



Evcharge

User Guide



App download

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Foreword

The Evcharge App is designed to support both everyday users and qualified installers in commissioning, configuring, and operating compatible charge points. Because the Evcharge supports multiple hardware models and brands, certain functions displayed in the App may vary depending on the specific charge point model, firmware version, supported features, and regional requirements.

Functions related to networking, charging control, energy management, PV charging, load balancing, and LBC configuration may require technical knowledge and must be performed only by qualified persons. Always follow local electrical regulations and the hardware installation manual for the specific charge point model.

Some App functions operate only when supported by the hardware. Examples include:

- LED indicator behavior
- Built-in RCD test
- Discharge / V2H / V2G operation
- Load balancing via CTs or external meters
- PV charging modes
- Connector lock
- LBC management features

If your charge point does not support a certain function, the corresponding App option may be hidden or may not take effect.

The information in this guide describes how to use the App interface; it does not replace the installation manual, electrical standards, or safety procedures required for commissioning EV charging equipment.

Safety and Responsibility Notes

Qualified Person Tasks

The following App functions must be performed only **by a licensed electrician or qualified installer**, as incorrect settings may cause overload, equipment malfunction, or non-compliance with local grid regulations:

- CT installation, orientation, and CT ratio configuration
- Smart meter integration and wiring validation
- Load balancing setup (single-phase and three-phase)
- PV charging configuration
- LBC (Load Balancing Controller) binding and configuration
- Fuse current and contracted power settings
- Network configuration for professional installations
- RCD testing through the App
- Any commissioning procedure performed in AP mode

These tasks require electrical knowledge, understanding of grid connection rules, and verification tools. The manufacturer is not responsible for incorrect configuration performed by unqualified personnel.

Hardware Dependency Notice

Different charge point models may support different features. For example:

- LED colors and indicator patterns differ by hardware model. (Refer to the hardware installation manual for your specific model).
- Some models may not support RCD testing, connector locking, or discharge functions.
- Load balancing and PV functions require compatible CTs, meters, or LBC equipment.
- Firmware upgrade availability depends on the device model and firmware policy.

The App displays configuration options, but the hardware determines whether the function can be executed.

Electrical Safety

- Always de-energize equipment before installing CTs, meters, LBC devices, or network interfaces.
- Do not attempt wiring, CT placement, or meter connection without electrical qualifications.
- Incorrect CT orientation or incorrect meter type selection may cause inaccurate readings or overload conditions.
- RCD tests should be performed only when permitted by local regulations and the hardware model.

Network & Communication Safety

- Use only secure Wi-Fi networks for configuring online mode.
- Installers should ensure the charger is not exposed to unauthorized access during commissioning.
- Bluetooth mode is intended for local configuration and may have operational limitations.

Discharge / V2H / V2G Operation

If your charge point supports discharge functionality:

- Only supported EVs can perform discharge.
- Local regulations may restrict export power or grid-interactive functions.
- Incorrect settings may affect household electrical systems.

Use this function only under guidance from a qualified installer.

Data, Privacy & Ownership

- Transferring ownership or sharing access gives other users control of the charge point.
- Ensure you transfer ownership only to a trusted person.
- Deleting your account does not automatically remove access for other authorized users.
- Follow GDPR and local privacy rules when adding user accounts or sharing access.

Disclaimer

- The App provides configuration access, but installers are responsible for ensuring that:
- The installation complies with local grid rules and electrical standards
- Hardware is installed according to the manufacturer's instructions
- Load balancing and PV settings match the building's electrical capacity
- Safety devices are installed and tested properly

The manufacturer is not liable for issues resulting from incorrect installation or unauthorized modification of technical parameters.

Your Evcharge App User Guide

Welcome to the Evcharge App. This guide provides step-by-step instructions for connecting, configuring, and operating your charge point using the App. The Evcharge supports multiple charger models, communication methods, and advanced features such as load balancing, PV charging, and LBC control. Depending on the hardware capabilities of your charge point, some functions displayed in the App may differ or may only be available to qualified installers.

With the Evcharge App, you can monitor real-time charging status, adjust charging parameters, review your charging activity, and manage access to your charge point. Installers can also use the App to complete device commissioning, network setup, CT and meter configuration, and other professional tasks required for safe and compliant operation.

This guide explains how to use the App interface as presented, ensuring consistency with the terminology and layout shown on your device. For model-specific electrical installation instructions, LED behavior, or safety requirements, please always refer to the corresponding hardware installation manual.

Purpose of This Guide

This guide is designed to help both end users and qualified installers understand and operate the Evcharge App effectively. It provides clear instructions on how to:

- Create an account and connect a charge point
- Start, schedule, and monitor charging sessions
- Configure communication modes and basic charging settings
- Add RFID cards and manage user permissions
- Perform commissioning steps such as CT setup, load balancing, PV charging modes, and LBC configuration (where supported)
- View personal information and make account-related changes

Some App features require technical knowledge or may only function when supported by the charge point hardware. When a function is intended exclusively for professional installation or commissioning, the installer is responsible for ensuring compliance with local electrical regulations and the hardware installation manual.

This guide focuses on the correct use of the App interface. It does not replace the safety instructions, wiring diagrams, or electrical requirements found in the charger's hardware documentation.

System Requirements

To use the Evcharge app, ensure your device meets the following requirements:

- A smartphone running iOS 12.0 (or later) or Android 8.0 (or later).
- An active internet connection (Wi-Fi or mobile data).
- Location Services (GPS) enabled for finding public charge points.

Getting Started

1. How to Create an Account

An Evcharge account gives you access to a network of charge points.

1. Open the Evcharge App.
2. Tap 'Sign Up' or 'Create Account'.
3. Enter your email address.
4. Check your email for a verification link and click it to activate your account.
5. Create a secure password.
6. Log in to your new account.
7. You can now access both home and public charging features.

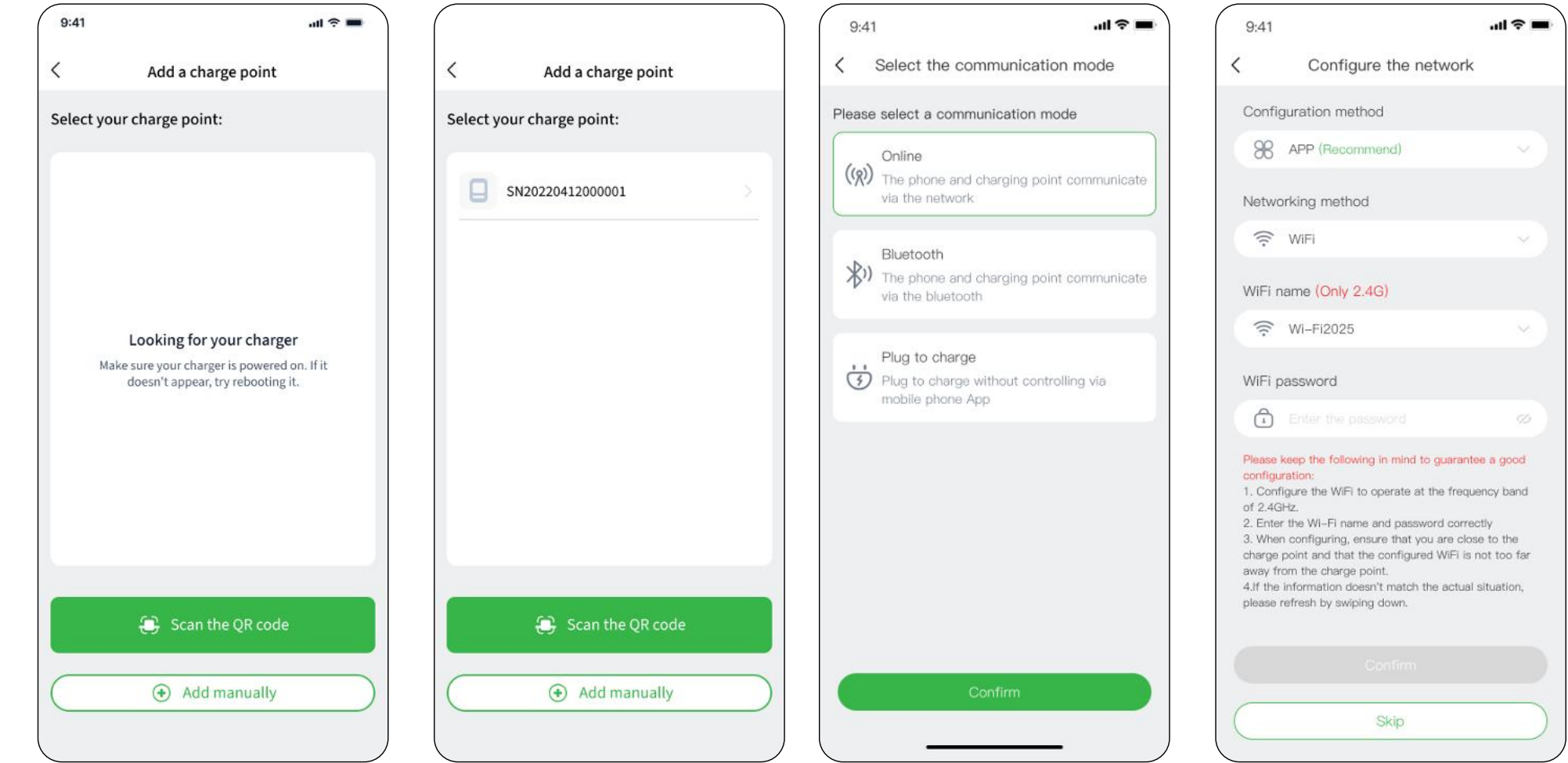
Home Charging

Manage and optimize your home charging setup directly from the App.

1. How to Connect Your Charge Point to App

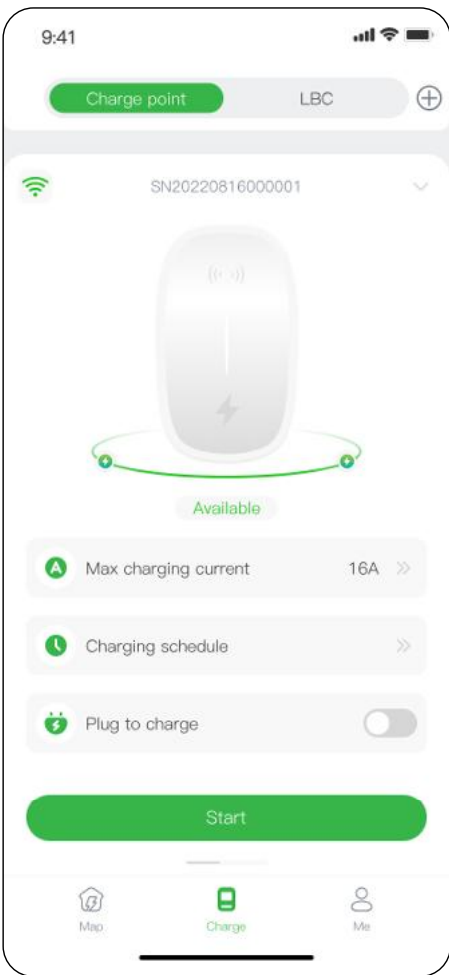
Ensure your Home Charge Point is powered on and ready to pair (the LED indicator should be blinking).

- Tap 'I am a charge point owner'.
- Add a charge point using one of the following methods:
 1. Enter the serial number of the charge point.
 2. Scan the QR code on the charge point label.
 3. Once the charge point is powered on, nearby charge points will appear in the list. To refresh the list, scroll down.
- Select the communication mode:
 1. Online mode
 - Wi-Fi (2.4GHz)
 - 4G
 - Ethernet
 2. Bluetooth mode
- Configure the network settings if the Online Mode is selected.



2. How to Start a Charging Session at Home

1. Plug the charging connector into your electric vehicle (EV).
2. Open the app and go to the 'Charge' tab.
3. Your connected charge point will be displayed. Tap 'Start'.
4. You can monitor the charging progress in real time in the app.



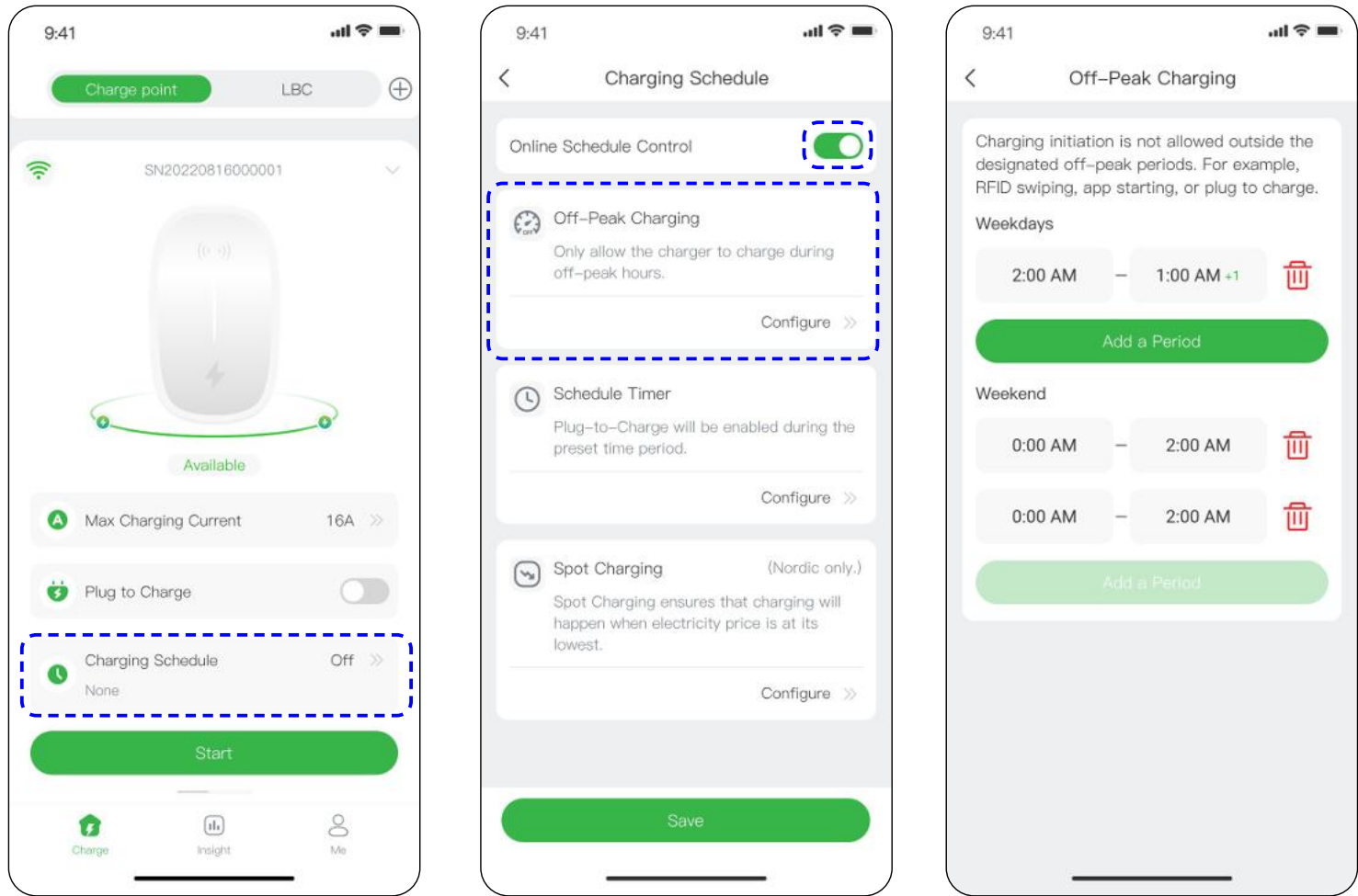
3. How to Schedule a Charging Session

3.1 Off-Peak Charging

Off-Peak Charging is a charging mode that restricts charging to preset off-peak hours based on electricity demand.

1. Plug the charging connector into your electric vehicle (EV).
2. Tap the 'Charging schedule' > Turn on the Toggle (online schedule control) > Select "Off-peak charging" tab > tap "Configure" > Set a period of time for charging.
3. Charging will automatically start and stop at the scheduled times.

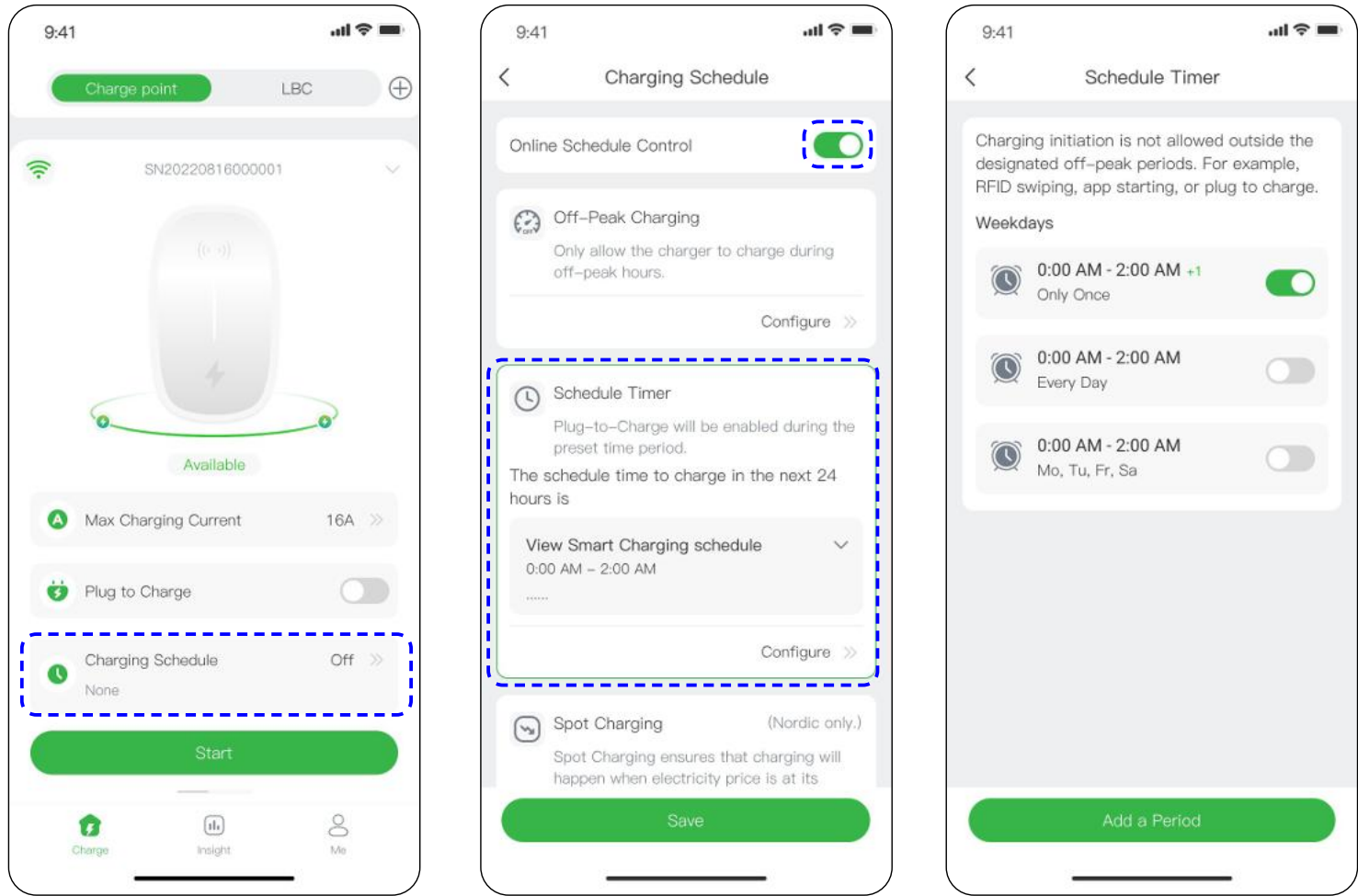
Note: If your charger has two connectors, please select one before starting off-peak charging.



3.2 Schedule Charging

Unlike off-peak charging, which is driven by electricity demand and utility rates, scheduled charging is based entirely on your personal needs and can be set for any time of day.

1. Plug the charging connector into your electric vehicle (EV).
2. Tap the 'Charging schedule' > Turn on the Toggle (online schedule control) > Select "Scheudle Timer" tab > tap "Configure" > Set a period of time for charging.
3. Charging will automatically start and stop at the scheduled times.



