

CTEK

E-MOBILITY

Volume

1

CTEK

E-MOBILITY

Charging station model CHARGESTORM® Connected



User Manual CHARGESTORM® Connected

User manual CHARGESTORM® Connected

CTEK E-Mobility Center
Malmgatan 4
SE-602 23 Norrköping, Sweden
Phone: +46 11 333 0002 • Fax +46 11 333 0003
Email: emobilitysupport@ctek.com
Document number: Pd_UM_0005, version A.7
Article number: 710-00001

Notice

This manual is delivered “as is” and contain content that can change without prior notice. CTEK E-Mobility does not guarantee that everything is correct in the manual. CTEK E-Mobility is not responsible for faults or incidents or damages that can be traced to the usage of this manual.

© Copyright CTEK E-Mobility. All rights restricted. copying, adaption, or translation of this manual is strictly forbidden without written approval by CTEK E-Mobility, except what is regulated by copyright laws.

Version

Version A June 2019

Table of Content

Models and variants	1
Content	2
More information	2
Identify parts on <i>CHARGESTORM® Connected</i>	3
Usage.....	4
Connect the vehicle.....	4
Open access	4
RFID access	4
Status symbols.....	5
CTEK E-Mobility warranty statement.....	7
Support for CHARGESTORM® Connected.....	9

CHARGESTORM® CONNECTED - introduction

CHARGESTORM® CONNECTED, a flexible charging station for electrical vehicles.

Congratulation! Your CHARGESTORM®Connected is setting a new standard for charging stations. It has a modern design, is easy to use and support many useful functions related to charging of electrical vehicles.

Models and variants

The charging station comes in many variants (different charging power and number of outlet for example). For a complete list of models check out the data sheet. Common for CHARGESTORM® Connected models is the support to connect to a back-end system/Web portal.

Content

The charging station is delivered with:

1. The charging station, CHARGESTORM® Connected
2. User manual and installation manual
3. 2 pcs key to open the unit
4. Cable gland and cover for incoming power supply and network
5. Holder for charging gun (in case the charging station is equipped with fixed cable)

More information

1. *Installation manual* shows how to mount the charging station, connect supply cable and how to connect charging station to internet (Pd_IM_0011).
2. *Data sheet*, downloaded from our web site: www.ctekemobility.com

Identify parts on *CHARGESTORM® Connected*

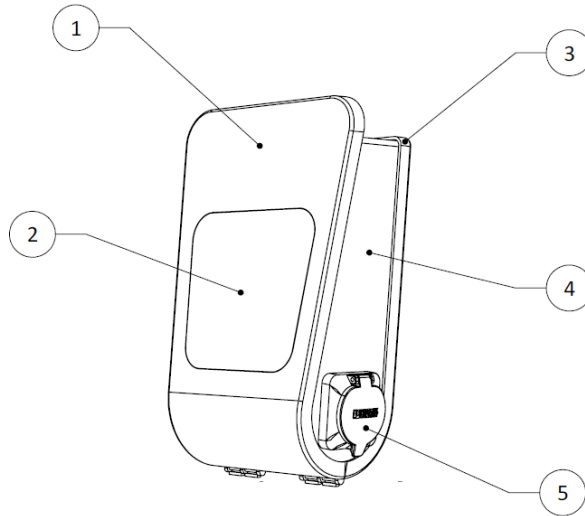


Figure 1 Parts

- 1) **Front panel.** The front panel be put down when unlocked.
- 2) **Display** with charging status symbols. Status symbols visualize current charging state of the charging station. The status indication shows status per outlet. Also, an RFID-symbol is part of the display.
- 3) **Back cover**
- 4) **Technical box.** In the box is charging control electronics mounted. To enter the box must the lock on the top be opened with the key
- 5) **Electrical Vehicle connector.** Connector type depends on model. Type connector is either an outlet or a fixed cable with a charging gun in the end.

Usage

CHARGESTORM® CONNECTED, a charging station easy to use.

To charge your electrical vehicle from CHARGESTORM® Connected is fun and simple. The charging station can operate in two different authentication modes. The first mode is **"open access"**, charging starts immediately when the vehicle is connected to the charging station. The second mode, **"RFID access"**, will not start charging until an RFID access card has been used for authentication.

Connect the vehicle

To start charging connect an electrical vehicle cable to the outlet, see position 5 in Figure 1. Note that the cover must be opened. Charging will start when the blue battery symbol is activated. In case the charging station is equipped with a fixed charging cable shall the charging gun be connected to the vehicle to start charging.

Open access

In open access mode is charging starting when cable is connected between vehicle and charging station. The battery symbol will be pulsing in blue when charging is ongoing. See chapter **Status indicators** for explanation of symbols.

