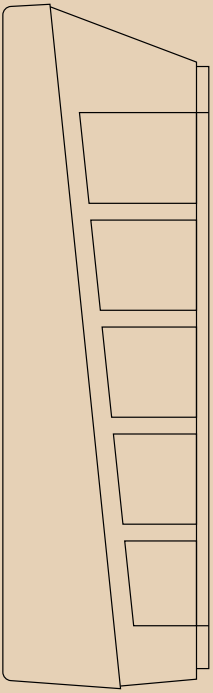
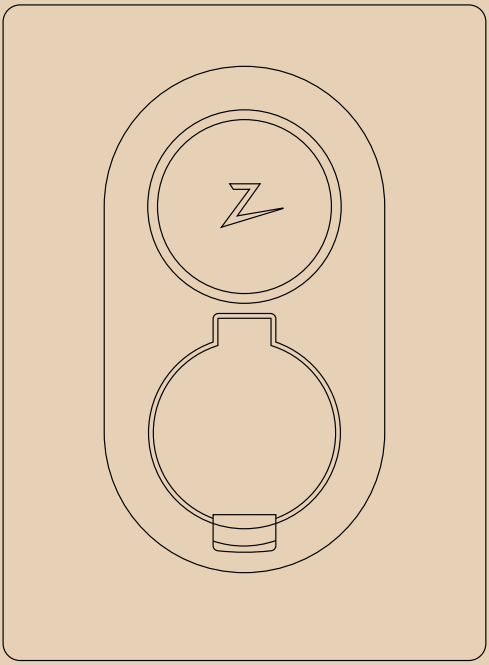
Zaptec

Smart, small and safe





Zaptec Go

Installation Manual →

Zaptec Go works with any car

No matter what you drive or where you're going, Zaptec Go is the surest way to power your journey. Built on leading edge Norwegian green tech, we've created a charger, that's as smart on the inside as it is simple on the outside.

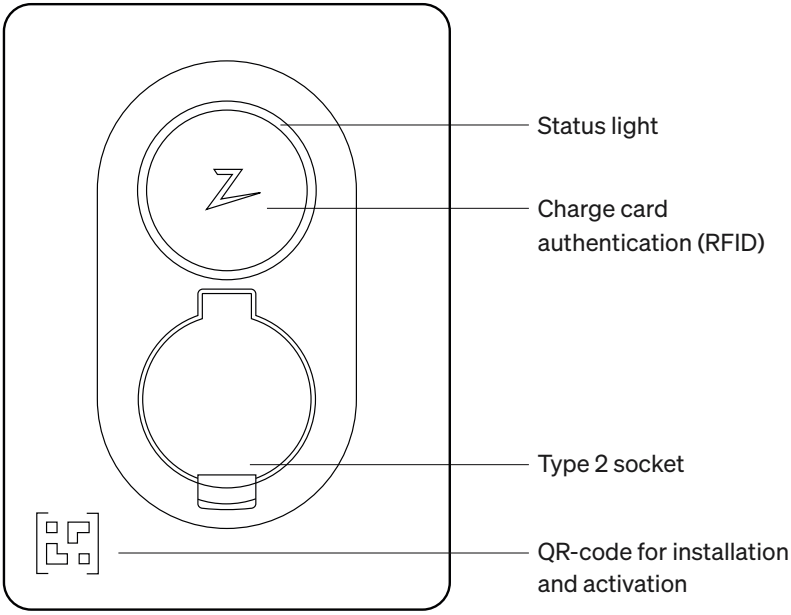
Important information

Before using or maintaining this product, it is important to read the following safety instructions. Failure to follow and apply all the instructions and procedures covered in this quick guide will invalidate the guarantee and cause Zaptec Charger AS and direct partners to waive all liability and claims for compensation.

WARNING!