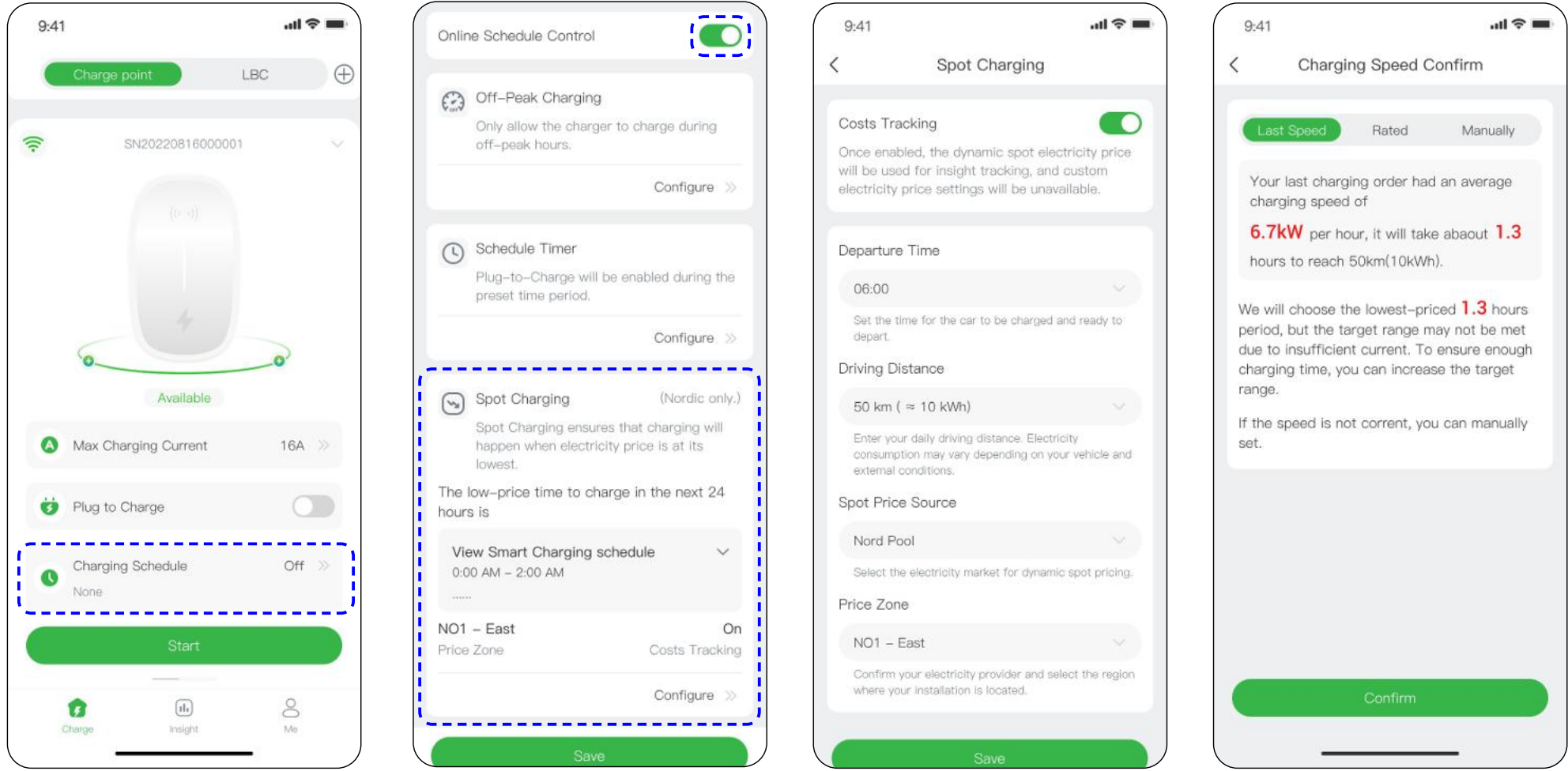
3.3 Spot Charging

Spot Charging is a charging mode that automatically charges your EV during the lowest electricity price period within the next 24 hours using dynamic market pricing.

1. Plug the charging connector into your electric vehicle (EV).
2. Tap the 'Charging schedule' > Turn on the Toggle (online schedule control) > Select "Spot charging" tab > tap "Configure" .
 - Departure Time – When you need the car ready. The charger will finish by then.
 - Driving Distance – How far you typically drive. This helps the charger know how much energy you actually need.
 - Spot Price Source & Price Zone – Your local electricity market (e.g., Nord Pool) and region. Since spot prices fluctuate constantly, the charger uses this info to pick the lowest price window.

Note:

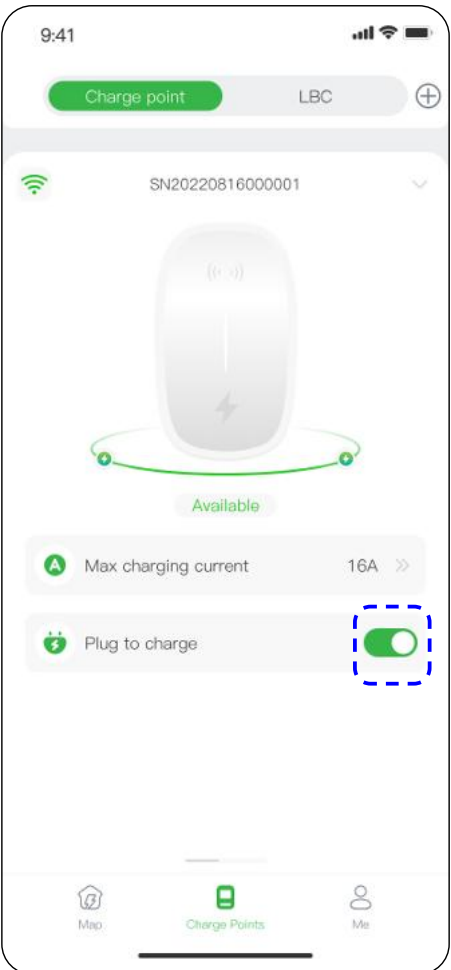
1. Turn on the Cost Tracking toggle, and you can see the details of the spot charging session.
2. Spot charging is available only in certain countries and regions. When unavailable in your area, the Spot Charging tab will be grayed out.



3. How to Switch Charging Modes

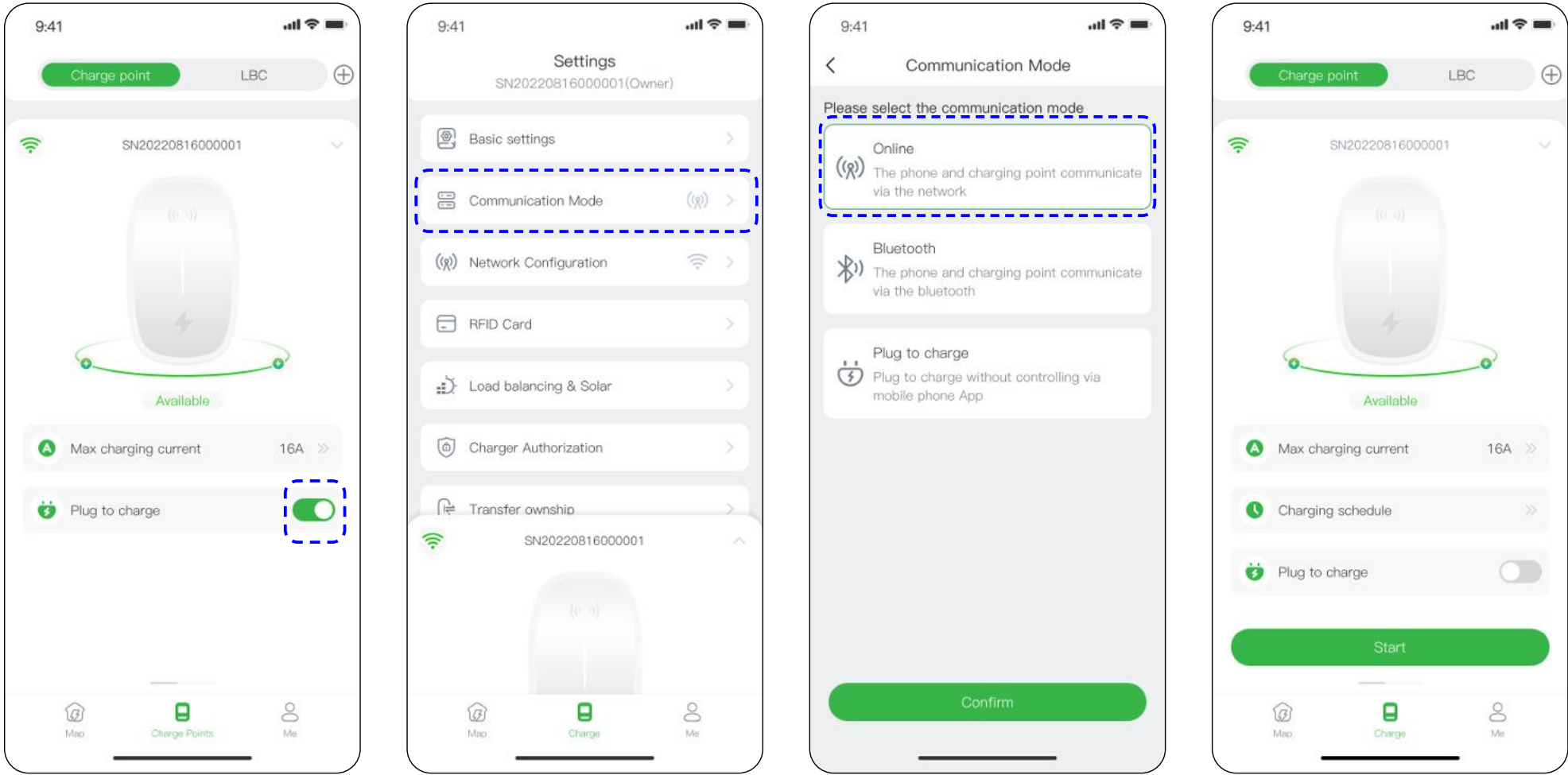
3.1 Switch from 'Online Mode' to 'Plug to Charge Mode'

Enable the 'plug to charge' toggle.



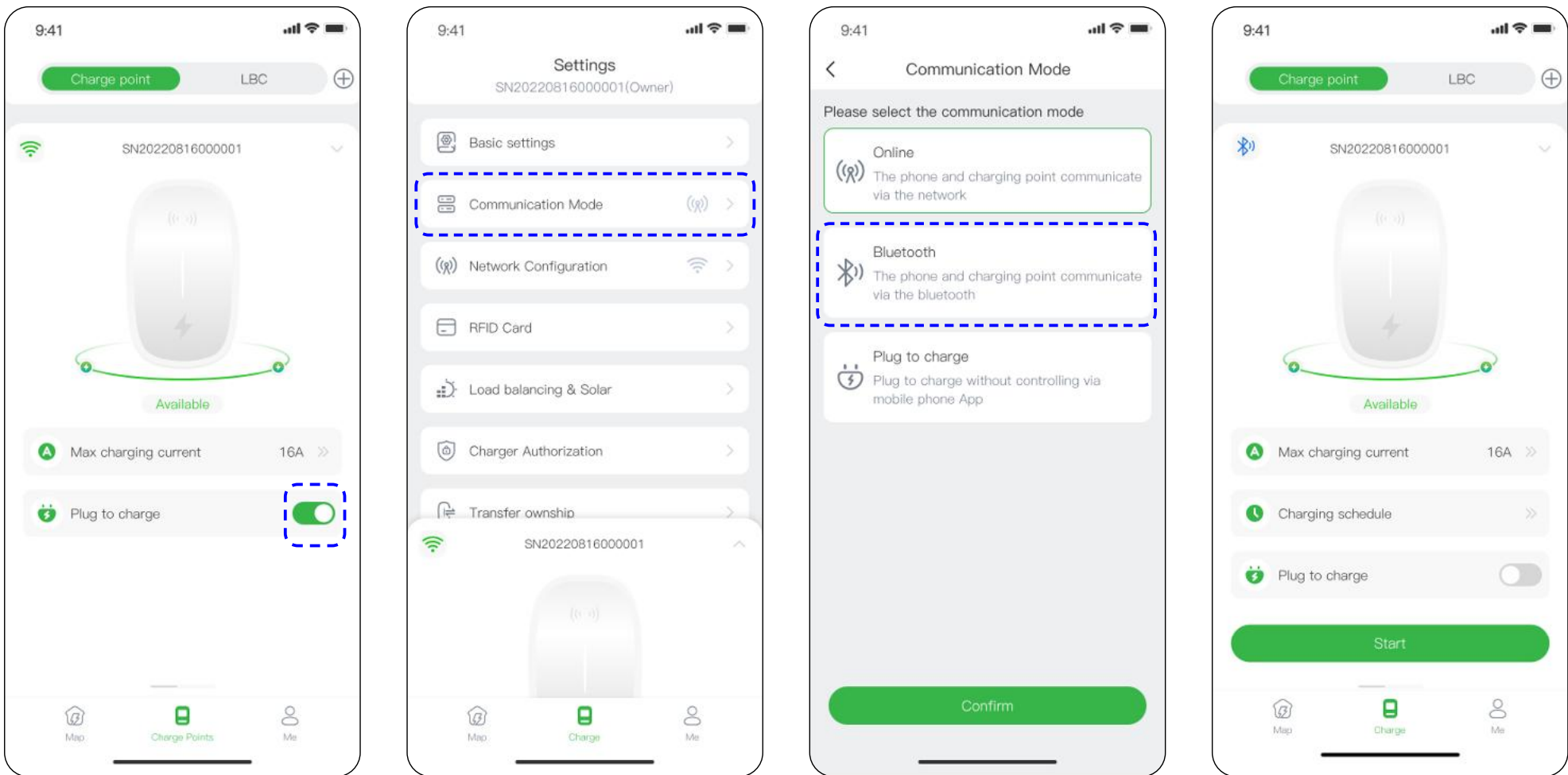
3.2 Switch from 'Plug to Charge Mode' to 'Online Mode'

- 1. Scroll down from the charging page.
- 2. Tap 'Communication Mode'.
- 3. Select 'Online'.
- 4. The Charging page will be displayed.



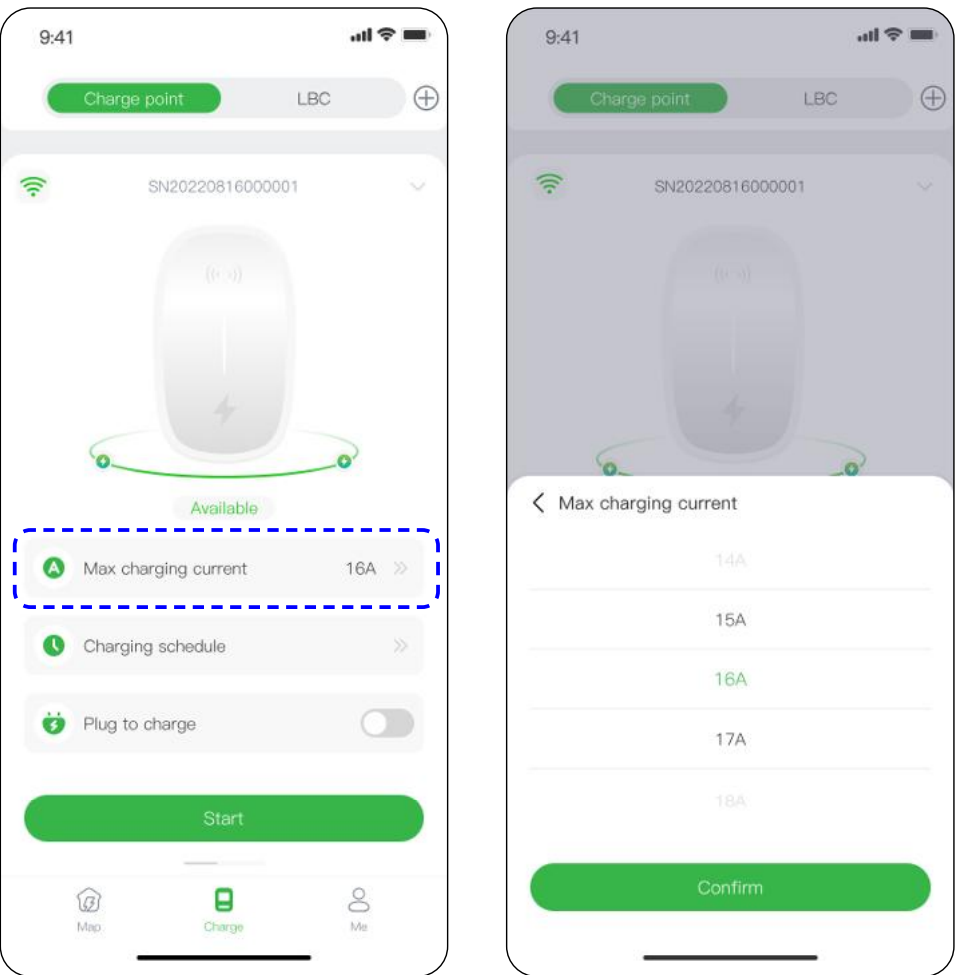
3.3 Switch from 'Plug to Charge Mode' / 'Online Mode' to 'Bluetooth Mode'

- 1. Scroll down from the charging page.
- 2. Tap 'Communication Mode'.
- 3. Select 'Bluetooth'.
- 4. The charging page will be displayed.

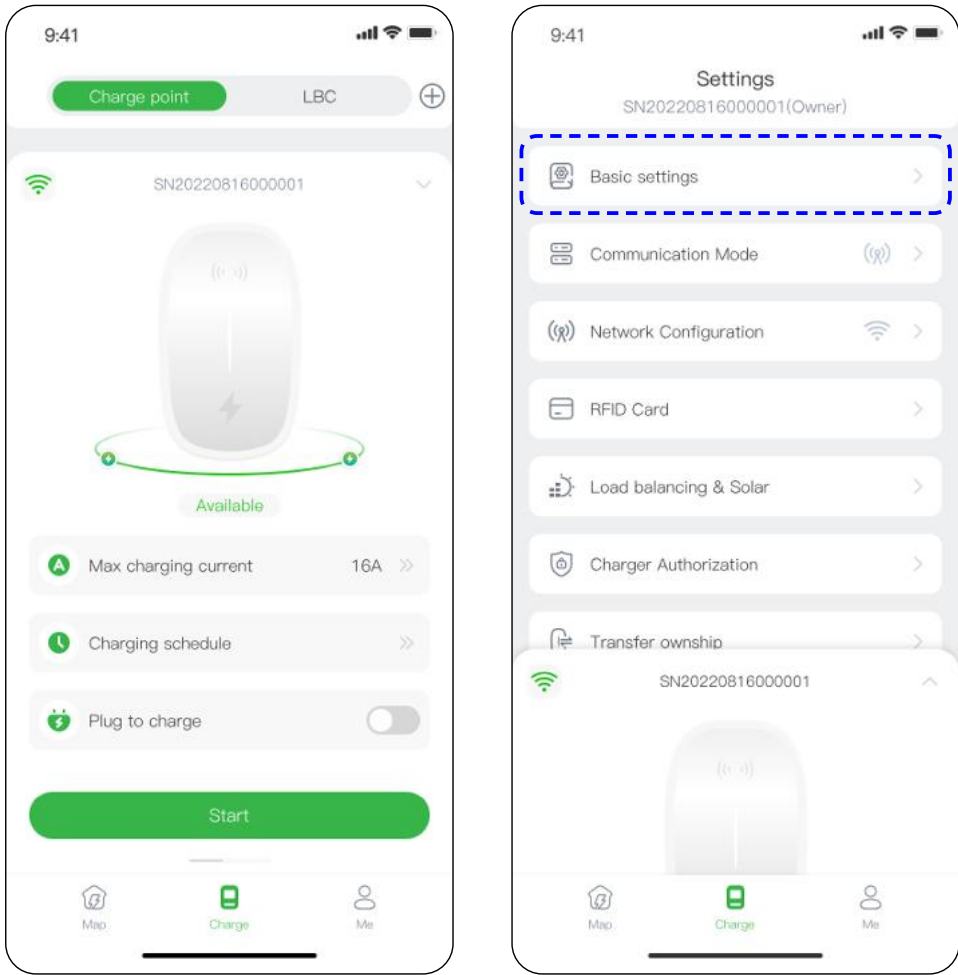


4. How to Set Maximum Charging Current

Tap 'Max charging current' and select the current you want to use for charging your electric vehicle.

