53/EU (Radio Equipment Directive - RED).

The full text of the EU declaration of conformity is available at the following Internet address: https://www.ctek.com/uk/certificates/doc

PART SPECIFIC DATA

ARTICLE NO.	RATED INPUT, U_n	RATED INPUT, I_{nA}	LEFT OUTLET	RIGHT OUTLET
88-645**	400 V	32 A	-	Outlet, 3 ph, 230/400 V, 32 A*
88-647**	400 V	64 A	Outlet, 3 ph, 230/400 V, 32 A*	Outlet, 3 ph, 230/400 V, 32 A*
40-645	230/400 V	32 A	-	Outlet, 3 ph, 230/400 V, 32 A*
40-647	230/400 V	64 A	Outlet, 3 ph, 230/400 V, 32 A*	Outlet, 3 ph, 230/400 V, 32 A*
40-646	230/400 V	32 A	-	Cable, 3 ph, 230/400 V, 32 A*
40-648	230/400 V	64 A	Cable, 3 ph, 230/400 V, 32 A*	Cable, 3 ph, 230/400 V, 32 A*

*Expected minimum output current at 20°C ambient is 19A per outlet when both outlets are in use. In ambient temperature of 50°C, the ouput per outlet is limited to 11A.
** Single-phase power input not supported.

LIMITED WARRANTY

CTEK issues a limited warranty to the original purchaser of the product. Depending on the product, the limited warranty period will vary. The limited warranty is not transferable. The warranty applies to manufacturing faults and material defects. The warranty is void if the product has been handled carelessly or repaired by anyone other than CTEK or its authorized representatives. CTEK makes no warranty other than this limited warranty and is not liable for any other costs other than those mentioned above, i.e. no consequential damages. Moreover, CTEK is not obligated to any other warranty other than this warranty.

CIRCUMSTANCES THAT WILL VOID THE LIMITED WARRANTY

If the seal of the product is broken, purposely damaged, or in any way modified or altered; including cables, electronics, mechanics or other parts of the product; products that have been repaired by anyone other than CTEK or its authorized representatives; products that have been subject to the use of supplies and accessories other than those approved in writing or supplied by CTEK; improper use or non-compliance with installation, commissioning, operation or maintenance instructions (i.e. not according to the operation and installation manual); unauthorized modifications, changes or attempted repairs; vandalism, destruction through external influence and/or persons/animals; failure to observe applicable safety standards and regulations; faults caused by fire, water, snow, moisture, or other liquids except as specified for normal use; products where the serial number is defaced, altered or removed; any utilization of a product that is inconsistent with either the design of the product or the way CTEK intended the product to be used; any installation and/or modifications that prevent normal service of the product; normal wear and tear and cosmetic damage such as, but not limited to, corrosion, scratches, dents, rust, stains, non-functional parts such as, but not limited to, plastics and finishes; damage, fault, failure and/or imperfection caused by abuse, tampering, illegal use, negligence, prolonged use or operation; or faults in any other way caused by the customer/retailer/user.

ADDITIONAL INFORMATION

CTEK makes no other warranty than as set out herein and CTEK shall in no event be liable for any indirect or consequential damages. The faulty product shall be returned with the receipt to the retailer/place of purchase together with a fault description. Goods returned to CTEK will be at CTEK's discretion and only valid with an approved Return Material Authorisation (RMA) Reference Number issued by CTEK to the purchaser. Products sent directly to CTEK without an RMA will be returned to the sender at the sender's cost. The warranty period for a product is stated in the applicable product user manual supplied with the product. The warranty is only valid if the warranty period has not expired. If the warranty claim of a faulty product is not approved by CTEK, the product will be returned only if the sender explicitly so requests. The customer/retailer/place of purchase will pay the freight. Faulty products will be repaired, or replaced with an exchangeable product, and returned at CTEK's cost. If the warranty period has expired, the product will be returned without further investigation at the cost of the customer/retailer/place of purchase. Faulty products will be scrapped by CTEK if deemed not repairable. CTEK reserves the right to vary, modify or change the terms and conditions herein due to change(s) in availability of services, products and/or spare parts, or for the purpose of complying with applicable policies, rules, regulations and law, without notice.

NATIONAL USAGE RESTRICTIONS

Some countries, states or provinces have other electrical codes and standards than stated in this manual. The installation and usage of the product shall follow local regulations. The product is intended for use by general public. The product is intended for locations with both restricted access and non-restricted access.

MANUFACTURING DATE

The Manufacturing date can be extracted from the unique charger identity that is provided on the barcodes and are programmed into the chargers themselves. See example below -

56676K18W4000093

The first five digits represent the article number.

The letter represents the year of manufacturing followed by the week number (01-52).

Next is the Manufacturing site represented by 2 characters (e.g. W4).

Finally is the unique 6 digit serial number for every article of one manufacturing week.

For the exact day of manufacturing, please contact CTEK support.

YEAR CODE	YEAR
G	2024
K	2025
N	2026
Q	2027
D	2028
X	2029

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These instructions are delivered "as is" and contain content that can change without prior notice. CTEK Sweden AB does not guarantee that everything is correct in the instructions. CTEK Sweden AB is not responsible for faults or incidents or damage that is caused by not following the instructions in this manual.

REVISIONS

The descriptions, information and specifications contained in this manual were in effect at printing. To make sure that the maintenance instructions are complete and up to date, always read the manual published on our website.

SUPPORT

CTEK offers a professional customer support. Get in touch using:

⊙ ctek.com/support

REPORTING CYBER-SECURITY ISSUES

The Product Security Incident Response Team (PSIRT) at CTEK is the central contact for customers, partners, and researchers of a potentially identified cybersecurity vulnerability in any CTEK product or supporting system.

To report any cyber-security issues/vulnerabilities, follow the link below:

⊙ ctek.com/support/psirt

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