- **!** Read through the instructions carefully and familiarize yourself with the equipment before you start using it.
- **!** This equipment must only be installed, repaired, and maintained by qualified personnel. Repairs must be carried out by Zaptec or a pre-approved workshop.
- **!** All applicable local, regional, and national laws and regulations must be followed when installing, repairing, and maintaining the product.
- **!** Do not install or use a product which is damaged in any way. See the information in the chapter on Support and Repairs.
- **!** Only use approved cabling for the installation.
- **!** Do not insert foreign objects into the Type 2 socket.
- **!** Do not use high-pressure washers to clean the charger station. Follow the instructions in the chapter Storage and Maintenance.
- **!** Avoid installing the charger in a location which is exposed to direct sunlight.
- **!** Adapters are permissible – A conversion adapter from the charger outlet must only be used if specified and approved by the vehicle manufacturer or charger producer
- **!** Read the guarantee at zaptec.com/guarantee or contact Zaptec support and request a copy.

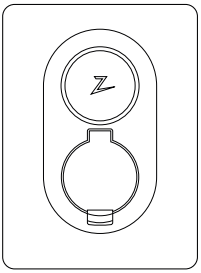
Installing Zaptec Go



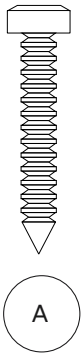
Scan here for the installation video

Included in the box

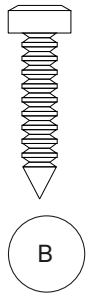
1 x Zaptec Go



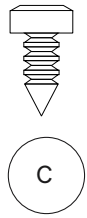
4 x T20



2 x T20



2 x T20

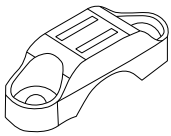


3 x Cable seals

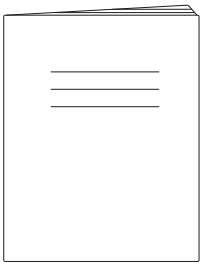
12-18 mm
cable diameter

8-14 mm
cable diameter

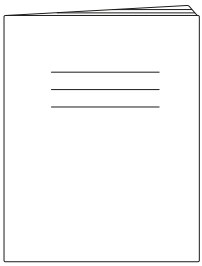
1 x Cable clamp



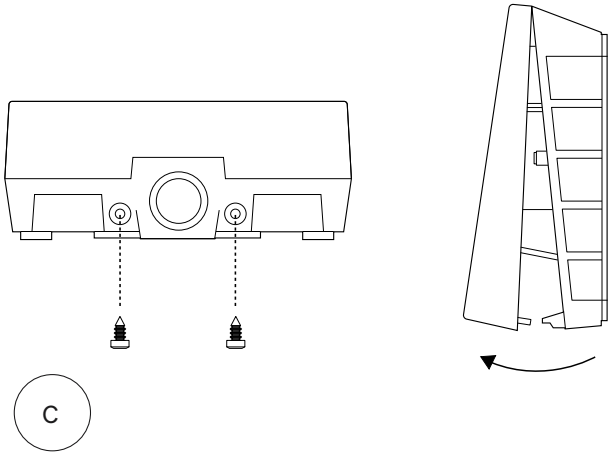
User Manual



Installation Manual

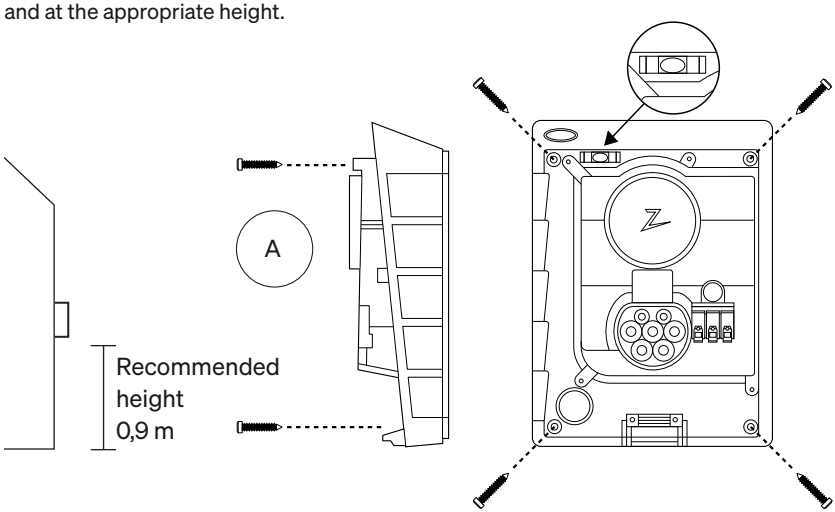


1. Remove the front cover



2. Mount the charging station

Using the built-in spirit level, make sure it's straight and at the appropriate height.