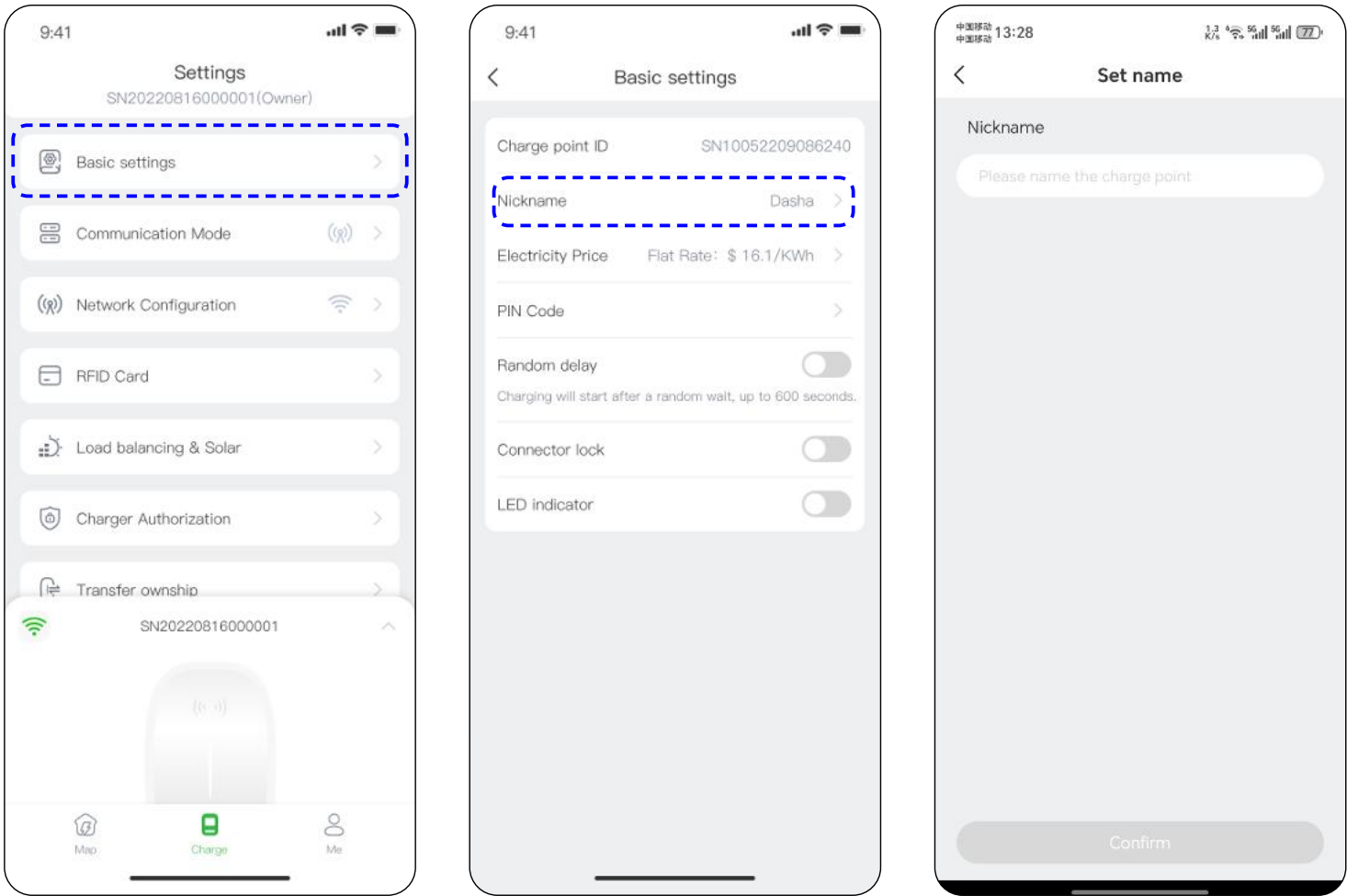


5. How to Make Basic Settings to the Charge Point



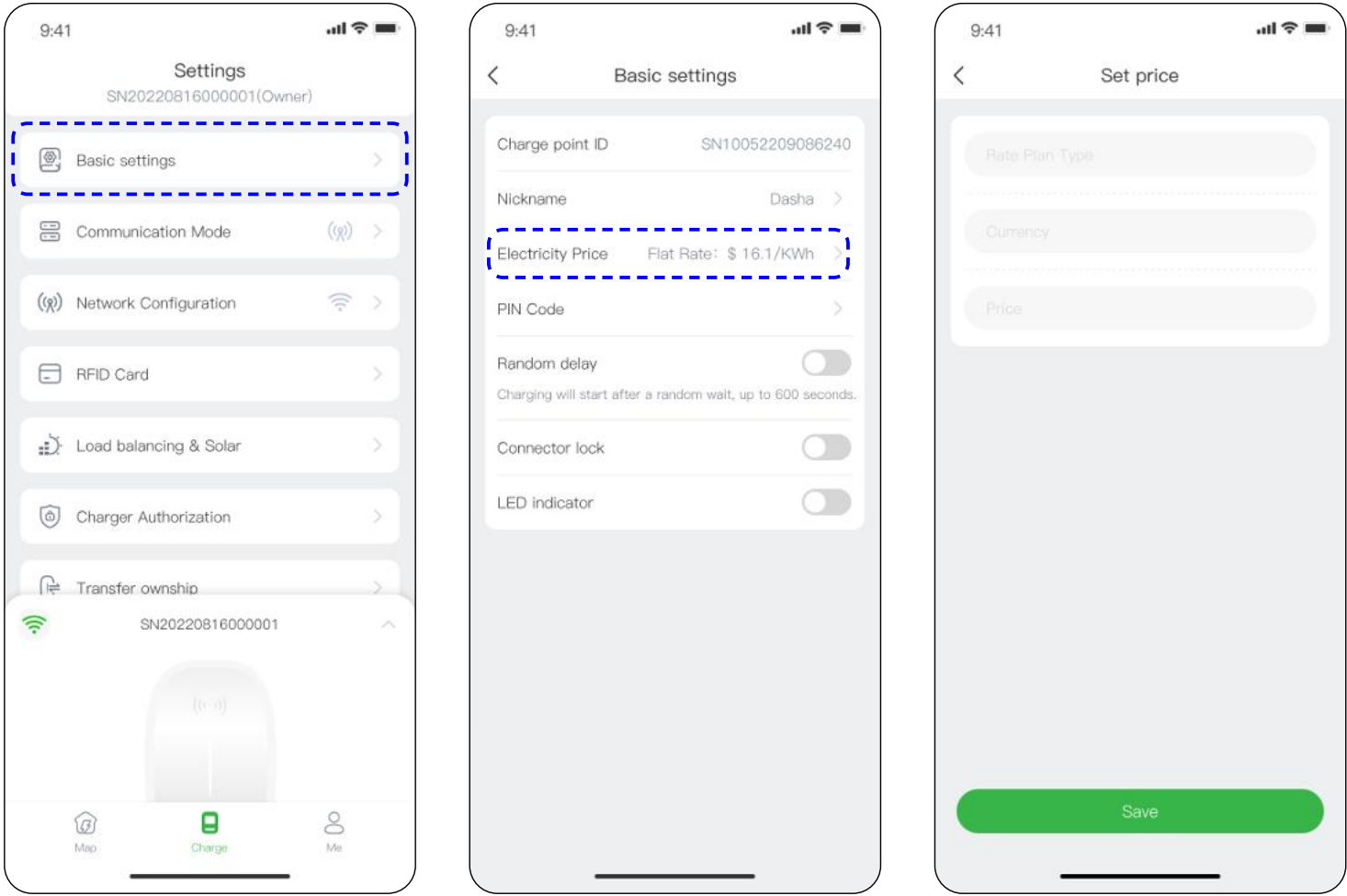
5.1 How to Rename Your Charge Point

Tap 'Basic settings' > 'Nickname', then enter the new name.



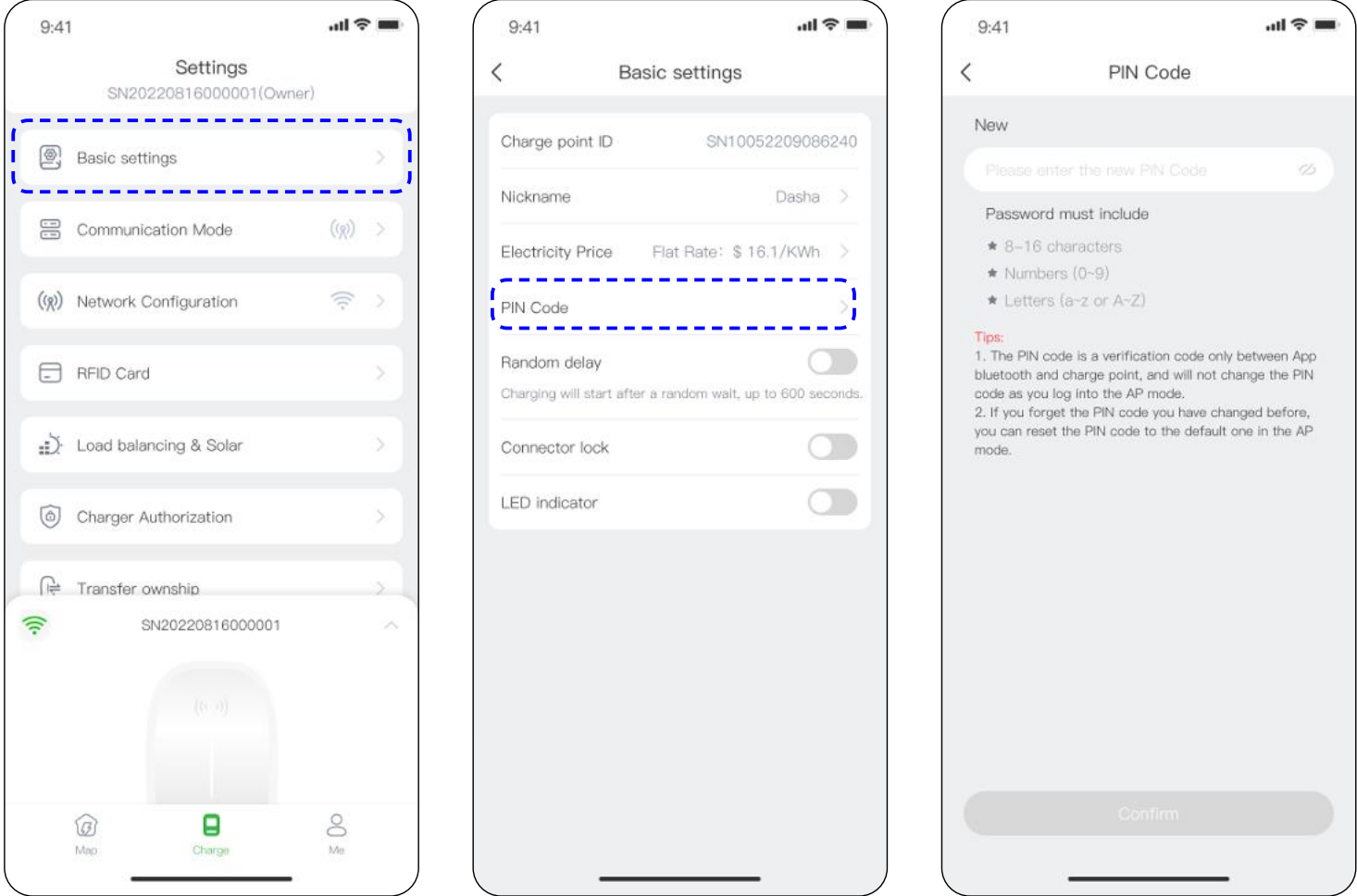
5.2 How to Set the Electricity Price for Charging

- 1. Tap 'Basic settings' > 'Electricity Price'.
- 2. Select a rate plan type:
 - Flat rate (User locally)
 - Flat rate (Each device)
- 3. Select the currency for billing
- 4. Set the price.



5.3 How to Reset the Bluetooth PIN code

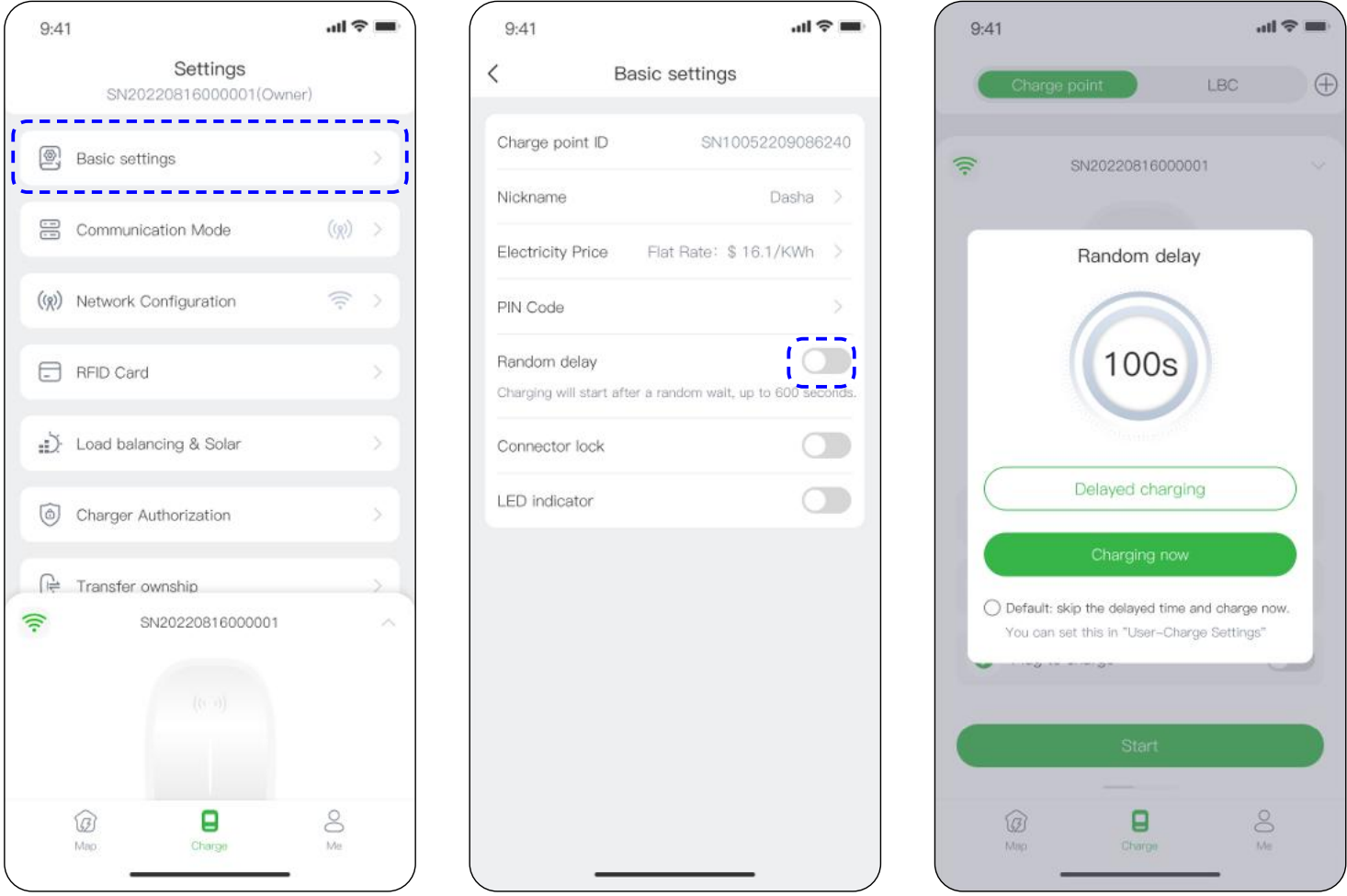
- 1. Tap 'Basic settings' > 'PIN Code'.
- 2. Enter the new PIN Code.
- 3. Tap 'Confirm'.



5.4 How to Set the Random Delay

- 1. Tap 'Basic settings'.
- 2. Enable the Random delay toggle.

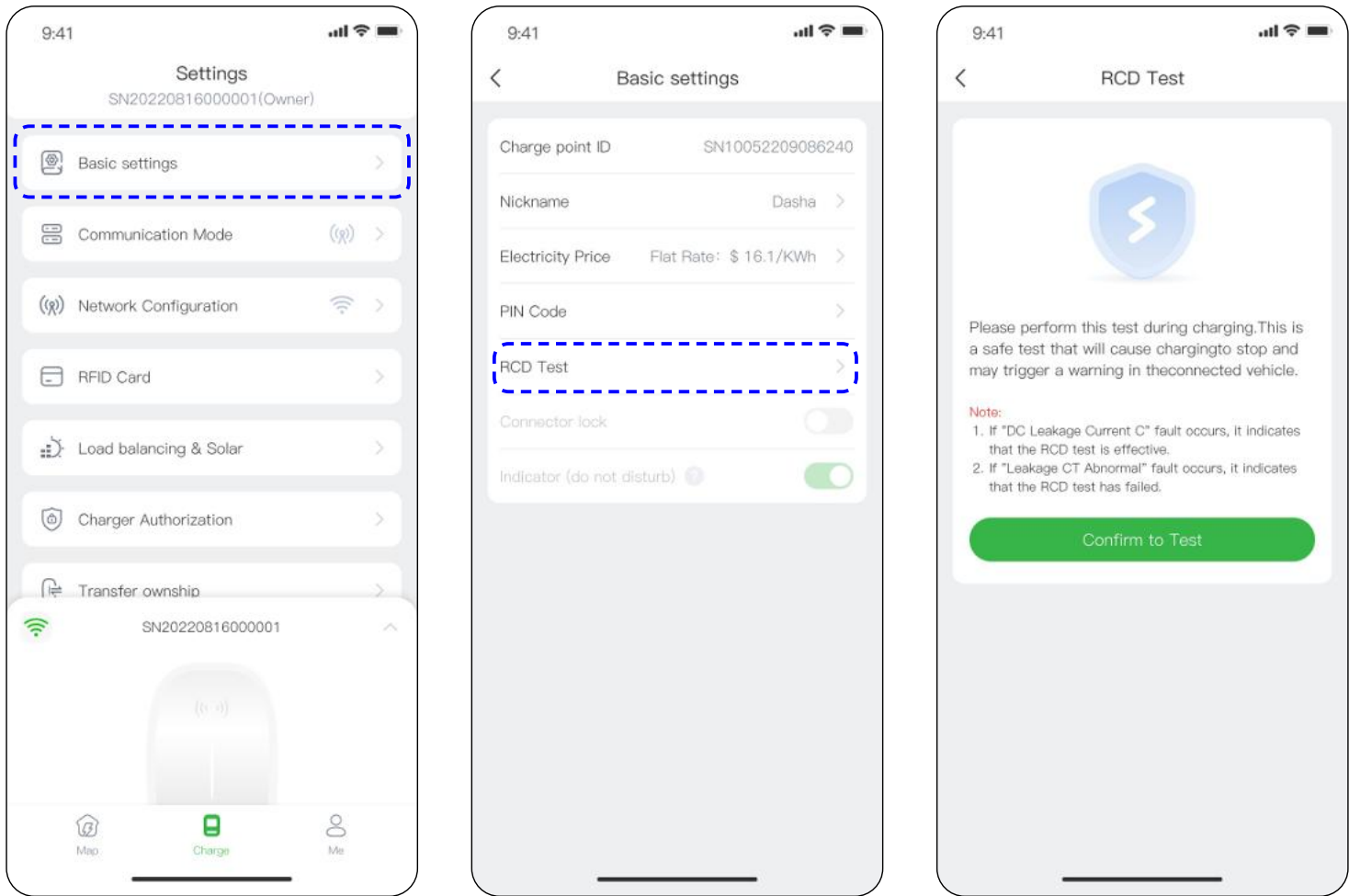
Note: Random Delay helps prevent grid overload by starting charging at a randomized time (0-120s). This feature is available only on models that support delay control.



5.5 How to Test an RCD for Proper Operation

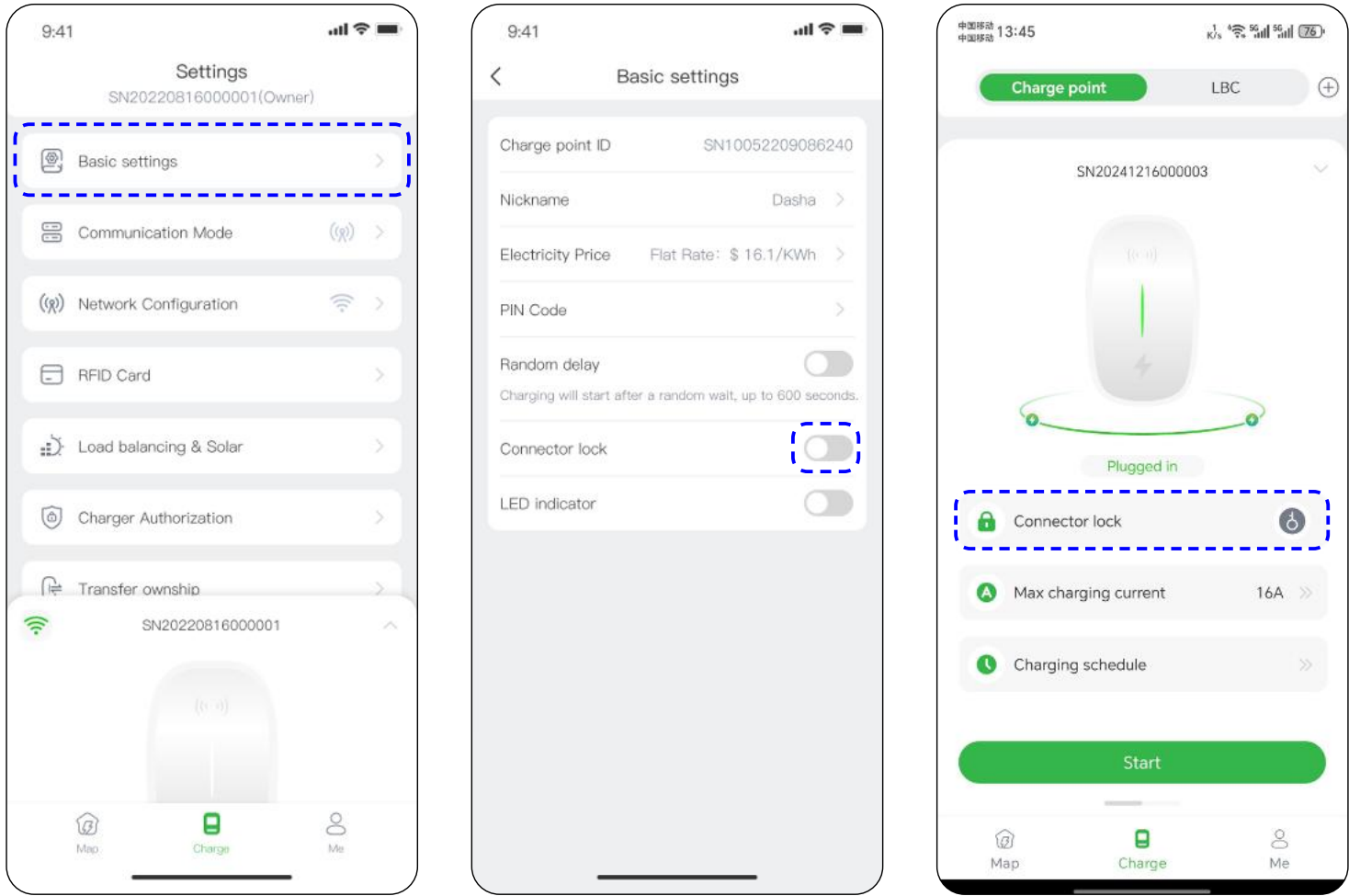
- 1. Tap 'Basic settings'.
- 2. Tap 'RCD Test'.
- 3. Tap 'Confirm to Test'.

Note: This feature is exclusive to charge point equipped with a built-in Residual Current Device (RCD).



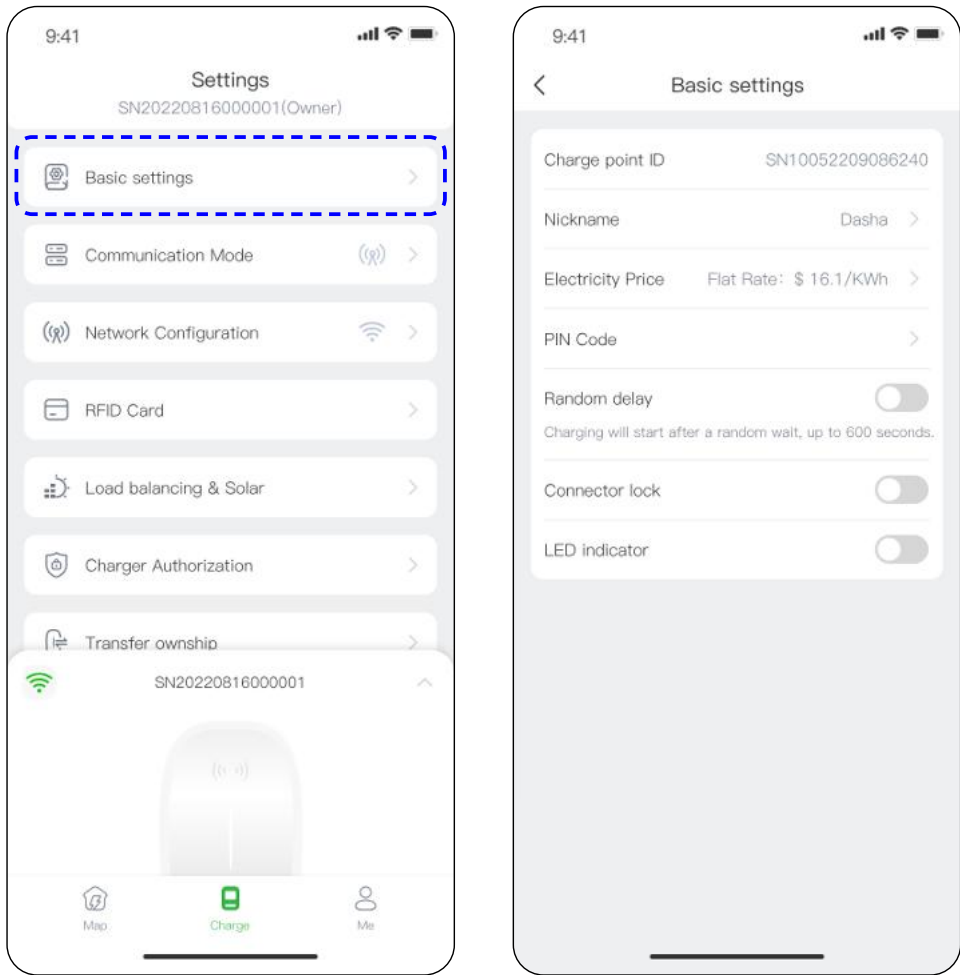
5.6 How to Set the Connector Lock

- 1. Tap 'Basic settings'.
- 2. Enable the connector lock toggle.
- 3. Return to the charging page, where the connector lock icon will be displayed.
- 4. You need to tap the "key" icon to unlock the connector before unplugging it.