RFID access

In RFID-mode must the driver use an RFID access card/tag before charging can take place:

1. The driver attaches the cable to the charging station (**before** RFID authentication takes place).
2. The charging station blinks twice in green to indicate that cable is detected .
3. The driver holds the RFID access card in front of the RFID symbol on charging station.
4. Charging station blinks in yellow while the validness of the RFID tag is controlled (max 40 sec.). Has the tag been used earlier on the charging station will the validation duration be less than 1 second.
5. Based on validation result:
 - a. RFID-symbol blinks green when RFID tag is approved. Charging starts.
 - b. RFID-symbol blinks red when RFID tag is not approved. Charging will not start.

6. On successful RFID identification will charging start and the blue battery symbol is activated until cable is unplugged.
7. END

Note

There are many different RFID-tags. If your tags are not coming from CTEK E-Mobility contact us and we will check if your tags are compatible with the charging station. *ISO1443A/Mifare* is the supported RFID-standard.

Status symbols

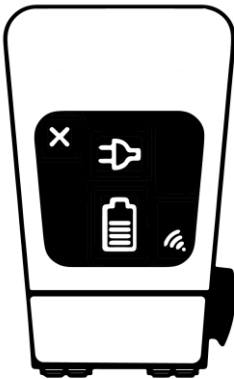













Figure 2 Status symbols

The following table explains the status symbols.

Symbol	Symbol color	Mode (RFID / Open)	Explanation
		Open	RFID-symbol not active
	Green	RFID	Waiting for RFID-tag
	blinking Yellow	RFID	Authentication in progress. Wait!
	Blinking Green	RFID	RFID-tag approved. Charging will now start.

	Blinking Red	RFID	RFID-tag access denied (User not authorized for charging).
	Green	RFID/Open	Available and ready for charging.
	Solid Blue	RFID/ Open	Car connected but not charging. U (Could be fully charged)
	Blinking Blue	RFID/ Open	Charging in progress
	Solid Red	RFID/ Open	Alarm active. Most often has a fuse tripped. Charging station need service.
	Blinking Red	RFID/ Open	Outlet has a temporarily fault. The fault could be one of the following: <ul style="list-style-type: none"> • Time limit for authentication reached. • PP-signal cannot be read from cable (Only applicable for type 2 outlet) • Outlet motor could not lock cable. • Vehicle requested ventilation, MODE D
		-	Charging station is deactivated, implying no symbol active. The charging station has been configured to be inactive or in progress of a restart. Could be used to prohibit usage during planned maintenance.
	Blinking Blue	-	The charging station has connected to back end/portal. Only showed during boot up. The blinking will take place for 5 seconds.
	Blinking Red	RFID/Open	The charging station has failed to connect to the portal during start up. Only showed during boot up. The blinking will take place for 5 seconds.

Note

If no power is available to the charging station are no symbols active. Request service.

CTEK E-Mobility warranty statement

Warranty conditions for CHARGESTORM® Connected.

1. CTEK E-Mobility warrants to you, the end-user customer, that the product *CHARGESTORM® Connected*, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for one year. If CTEK E-Mobility receives notice of such defects during the warranty period, CTEK E-Mobility will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.
2. CTEK E-Mobility warrants to you that CTEK E-Mobility software will not fail to execute its programming instructions after the date of purchase, for the period specified in *1*, due to defects in material and workmanship when properly installed and used. If CTEK E-Mobility receives notice of such defects during the warranty period, CTEK E-Mobility will replace software which does not execute its programming instructions due to such defects.
3. CTEK E-Mobility does not warrant that the operation of CTEK E-Mobility products will be uninterrupted or error free. If CTEK E-Mobility is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.
4. CTEK E-Mobility warranty is valid in any country or locality where CTEK E-Mobility has a support presence for this product and where CTEK E-Mobility has marketed this product. The level of warranty service you receive may vary according to local standards. CTEK E-Mobility will not alter form, fit or function of the product to make it operate in a country for which it was never intended to function for legal or regulatory reasons.
5. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by CTEK E-Mobility, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.
6. To the extent allowed by local law, the above warranties are exclusive and no other warranty or condition, whether written or oral, is expressed or implied and CTEK E-Mobility specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality, and fitness for a particular purpose. Some countries, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This

warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.

7. To the extent allowed by local law, the remedies in this warranty statement are your sole and exclusive remedies. Except as indicated above, in no event will CTEK E-Mobility or its suppliers be liable for loss of data or for direct, special, incidental, consequential (including lost profit or data), or other damage, whether based in contract, tort, or otherwise. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The warranty terms contained in this statement, except to the extent lawfully permitted, do not exclude, restrict or modify and are in addition to the mandatory statutory rights applicable to the sale of this product to you.

Support for CHARGESTORM® Connected

Support view.

CTEK E-Mobility offers our customers several channels. If you have questions or problem, here follows our support channels:

1. Search for information in this *User Manual*.
2. Visit CTEK E-Mobility web site: www.ctekemobility.com
3. Email to CTEK E-Mobility support address: emobilitysupport@ctek.com
4. Call CTEK E-Mobility support (for phone number see web site).