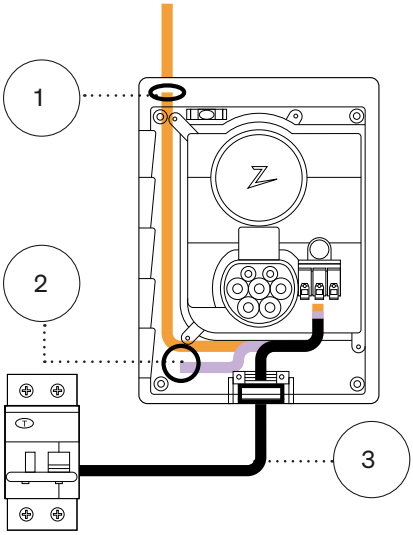


3. Connect the power cable

Choose between three entry options (top, back and bottom). Punch out the hole.

Carefully pull the terminal cover downwards to remove it. Do not pull it towards you. The cover is much easier to remove if you gently press on the retaining tab (through the hole by the configuration switch) while pulling downwards.

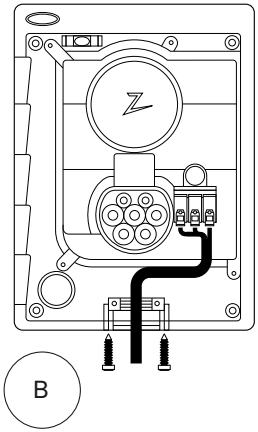
The Zaptec Go needs an upstream circuit breaker and dual pole RCD Type A



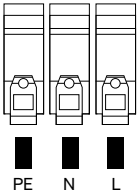
4. Secure cable

Prevent the cable from being dislocated by using the cable clamp and screws (max torque 3 Nm).

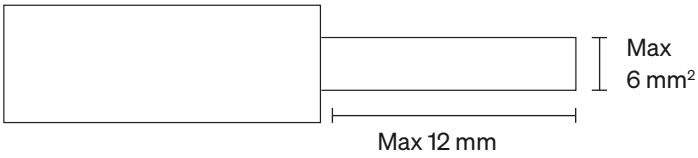
Use the cable seals to make the installation water resistant.



5. Electrical connection

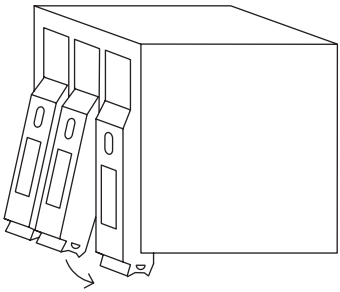


Electrical wire dimensions



Connect all wires and firmly press down all levers as illustrated. When the wires are safely attached, replace the terminal cover and turn on the circuit breaker.

Ferrules are optional.

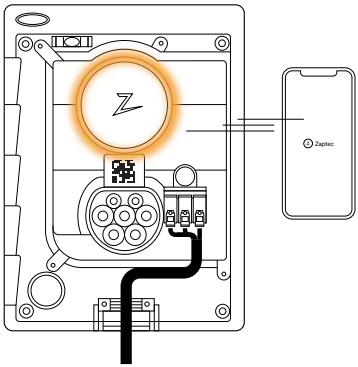


Click!

6. Configure charging station

Before you begin, install the Zaptec App from the App Store (iOS) or Google Play Store (Android) and make sure the Bluetooth on your phone is switched on.

When the Zaptec Go charger is switched on, the status indicator will be orange.
This means it is ready to be configured.



Scan here for the configuration video

To configure the Zaptec Go
with a Zaptec account

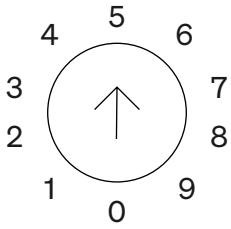
1. Open the Zaptec app and log in with your Zaptec account
2. From the Home, tap the symbol ●●●
3. Select the "**Install product**" button
4. Scan the QR code located inside the charger
5. Set the installation details (circuit breaker size, maximum current and country)
6. If the settings are set correctly, tap **Finish**