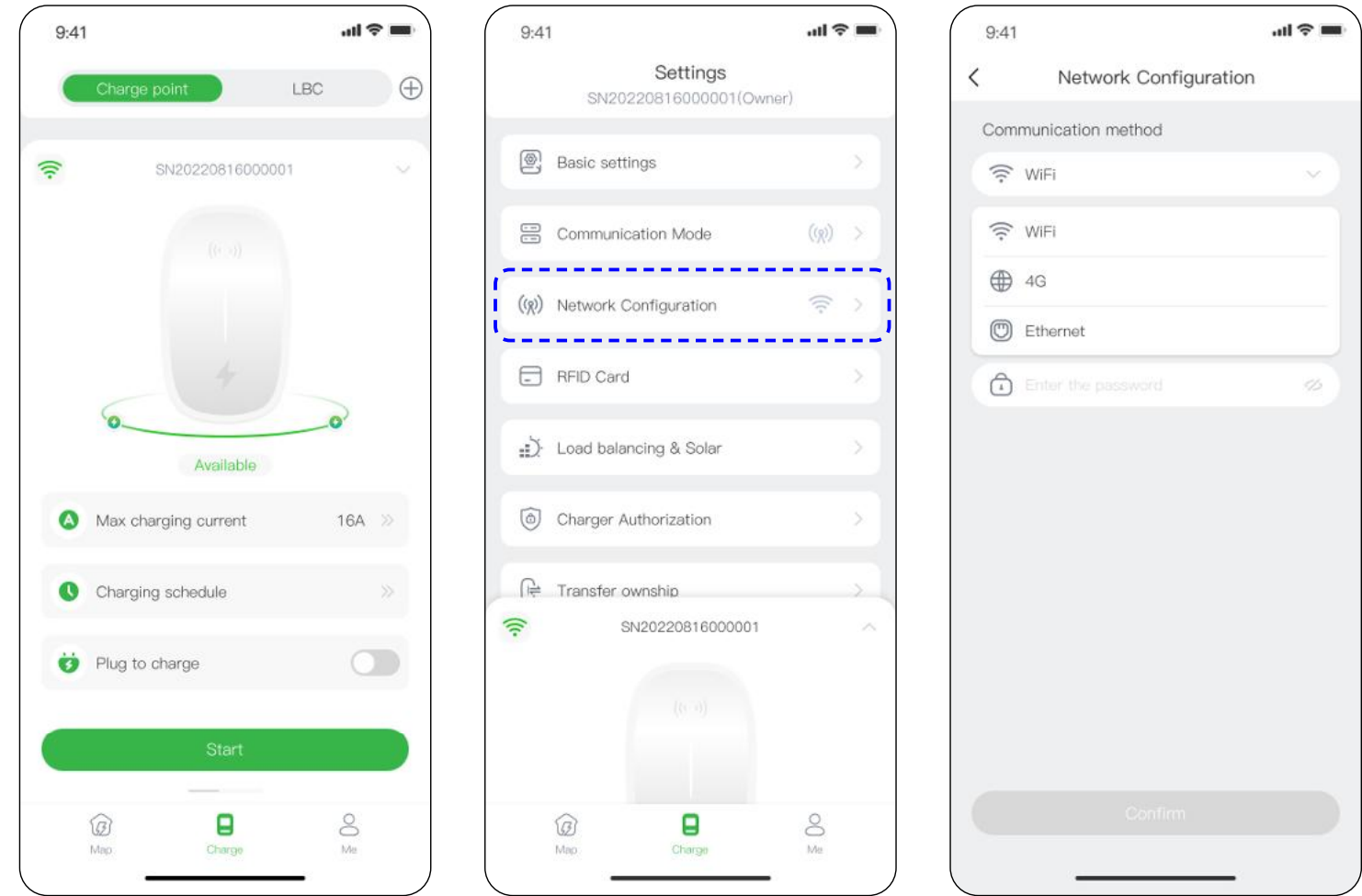
5.7 How to Set the LED Indicator to "Do not disturb"

- 1. Tap 'Basic settings'.
- 2. Enable the LED indicator toggle.



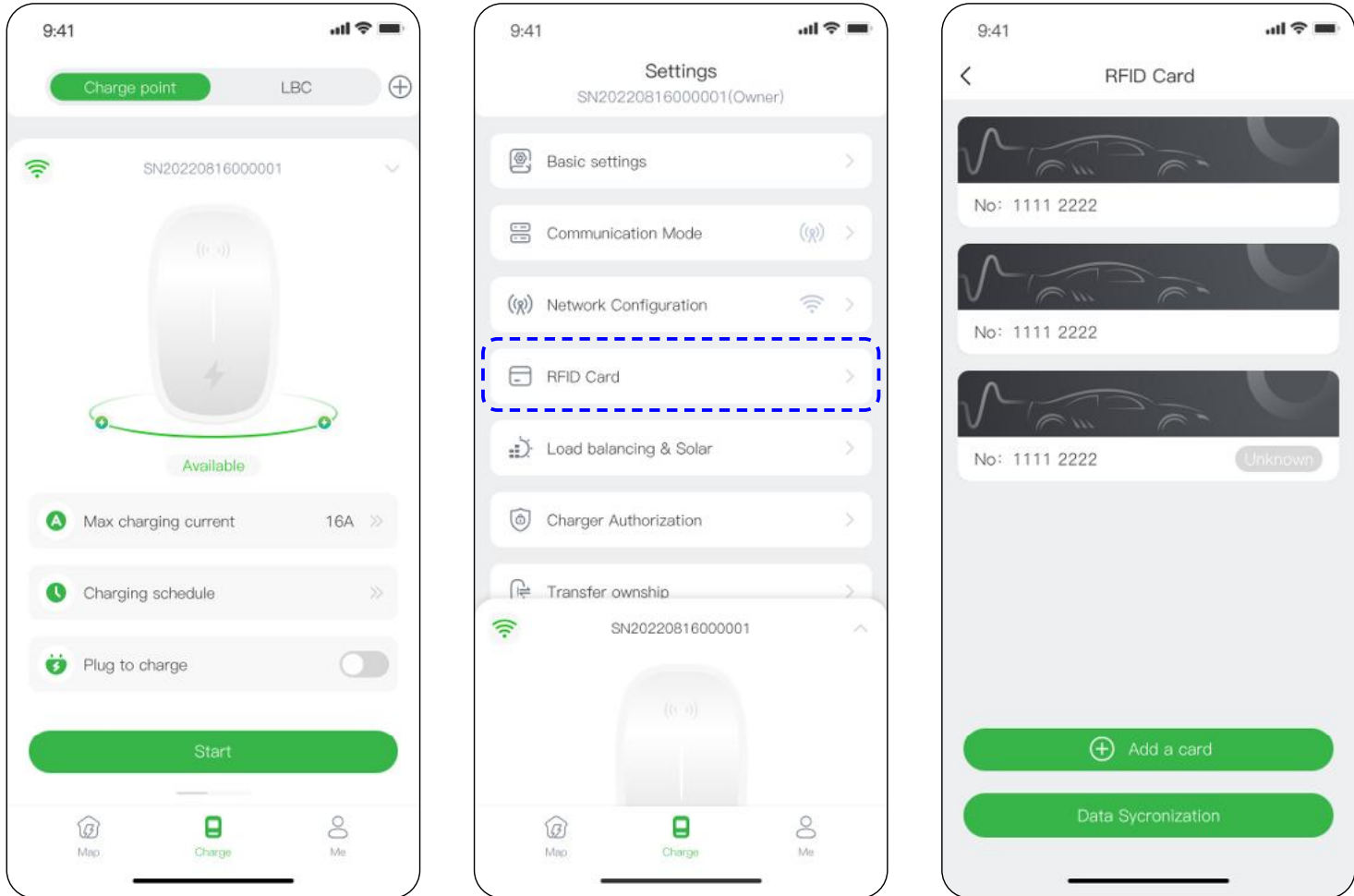
6. How to Change the Network in the Online Mode

- 1. Scroll down on the charging page.
- 2. Tap 'Network Configuration'.
- 3. Choose the communication method.



7. How to Add a RFID Card

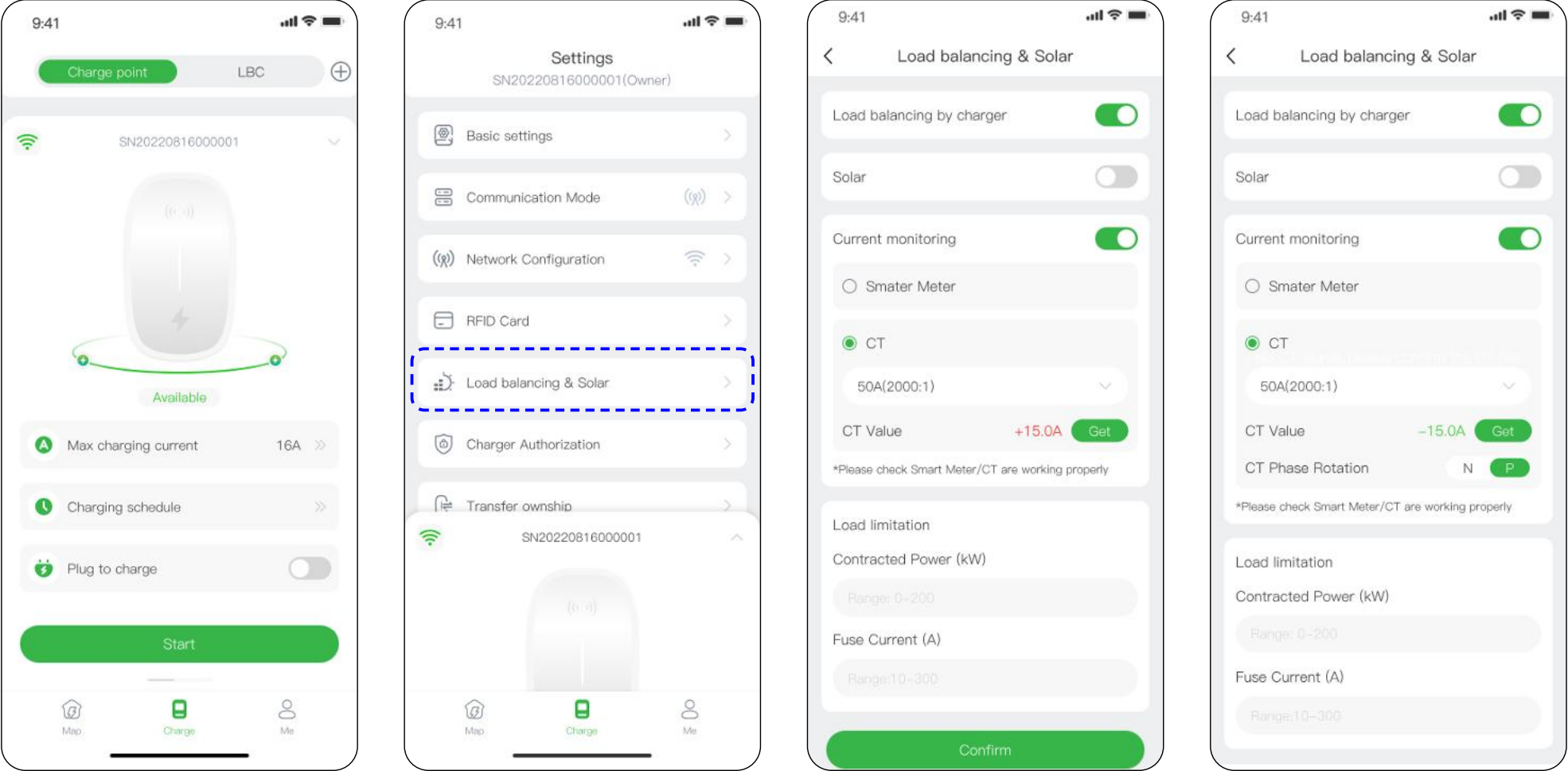
- 1. Scroll down on the charging page.
- 2. Tap 'RFID Card'.
- 3. Tap 'Add a card'.
- 4. Enter the card number.



8. How to Manage Load Balance

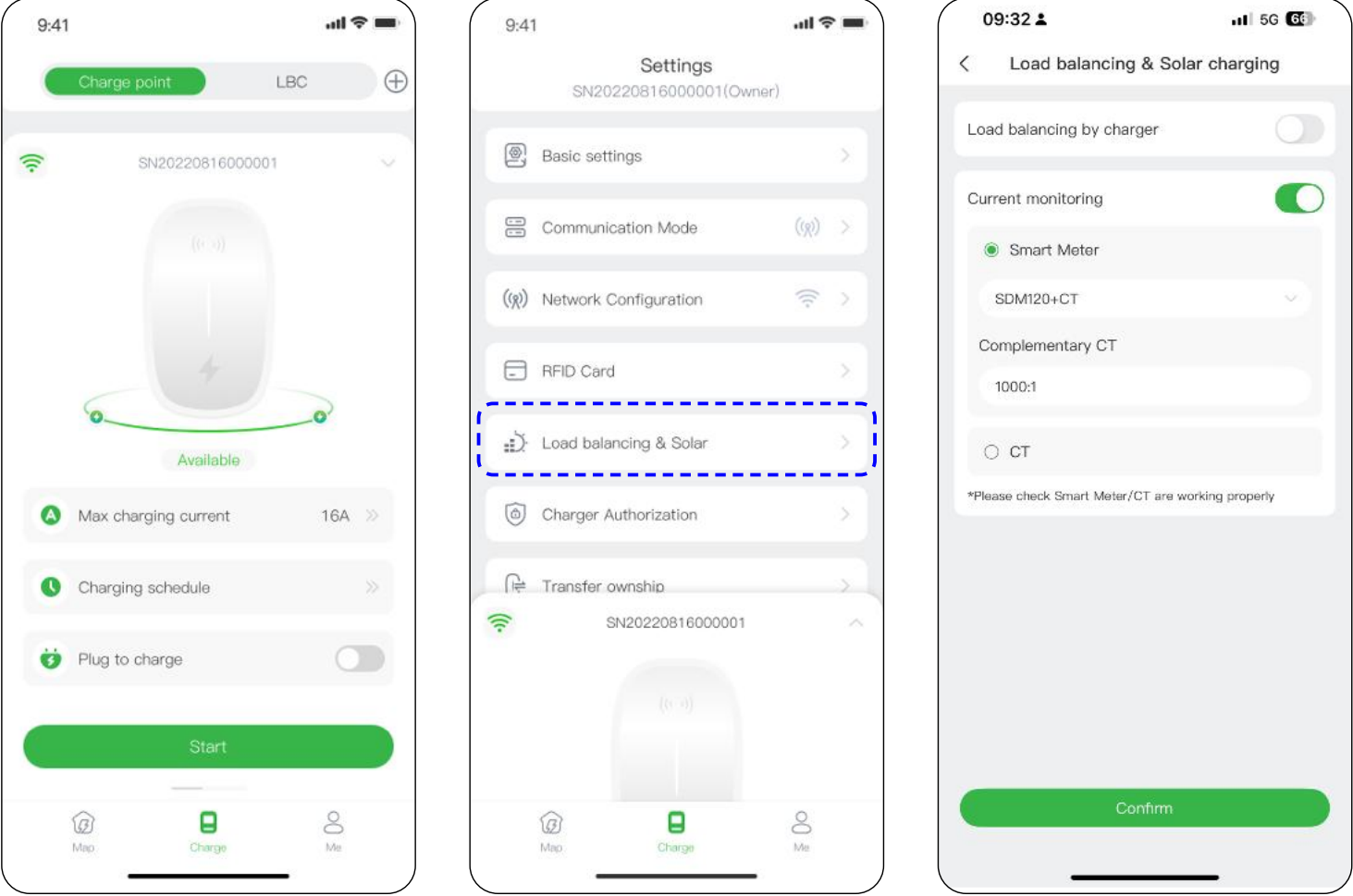
8.1 Load Balancing by a CT (Single-phase)

- 1. Enable the 'Load balancing by charger' toggle.
- 2. Enable the current monitoring toggle.
- 3. Select CT and the CT ratio: 50A(2000:1).
- 4. Tap 'Get' to read the CT value.
 - Positive value: CT is installed correctly.
 - Negative value: Reverse the CT direction.
 - Slide the toggle to set the CT phase rotation to 'P'.
- 5. Set the load limitation (choose one of the following)
 - Contracted power: The contracted power limit as per the agreement with the grid company.
 - Fuse current: The rated fuse current of the incoming power supply in the property.



8.2 Load Balancing by a Meter and a CT (Single-phase)

- 1. Enable the 'Load balancing by charger' toggle.
- 2. Enable the current monitoring toggle.
- 3. Select the smart meter & the complementary CT:
 - SDMI20+CT
 - 1000:1
- 4. Set the load limitation (choose one of the following)
 - Contracted power: The contracted power limit as per the agreement with the grid company.
 - Fuse current: The rated fuse current of the incoming power supply in the property.



8.3 Load Balancing by a Meter (Three-phase)

1. Enable the 'Load balancing by charger' toggle.

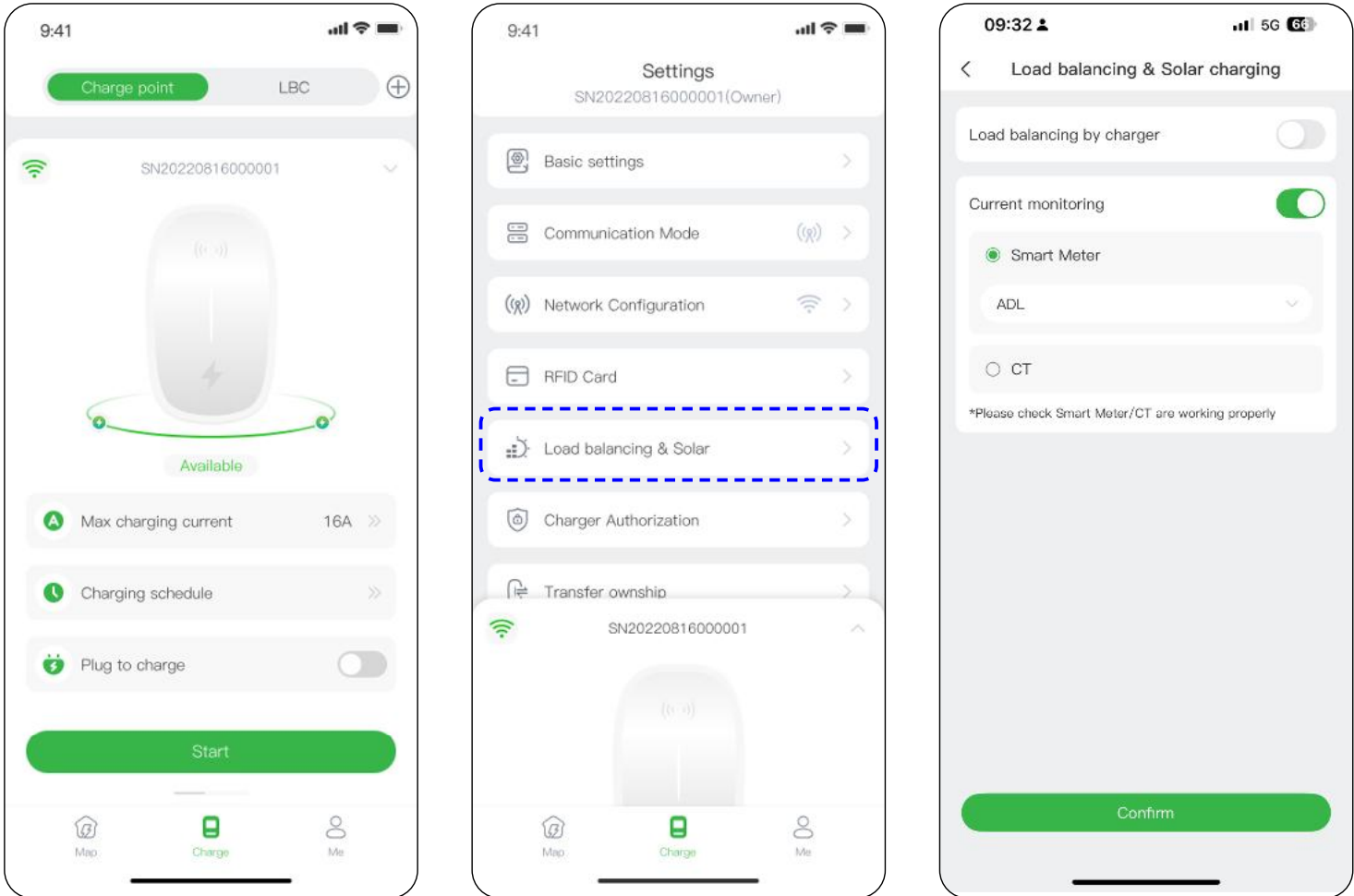
2. Enable the current monitoring toggle.

3. Select the smart meter.

• ADL
4. Set the load limitation (choose one of the following)

• Contracted power: The contracted power limit as per the agreement with the grid company.

• Fuse current: The rated fuse current of the incoming power supply in the property.



8.4 Load Balancing by a Meter and Three CTs (Three-phase)

1. Enable the 'Load balancing by charger' toggle.

2. Enable the current monitoring toggle.

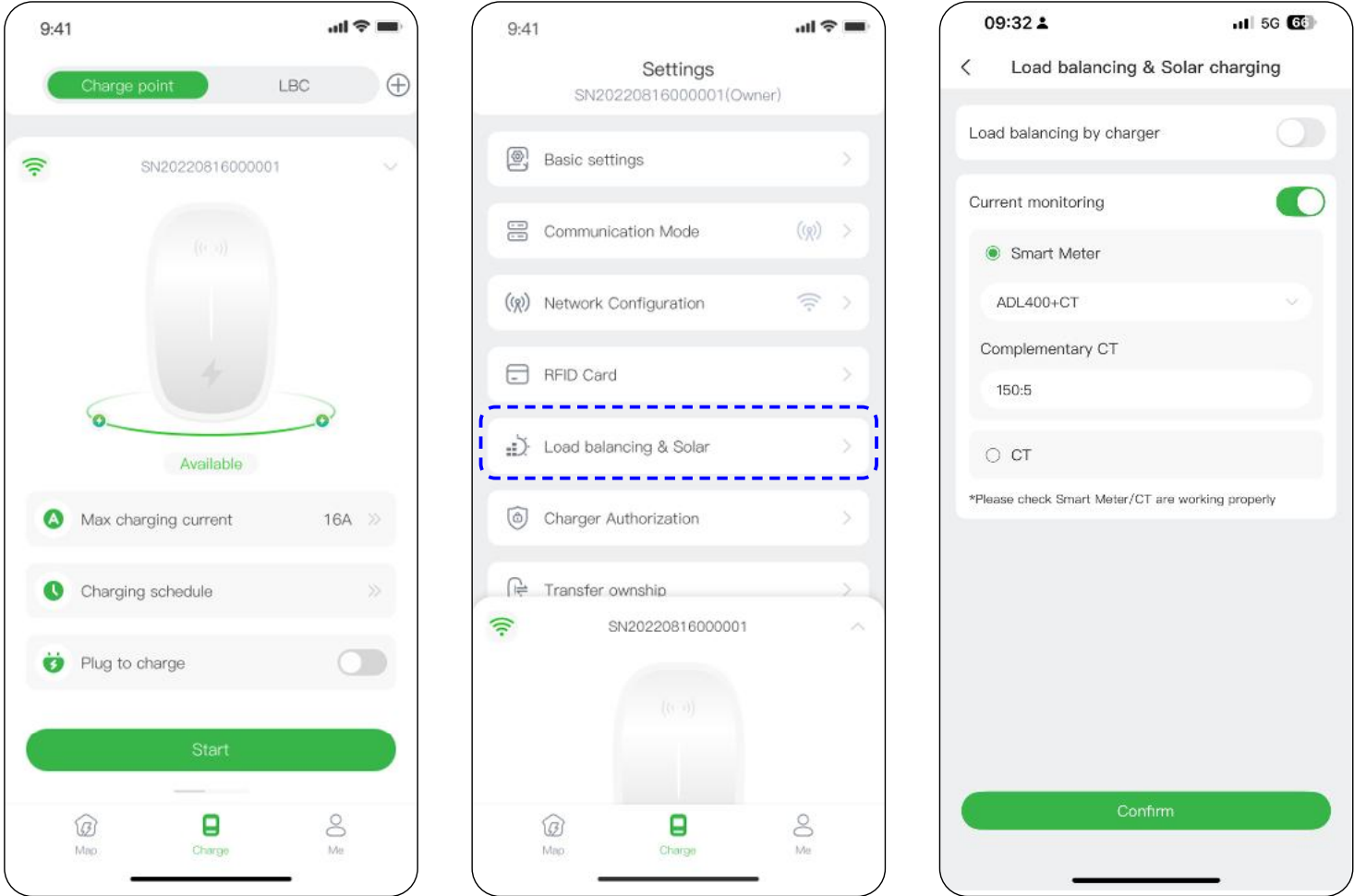
3. Select the smart meter & the complementary CT

• ADL400 + CT

• 150:5
4. Set the load limitation (choose one of the following)

• Contracted power: The contracted power limit as per the agreement with the grid company.

• Fuse current: The rated fuse current of the incoming power supply in the property.



9. PV charging

9.1 PV Charging by a CT (Single-phase)

1. Enable the 'Solar' toggle.

2. Enable the current monitoring toggle.

3. Select CT and the CT ratio: 50A (2000:1).

4. Tap 'Get' to read the CT value.

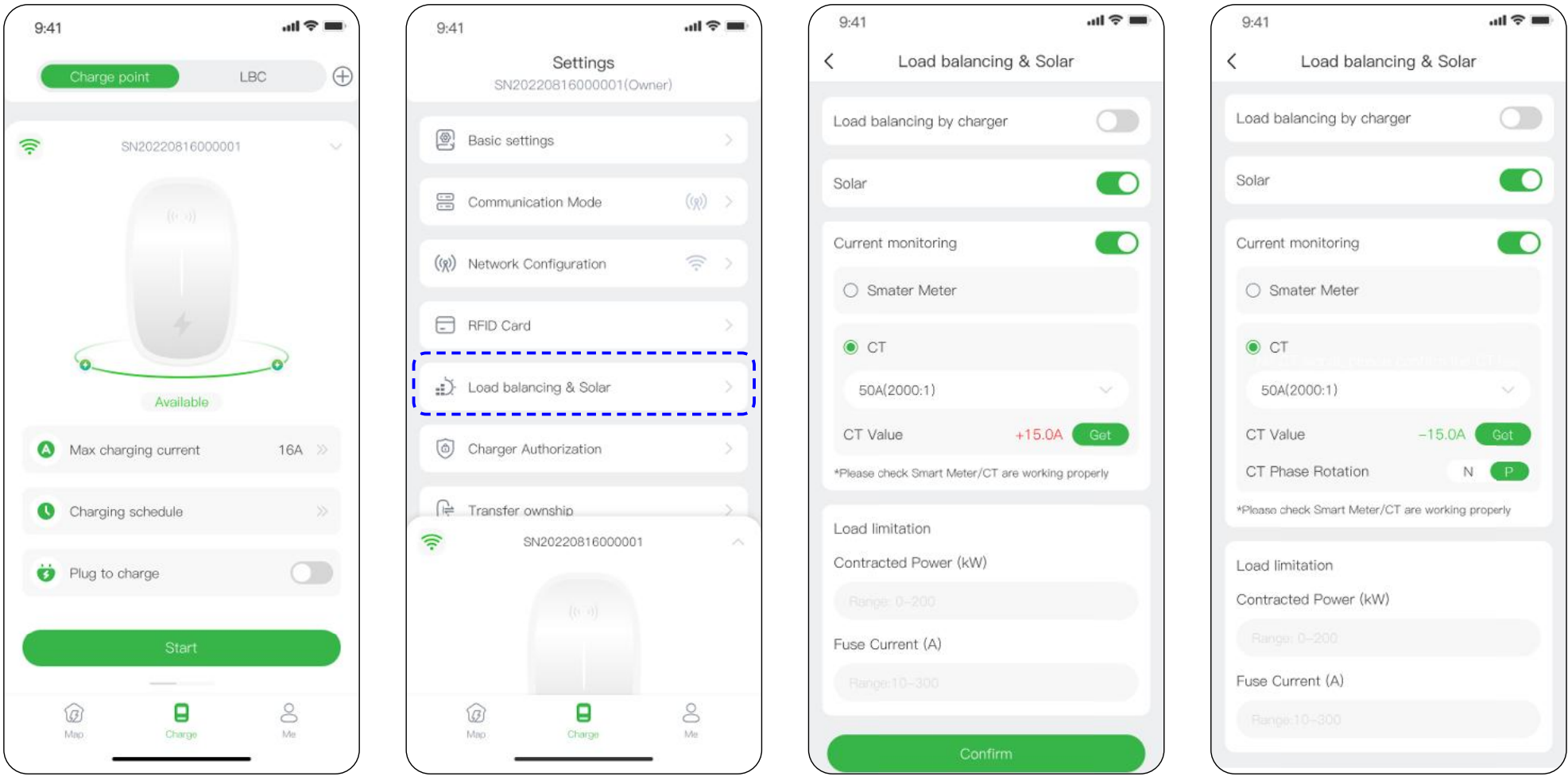
• Positive value: CT is installed correctly.

• Negative value: Reverse the CT direction.

– Slide the toggle to set the CT phase rotation to 'P'.
5. Set the load limitation (choose one of the following)

• Contracted power (unavailable in ECO mode): The contracted power limit as per the agreement with the grid company.

• Fuse current (unavailable in ECO mode): The rated fuse current of the incoming power supply in the property.



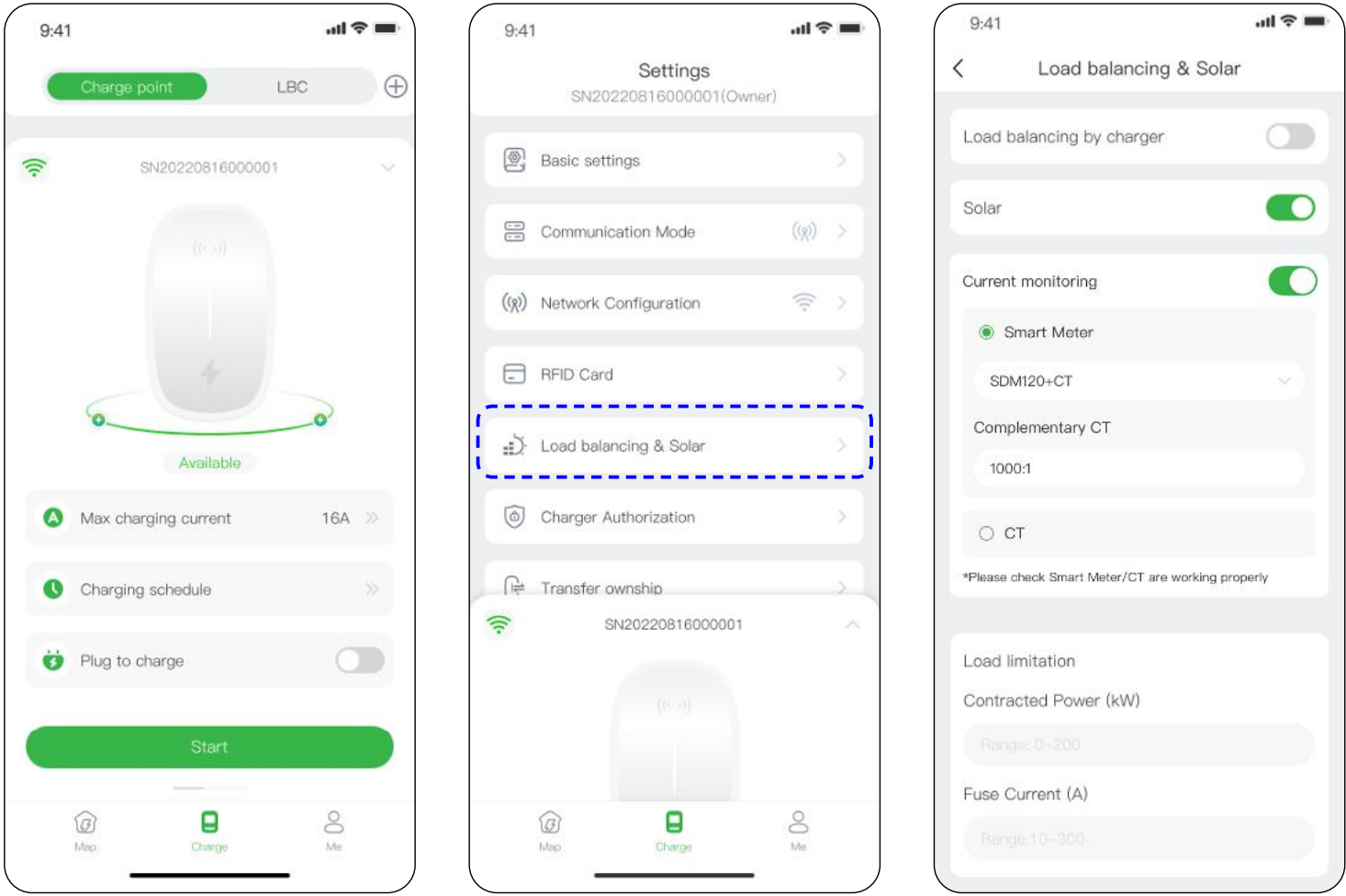
9.2 PV Charging by a Meter and a CT (Single-phase)

1. Enable the 'Solar' toggle.

2. Enable the current monitoring toggle.

3. Select the smart meter & the complementary CT:
 - SDM120+CT
 - 1000:1

4. Set the load limitation(choose one of the following):
 - Contracted power(unavailable in ECO mode): The contracted power limit as per the agreement with the grid company.
 - Fuse current(unavailable in ECO mode): The rated fuse current of the incoming power supply in the property.



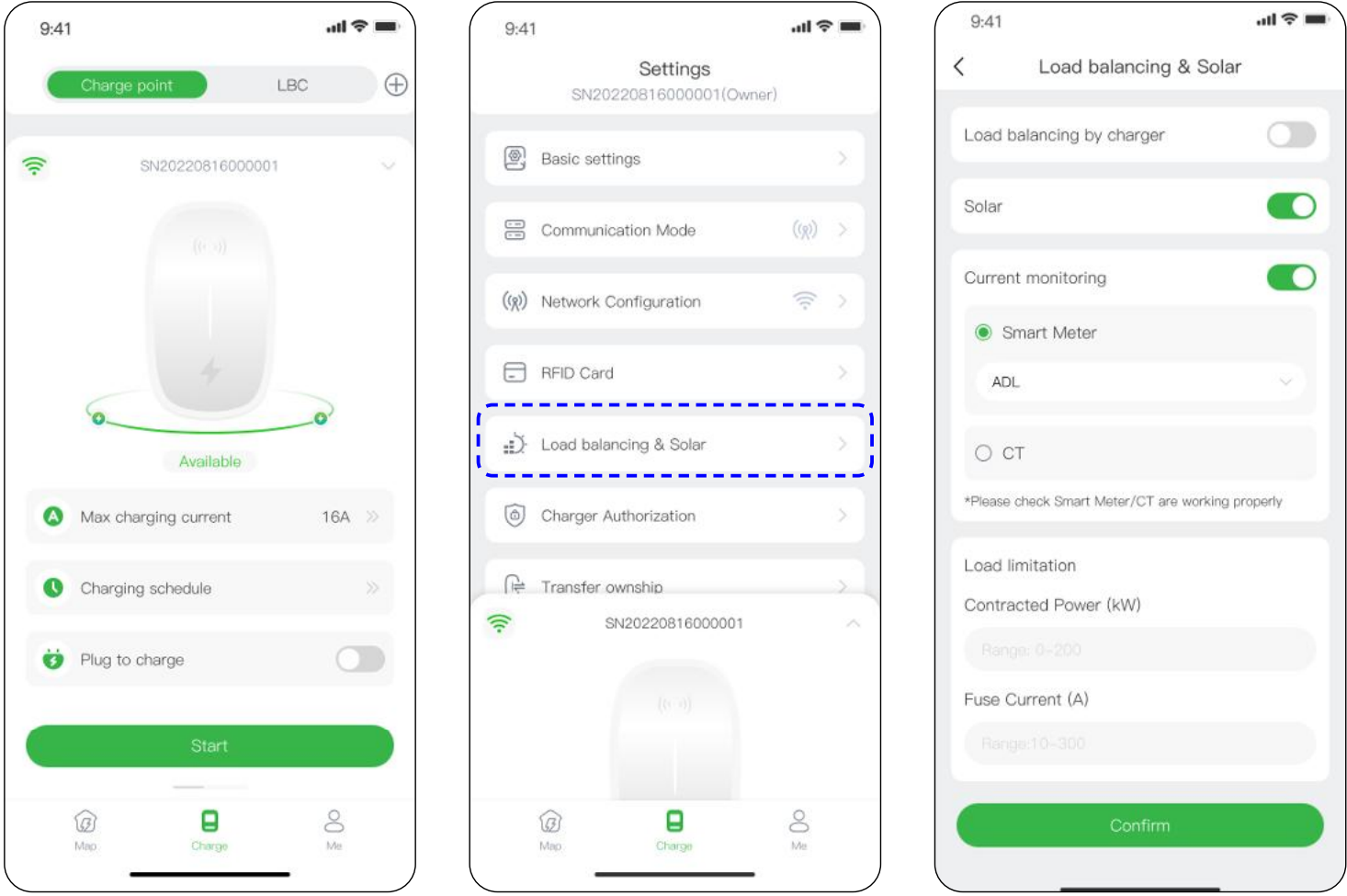
9.3 PV Charging by a Meter (Three-phase)

1. Enable the 'Solar' toggle.

2. Enable the current monitoring toggle.

3. Select smart meter.
 - ADL

4. Set the load limitation(choose one of the following):
 - Contracted power(unavailable in ECO mode): The contracted power limit as per the agreement with the grid company.
 - Fuse current(unavailable in ECO mode): The rated fuse current of the incoming power supply in the property.



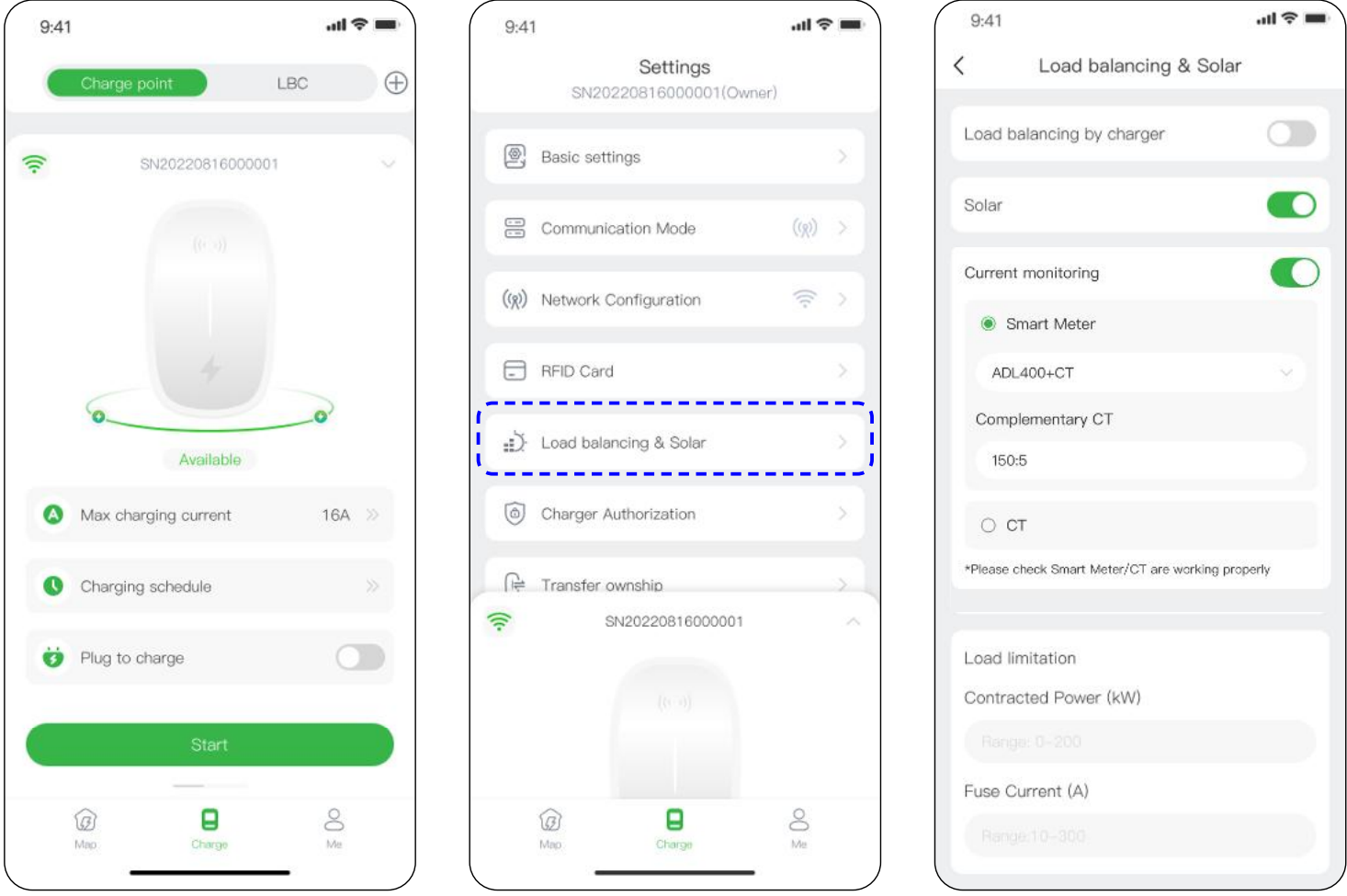
9.4 PV Charging by a Meter and Three CTs (Three-phase)

1. Enable the 'Solar' toggle.

2. Enable the current monitoring toggle.

3. Select the smart meter & the complementary CT
 - ADL400 + CT
 - 150:5

4. Set the load limitation(choose one of the following)
 - Contracted power(unavailable in ECO mode): The contracted power limit as per the agreement with the grid company.
 - Fuse current(unavailable in ECO mode): The rated fuse current of the incoming power supply in the property.