To configure the Zaptec Go
without a Zaptec account

1. Open the Zaptec App
2. Tap "**Install a charging station**"
3. Scan the QR code that is located inside the charger
4. Set the installation details (circuit breaker size, maximum current and country)
5. If the settings are set correctly, tap **Finish**

Switch configurations:

1 - 6 Amps
2 - 10 Amps
3 - 13 Amps
4 - 16 Amps
5 - 20 Amps
6 - 25 Amps
7 - 32 Amps
8 - Not in use
9 - Not in use
0 - Unconfigured or configured with App



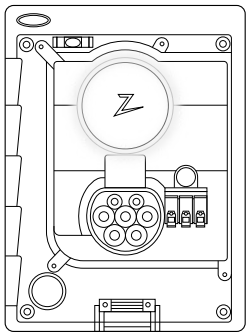
To configure **with the switch**

Zaptec recommends that you use the Zaptec App to configure the charger whenever possible. However, you can configure the charger without using the app by using the switch. Note that configuring this way will limit the functionality of the charger:

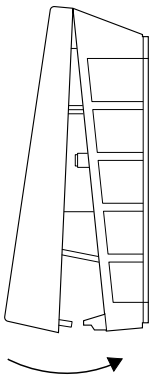
- Circuit breaker value and available power for charging is set to the same value set by the switch

7. Confirm status indicator

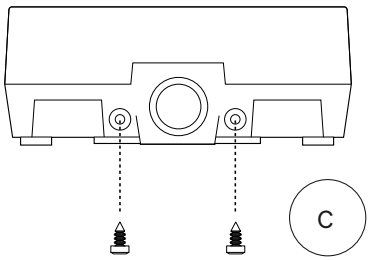
Configuration is complete when the circular light (status indicator) changes from green to white.



8. Mount the front cover



Secure and lock the front cover (max torque 1 Nm).



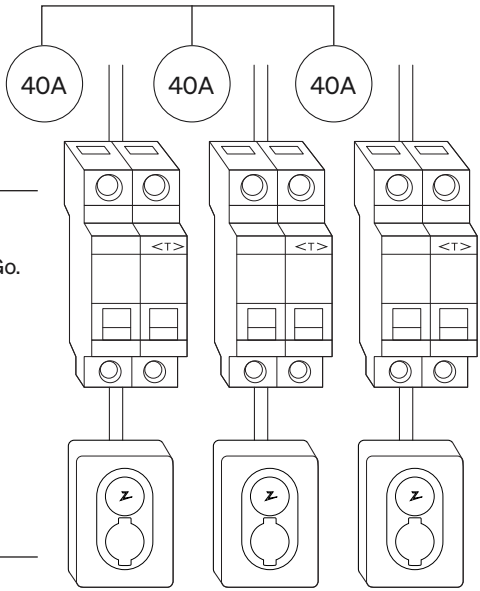
9. That's it!

If you have followed all the steps so far, then the Zaptec Go should be configured and online. Make sure you hand over the **User Manual** to the owner of the charger.

! Remind the owner that they should create a **Zaptec App account** to activate and connect to the Zaptec Go charger.

10. Install multiple chargers

Load Balance = max 32A in total
to the chargers. NB: Equal value



Circuit breaker and dual pole RCD
type A.

Must be equal in value
on installations with several Zaptec Go.

One circuit breaker and RCD
type A per Zaptec Go.

Integrated residual
current protection
RDC-DD (6mA DC)
according to IEC 62955

Integrated open PEN fault
detection according to BS
7671:2018 Amendment 1:2020
clause 722.411.4.1 (iv)

11. Status light indicator

No light	Check charger power.
White	The configuration is complete and the charger is ready for the owner to start connecting and activating it through their app.
Blue	Charging.
Green	Charging complete or charging is waiting for scheduled start.
Yellow	Waiting for authorization via Zaptec App or RFID.
Orange	Charger not configured.
Red	Error detected. Unplug vehicle and restart the charging station.
Purple	Updating firmware. This normally takes a few minutes.