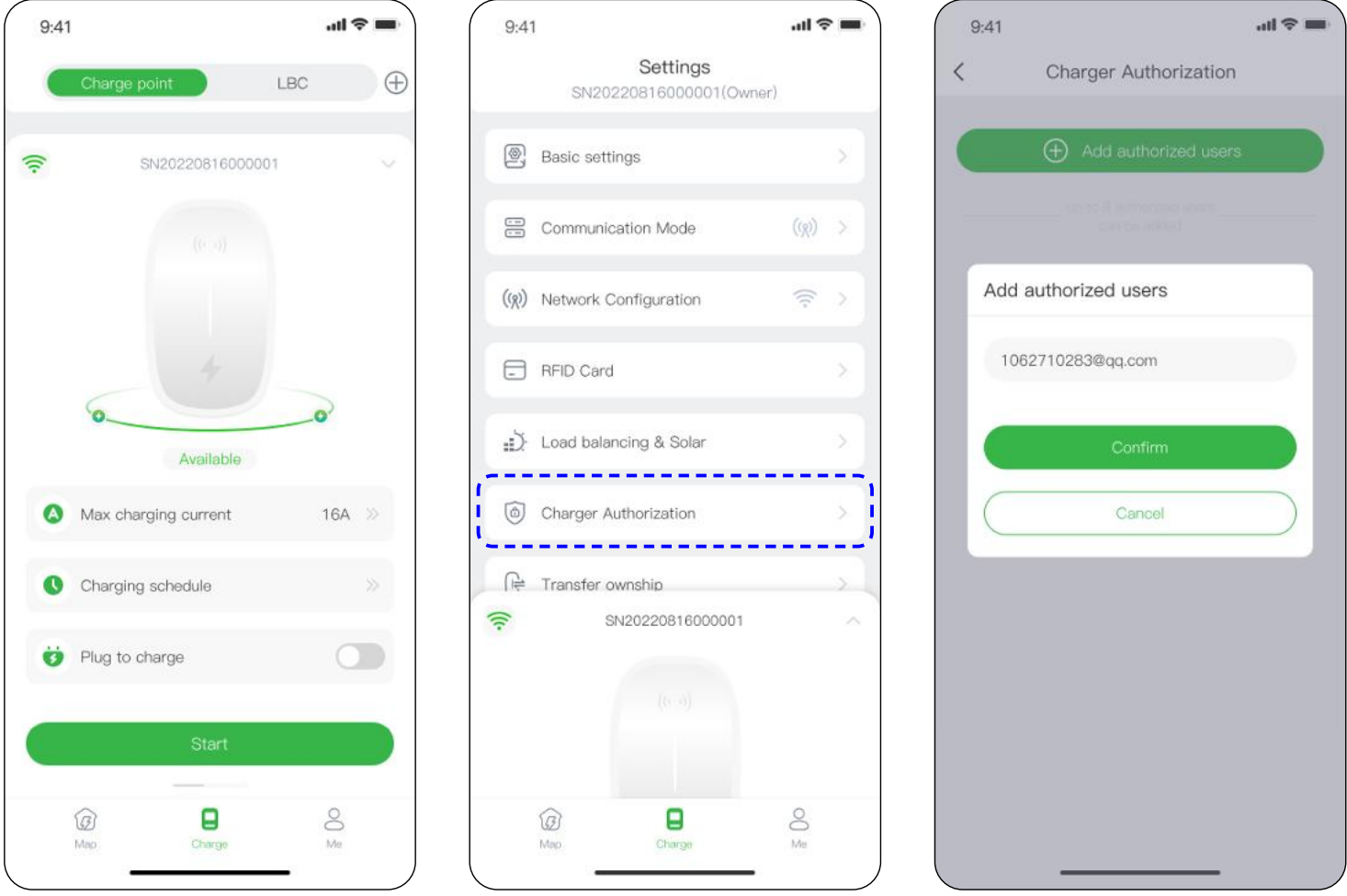


10. How to Share Your Charge Point with Others

1. Scroll down on the charging page.

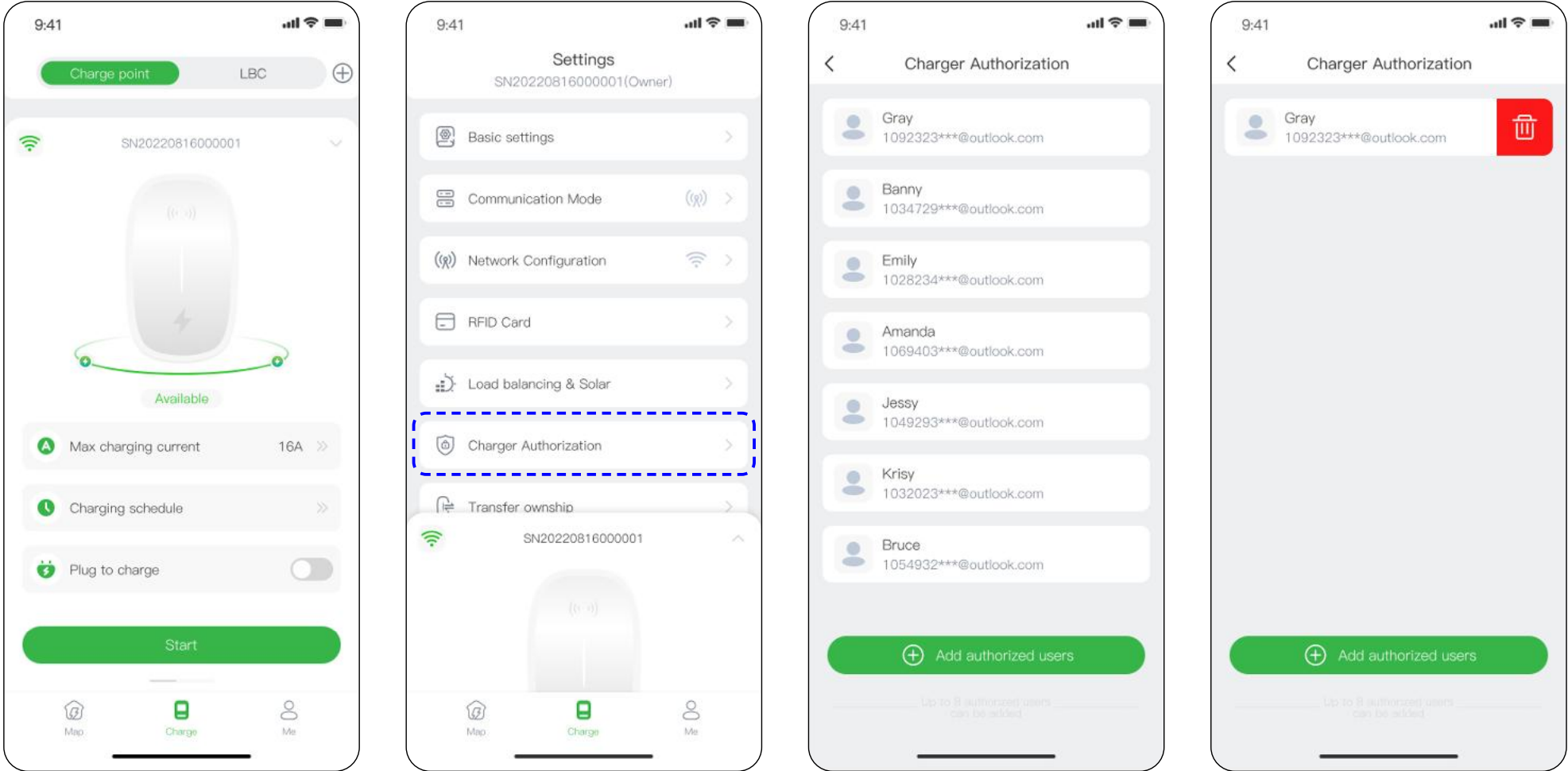
2. Tap "Charger Authorization".

3. Tap "Add authorized users", and enter the user's email address.



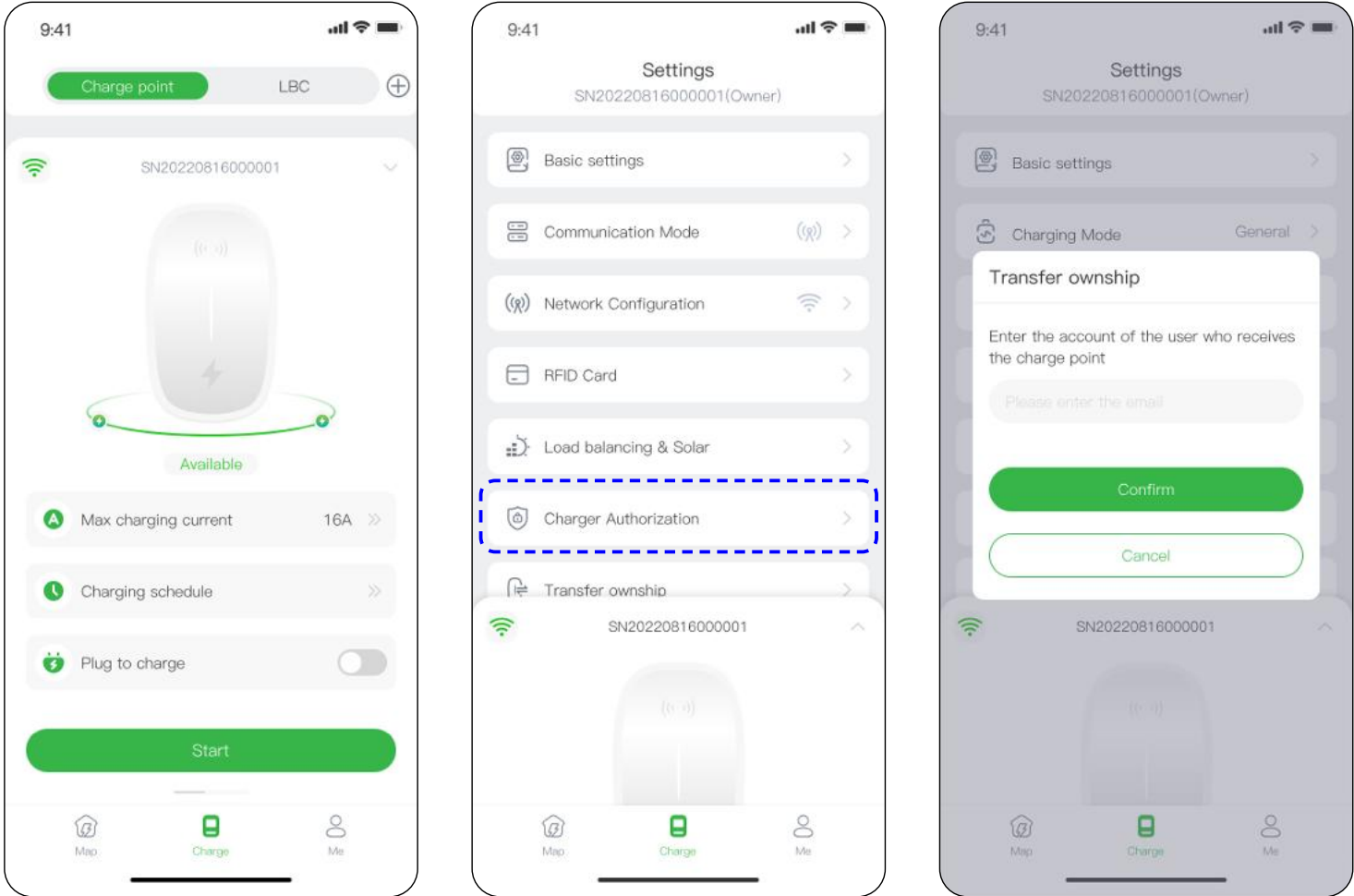
10.1 How to Delete the Authorized User

- 1. Scroll down on the charging page.
- 2. Tap 'Charger Authorization', and you can view the list of authorized users.
- 3. Swipe left on the user tag, and a red 'Delete' icon appears.
- 4. Tap 'Delete'.



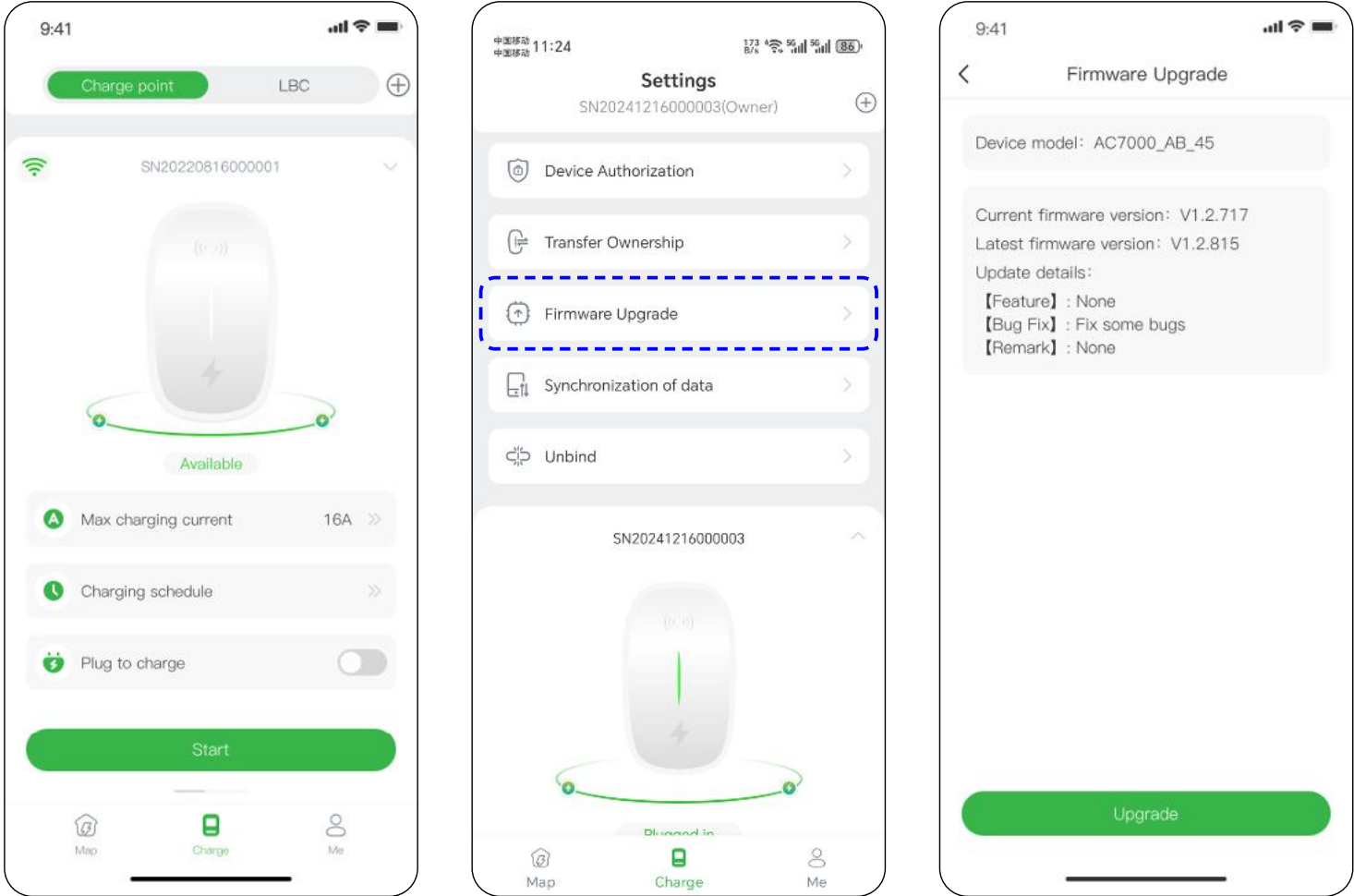
11. How to Transfer the Charge Point's Ownership to Other People

- 1. Scroll down on the charging page.
- 2. Tap 'Transfer Ownership'.
- 3. Enter the email address of the user receiving the charge point.
- 4. Tap 'Confirm' to complete the transfer.



12. How to Upgrade Firmware

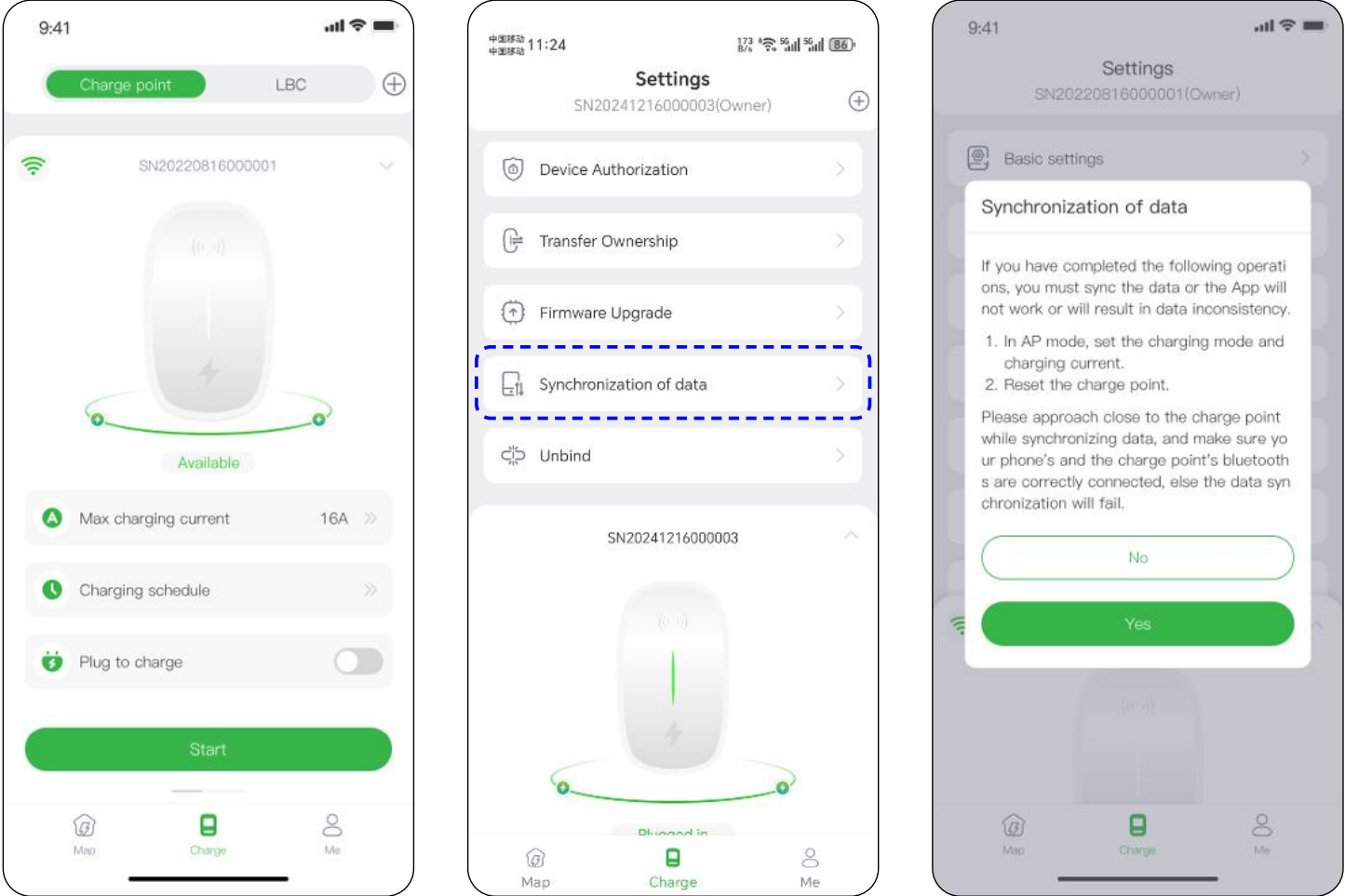
- 1. Scroll down on the charging page.
- 2. Tap 'Firmware upgrade'.
- 3. Tap 'Upgrade'.



13. How to Synchronize Data

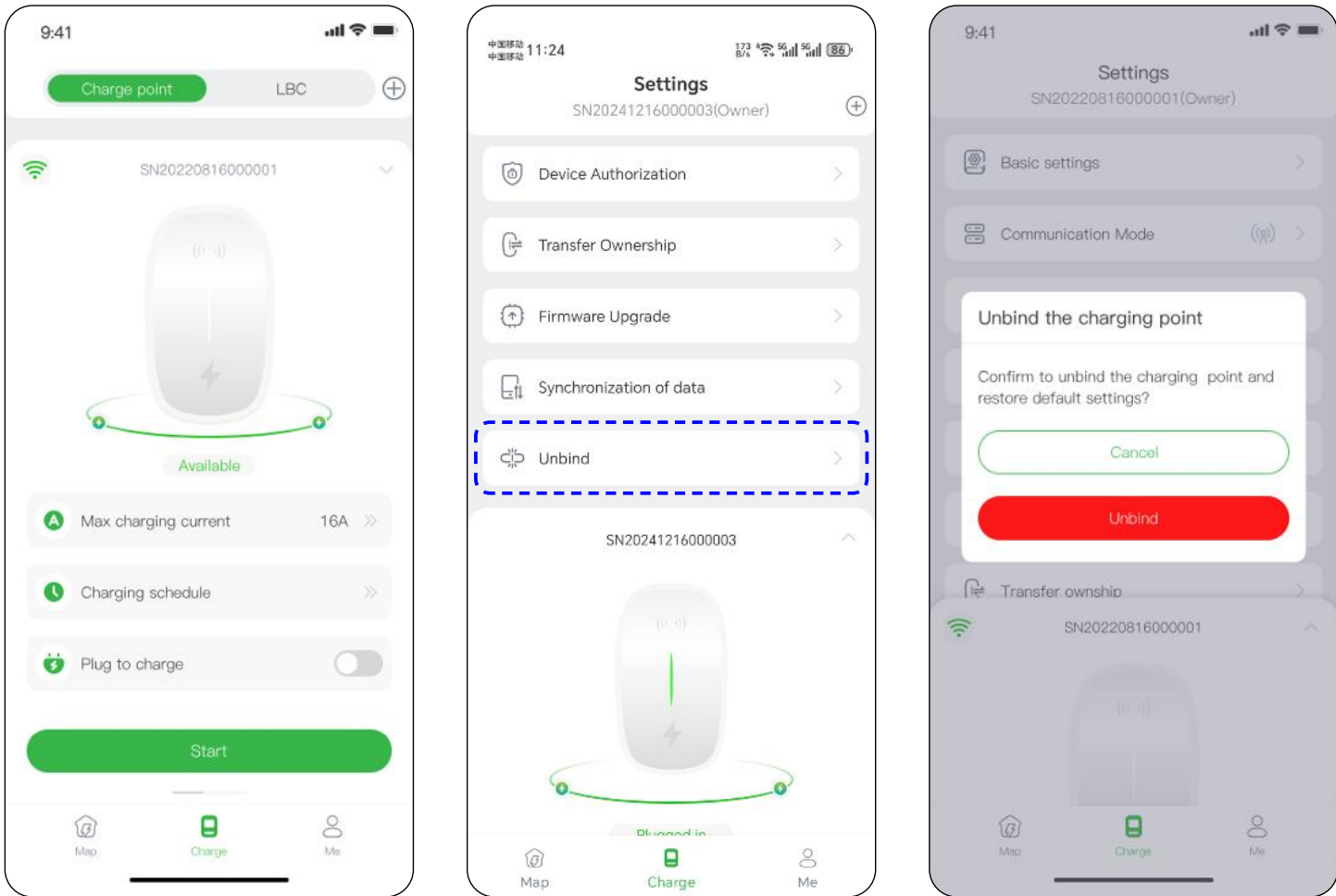
Prerequisite: You have configured settings in AP Mode.

- 1. Scroll down on the charging page.
- 2. Tap 'Synchronization of data'.
- 3. Tap 'Yes'.



14. How to Unbind the Charge Point

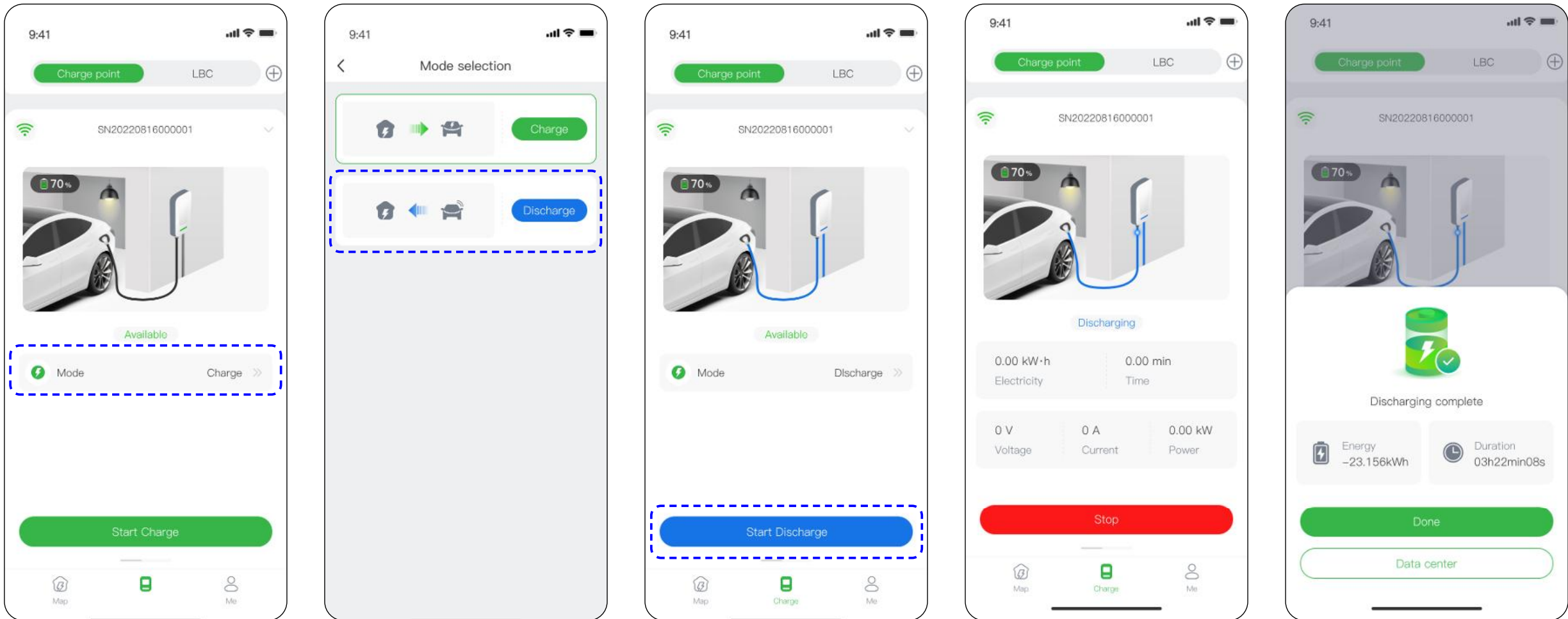
- 1. Scroll down on the charging page.
- 2. Tap 'Unbind'.
- 3. Tap 'Unbind'.



15. How to Use the Discharge Function

Prerequisite: This function is available only on charge point models that support discharging.

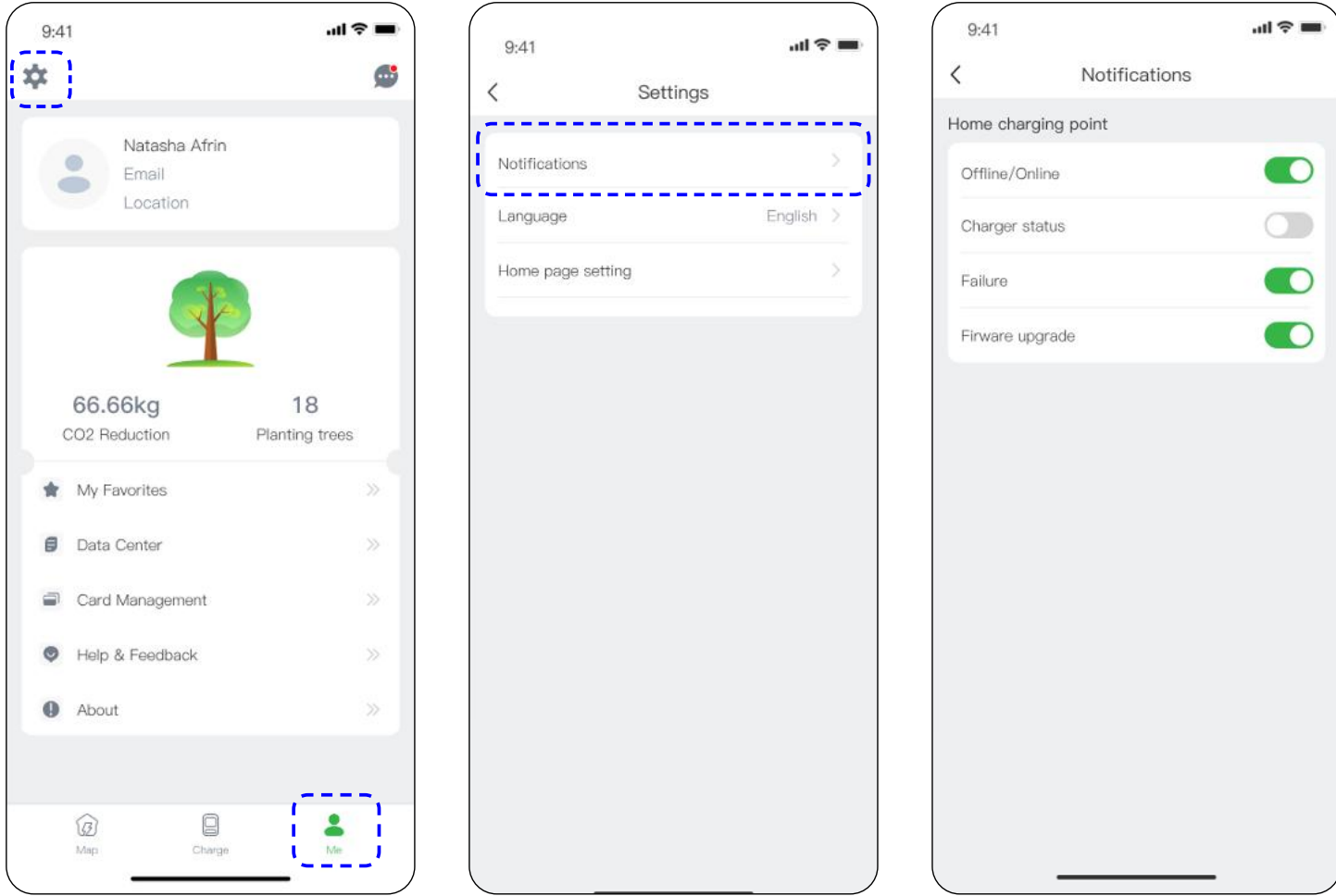
- 1. Connect your charge point as described in the Section 'How to Connect your charge point to the App'.
- 2. Enter the charging & discharging page.
- 3. Tap 'Mode'.
- 4. Tap 'Discharge'.
- 5. Tap 'Start Discharge'.



16. How to Manage Your Personal Information

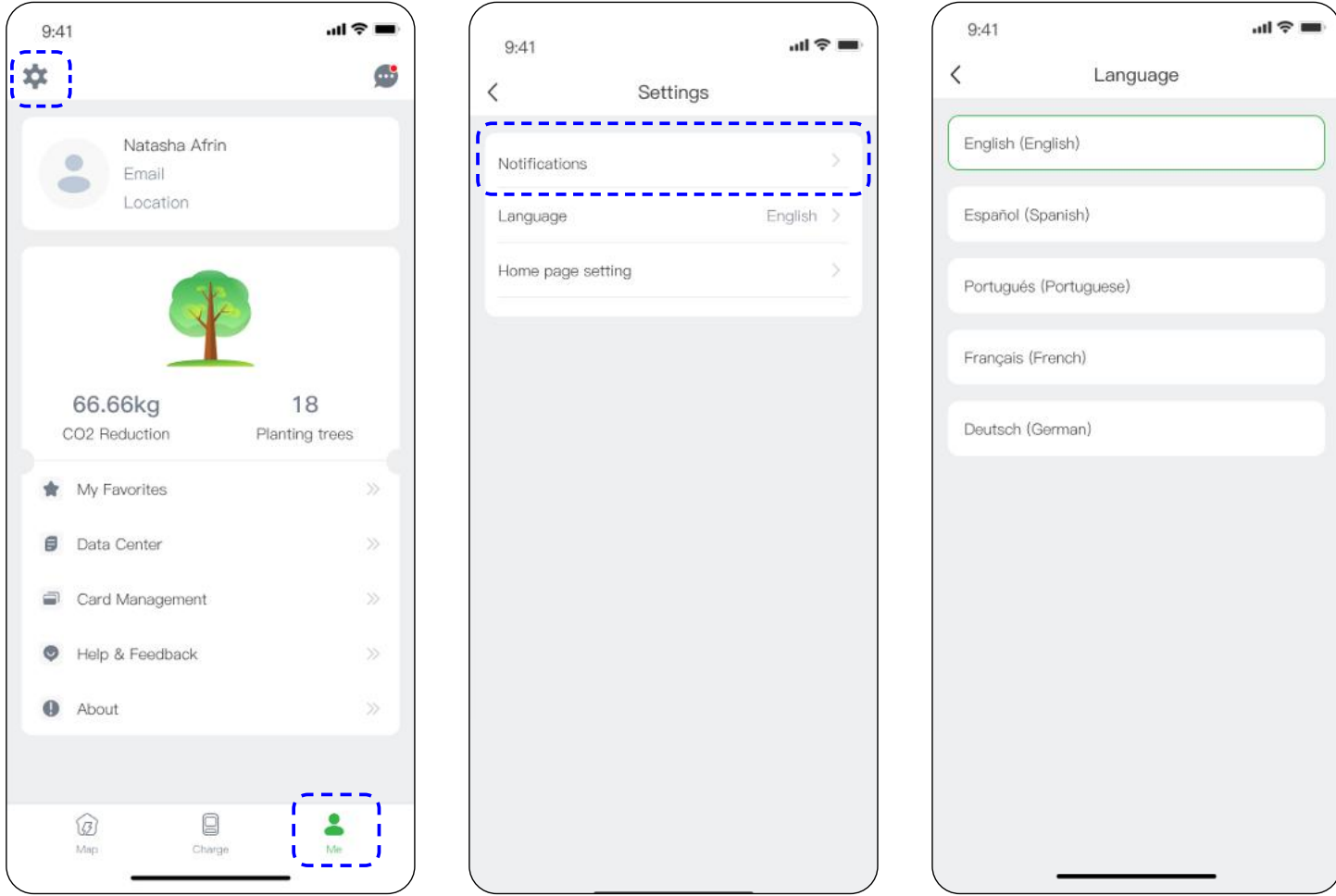
16.1 How to Enable the Notification

- 1. Tap 'Me' > the Settings Icon > 'Notification'.
- 2. Enable the toggles to know the status.



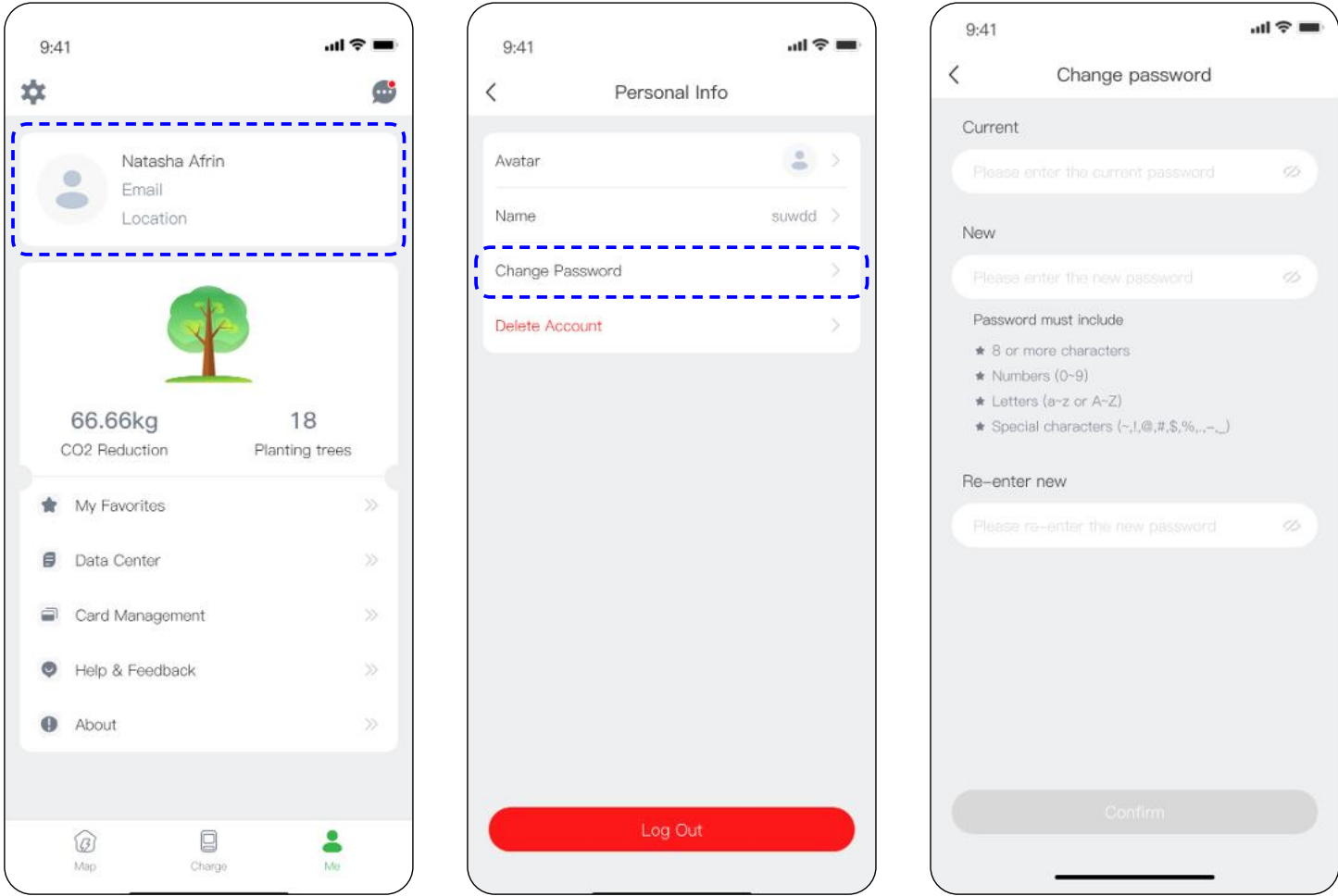
16.2 How to Select the APP Language

- 1. Tap 'Me' > the Settings Icon > Language.
- 2. Choose the language you want to use.



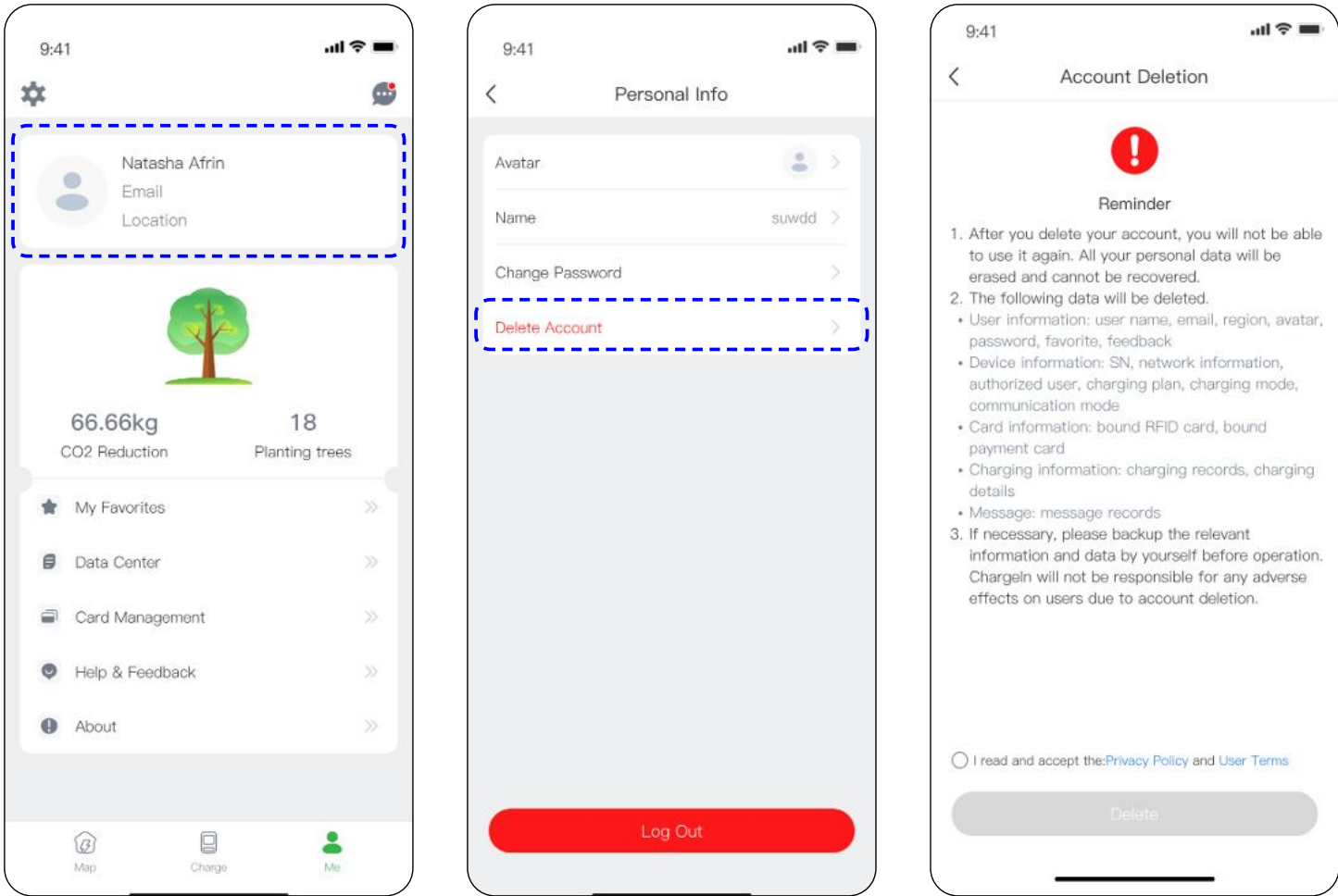
16.3 How to Change the Password

- 1. Tap 'Me'
- 2. Tap your profile information.
- 3. Tap 'Change password'.



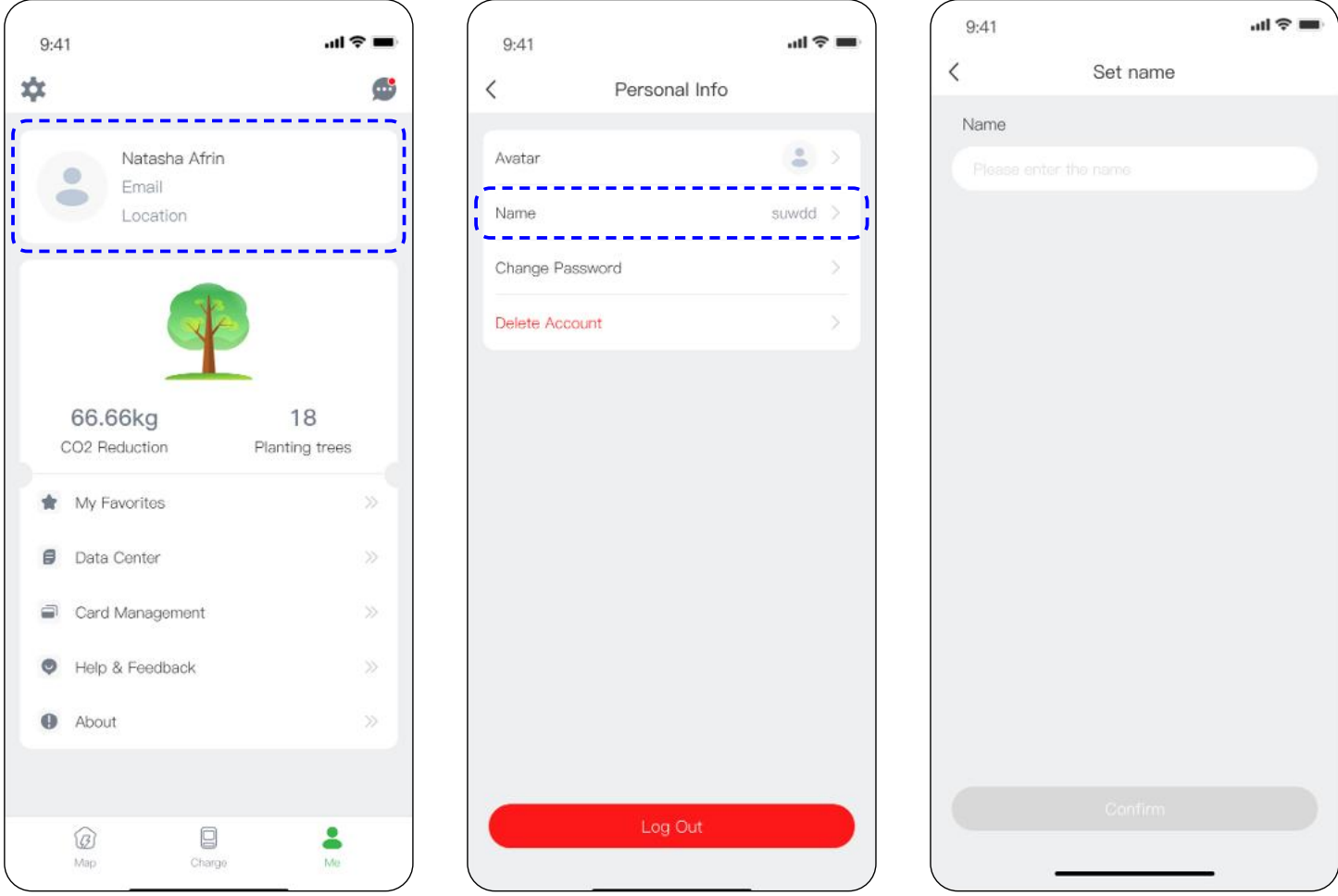
16.4 How to Delete Your Account

- 1. Tap 'Me'
- 2. Tap your personal information.
- 3. Tap 'Delete Account'.
- 4. Check the Privacy Policy and User Term.
- 5. Tap 'Delete'.