12. Support and repairs

If you discover an issue, please read the Troubleshooting section before contacting Zaptec Support, or visit **zaptec.com/support.**

13. Troubleshooting

The charging station is not online (4G LTE-M)	• Inadequate network coverage. • 4G not activated on the charging station. • 4G base station not supporting LTE -M.
Unable to connect to Wi-Fi	Check that the SSID (network name) and the password for the Wi-Fi are correct. If the network is not visible, you must check that the Wi-Fi access point uses 2.4 GHz (5 GHz is not supported), and that it uses channels between 1 and 11. If the SSID is hidden, you must enter the SSID and password manually using “Other” in the network list.
Charging does not start	• If the status indicator is yellow, this is because it is waiting for authorization. Check if authorization is enabled. • If it is green, then check that the charger is scheduled to charge* and has the correct current allocated in the Zaptec portal**. *In accordance with UK Smart Charging legislation, the charger is supplied pre-configured with a schedule that prevents charging between 8am and 11am and 4pm and 10pm on weekdays. During these times, charging will be paused. The schedule can be disabled or amended by using Configure product in the Zaptec App. **Zaptec Portal is the brains behind our smart charging infrastructure. It continuously monitors, balances, and optimizes the load between the various charging stations.
The charging is slow	The limitation on the charging effect will be governed by the weakest of the following factors: main power grid, the circuit breaker, charging cable, On-Board Charger (OBC), Eco Mode (in selected countries). • Check the standalone current setting is set to the correct value by repeating the «Install Zaptec Go in the Zaptec App» • Check the installation and charger power management settings in the Zaptec Portal. Read more on zendesk.zaptec.com

Zaptec Charger AS collects data from the product via the network.
More information on our privacy guidelines can be found at zaptec.com/privacy.

14. Storage and Maintenance

The product must be kept in a dry room with a stable temperature. The following periodic maintenance is recommended:

- Wipe down the charging station with a damp cloth.
- Check that the charging connector is free of all foreign materials.
- Check that the charging station has no external, physical damage. In the case of publicly accessible installations, an annual inspection must be carried out by qualified personnel in accordance with Norwegian legislation and regulations.

In the case of publicly accessible installations, an annual inspection must be carried out by qualified personnel in accordance with local legislation and regulations.

15. Technical specifications

Mechanical and installation					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Dimensions			H: 242 W: 180 D: 75		mm
Weight			1.3		kg
Altitude				2000	m
Input cable cross section		1.5		6	mm^2
Input cable diameter		9		18.5	mm
Degree of protection		IP54			
Charging mode		Mode 3, case B			
Mechanical strength		IK08			
Pollution degree	Installation environment	4			
Support for ventilation	According to EN 61851-1 6.3.2.2	No			
Access	According to EN 61851-1 5.4	Restricted and non-restricted access			

15. Technical specifications (continued)

General					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Rated voltage (Un)	Phase-Neutral	207	230	253	V
	Phase-Phase	360	400	440	
Rated current (In)			32		A
Rated frequency			50		Hz
Standby power consumption			2		W
Ambient operating temperature		-30		40	°C
Maximum charging power	TN 1 phase @ 32 A		7.4		kW
Protection class			I		
Overvoltage category			III		

Connectivity	
PROTOCOL	SUPPORTED STANDARDS
4G	LTE Cat M1
Wi-Fi	802.11b/g/n (2.4 GHz)
Bluetooth	Bluetooth v4.2 (BR/EDR/BLE)
RFID	ISO/IEC 14443 A (Type A, 13.56 MHz)
	ISO/IEC 15693 Type A (Mifare Classic, 13.56 MHz)
OCPP	1.6J Core (cloud to cloud)

Integrated energy meter					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Accuracy	Line voltage, current, and power factor		+/-3		%

Integrated RDC-DD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual DC operating current	IΔdc		0.006		A
Operating characteristics		RDC-DD according to IEC 62955			
Making and breaking capacity	Im			500	A
Residual making and breaking capacity	IΔm			500	A
Rated conditional short- circuit current	Inc			3	kA
Rated conditional residual short-circuit current	IΔc			3	kA

Upstream circuit breaker and RCD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual operating current	IΔn		0.03		A
Rated current	In			40	A
Operating characteristics		Curve C with RCD Type A according to IEC/EN 61008-1 / 61009-1			

Integrated open PEN fault detection					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Operating characteristics		According to BS 7671:2018 Amendment 1:2020 clause 722.411.4.1 (iv)			
Operating voltage	Phase-neutral	207		253	V

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Norway

Made in Norway

zaptec.com

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