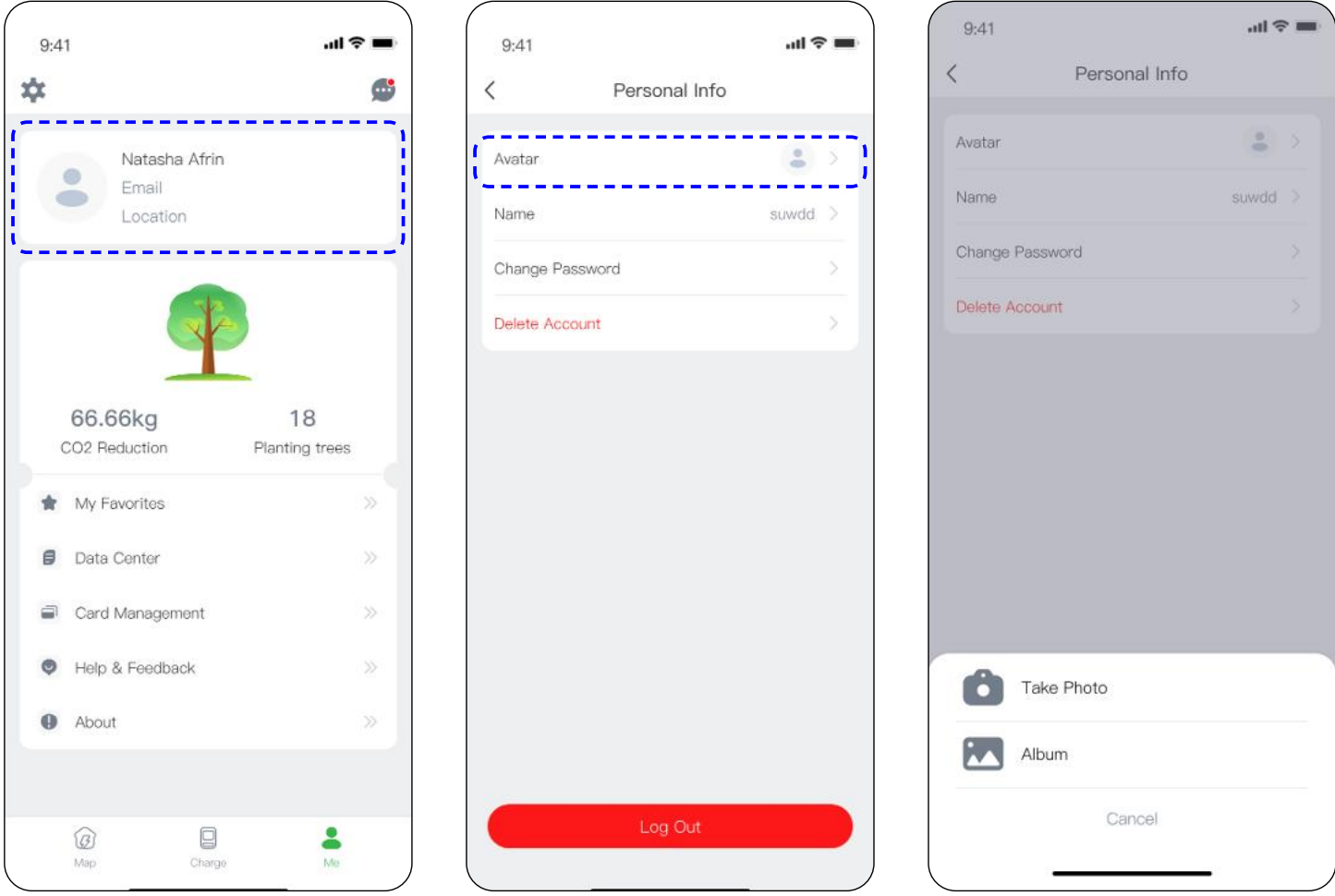
16.5 How to Rename Your Account

- 1. Tap 'Me'
- 2. Tap your personal information.
- 3. Tap 'Name'.
- 4. Enter your new name.
- 5. Tap 'Confirm'.



16.6 How to Change Your Avatar

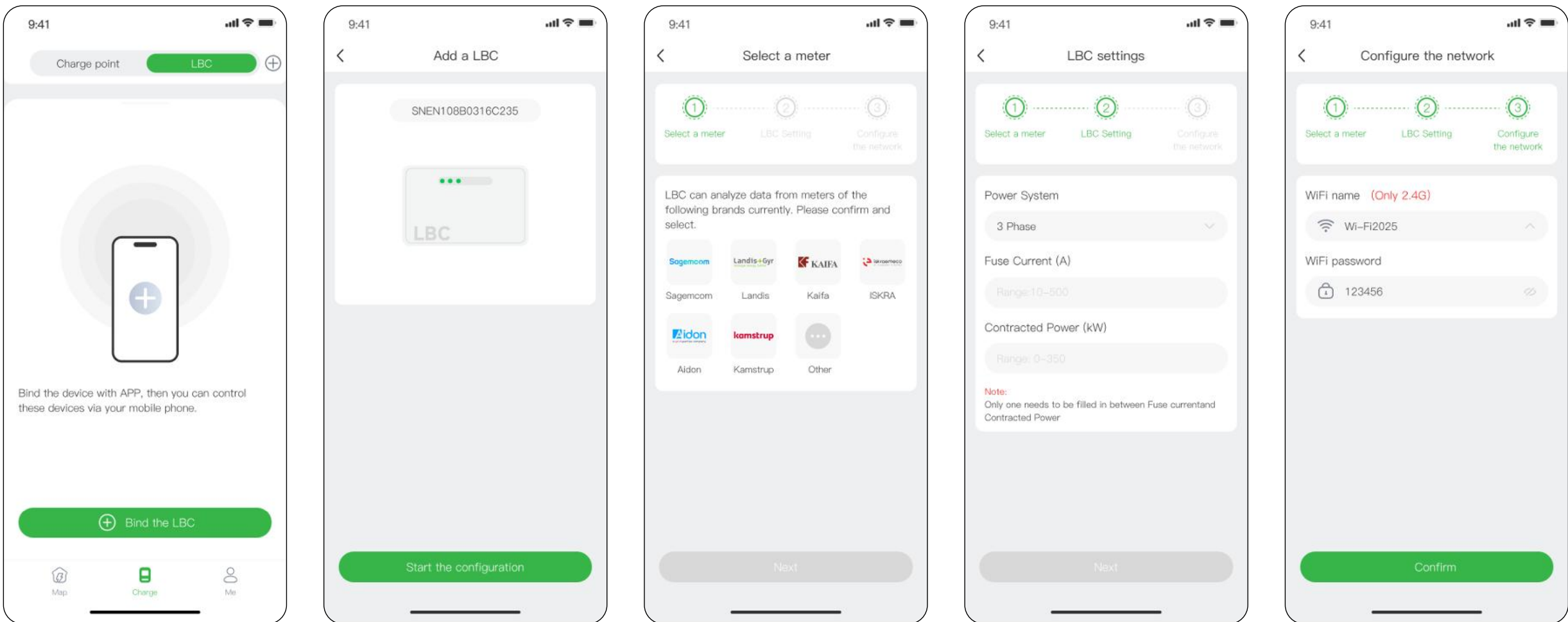
- 1. Tap 'Me'
- 2. Tap your profile information.
- 3. Tap 'Avatar'.
- 4. Choose a photo from your album or take a new one.
- 5. Tap 'Confirm'.



17. How to Connect Your LBC

1. Tap 'LBC' in the charging page.
2. Tap 'Bind the LBC'.
3. Scan the code on the LBC.
4. Tap 'Start the configuration'.
5. Tap the meter brand.
6. Set the LBC
 - Power system
 - Single-phase
 - Three-phase
 - Fuse current
 - Contracted power
7. Tap 'Next'
8. Configure the network for the LBC.

Note: For the LBC Pro, the steps for selecting a meter brand and configuring the network are not required.

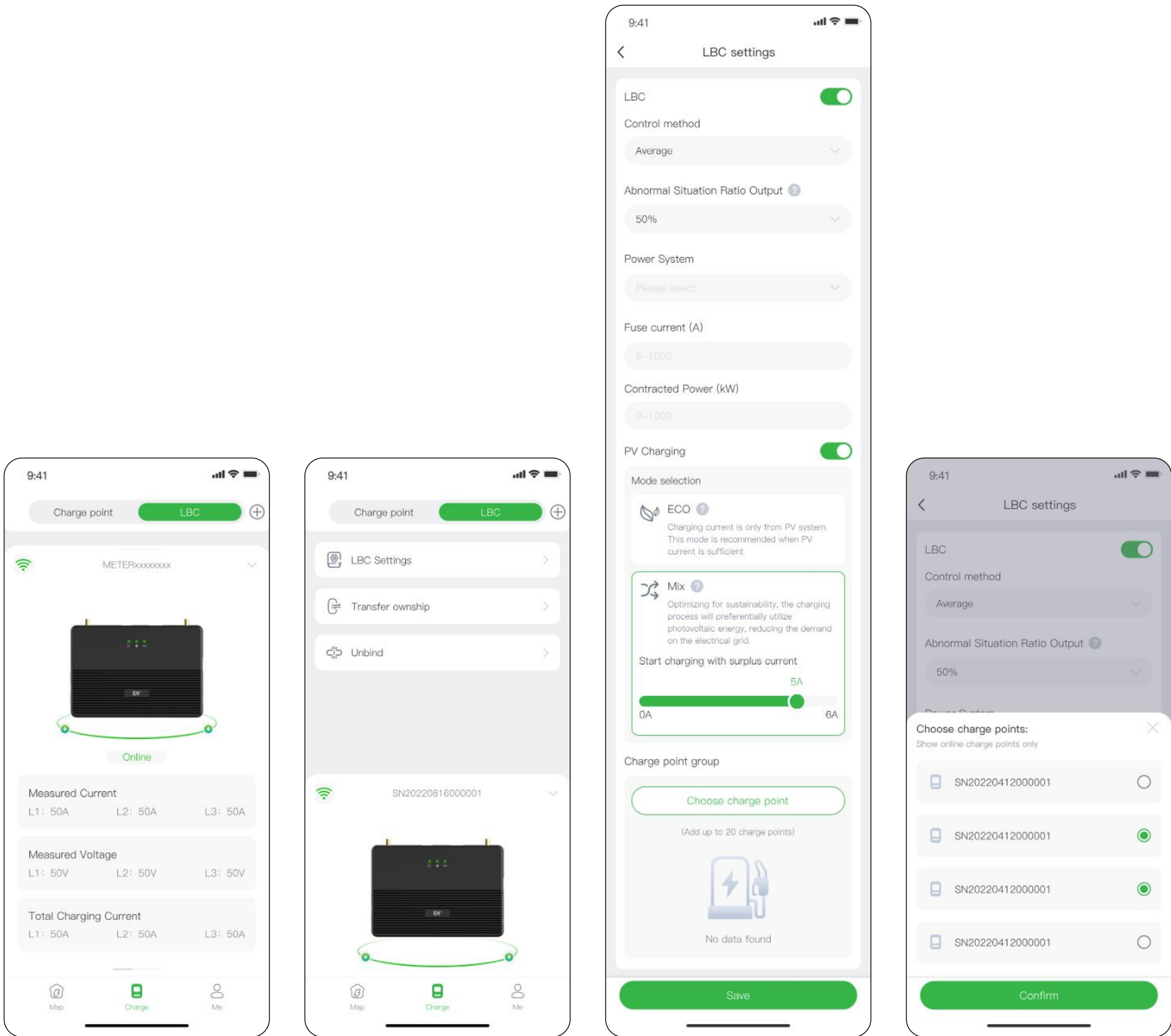


18. How to use LBC to Manage Your Charge Points

18.1 Home Scenario (LBC Pro)

1. Tap 'LBC settings'.
2. Enable the LBC toggle.
3. Select control method:
 - Average: All active chargers will share the available current equally, ensuring balanced charging across all units.
 - Full load: When the total available current is limited, the system will prioritize charging based on a first-come, first-served rule. The first EV to start charging will receive the full available power, while other chargers may receive reduced current or have to wait.
4. Select the abnormal situation ratio output: If the LBC goes offline, the charger will deliver charging current at a predefined percentage of the fuse current, ensuring basic protection.
 - 50% (default)
5. Power system
 - Single-phase
 - Three-phase
6. Fuse current (Unavailable in the ECO mode):
7. Contracted power (Unavailable in the ECO mode):
8. Tap 'Choose Charge Point' to select the charge point you want the LBC to manage.
9. Tap 'Confirm'.

Note: PV charging requires you to configure CT ratio and choose load balancing working option in the AP Mode.



18.2 Home Scenario (LBC Reader)

1. Tap 'LBC settings'.

2. Enable the LBC toggle.

3. Select control method:

Average: All active chargers will share the available current equally, ensuring balanced charging across all units.

Full load: When the total available current is limited, the system will prioritize charging based on a first-come, first-served rule. The first EV to start charging will receive the full available power, while other chargers may receive reduced current or have to wait.

4. Select the abnormal situation ratio output: If the LBC goes offline, the charger will deliver charging current at a predefined percentage of the fuse current, ensuring basic protection.

50% (default)

5. Power system

Single-phase

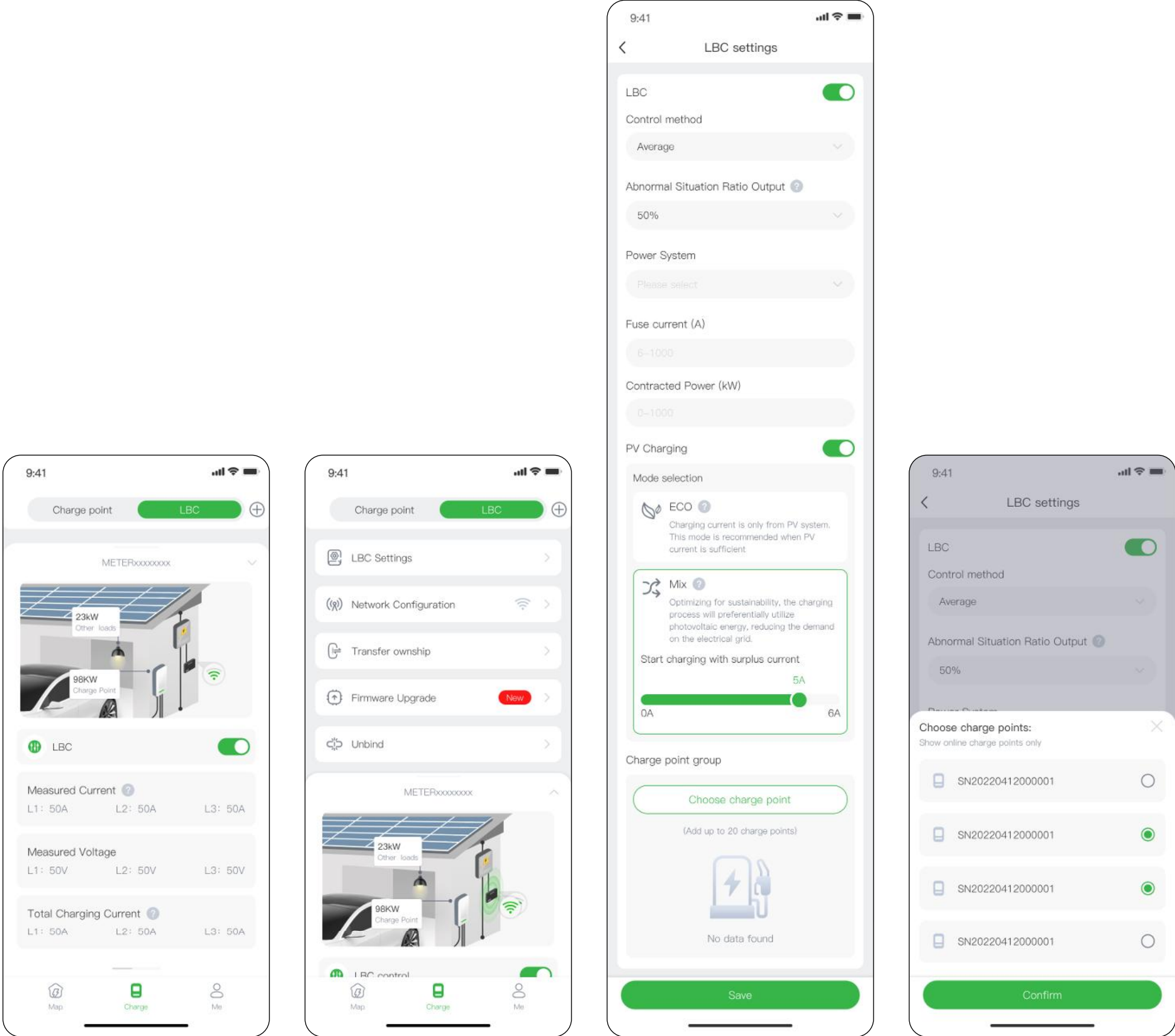
Three-phase

6. Contracted power (unavailable in ECO mode): The contracted power limit as per the agreement with the grid company.

7. Fuse current (unavailable in ECO mode): The rated fuse current of the incoming power supply in the property.

8. Tap 'Choose Charge Point' to select the charge point you want the LBC to manage.

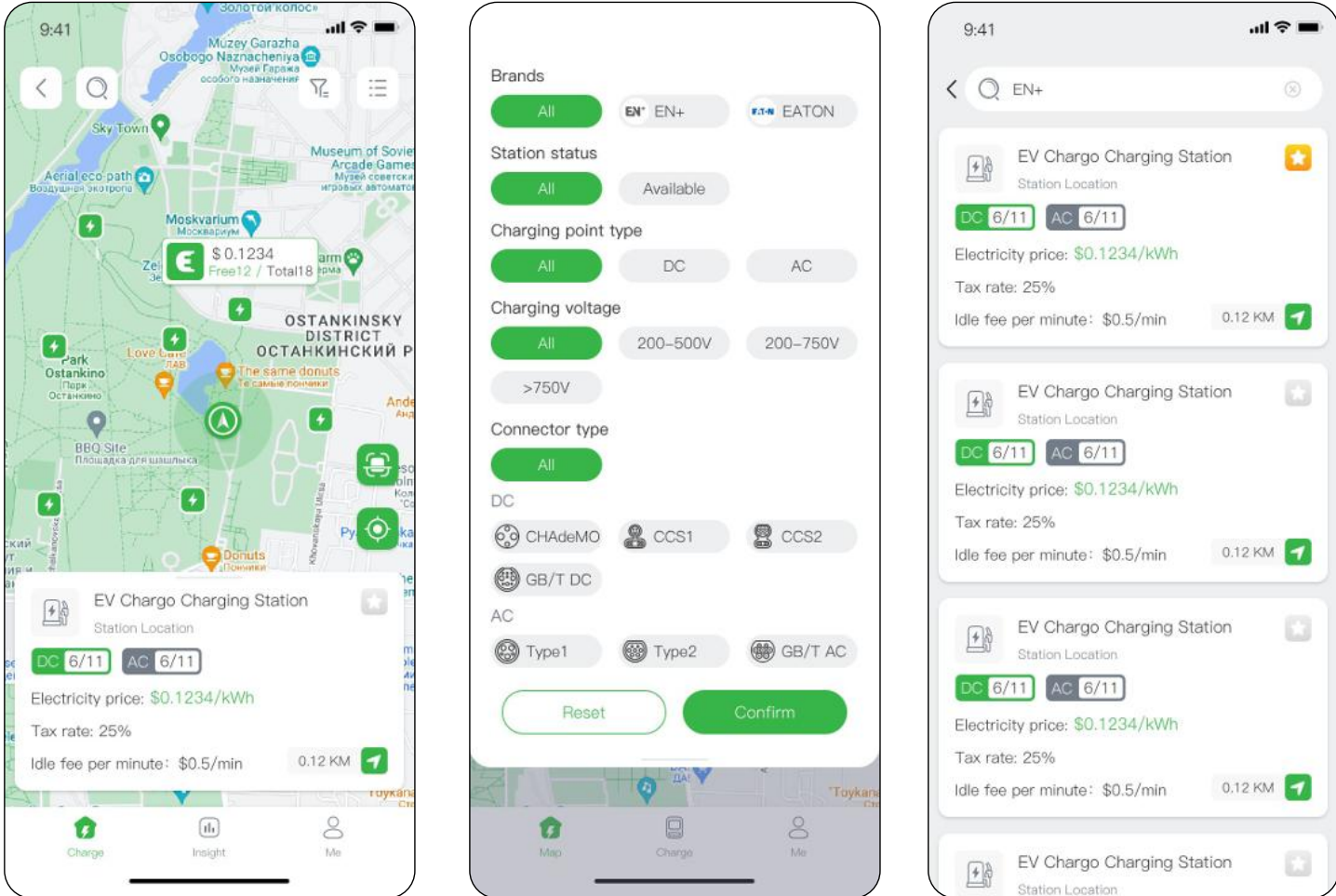
9. Tap 'Confirm'.
- Note: For PV charging, the meter will automatically read the current.



19. Public charging

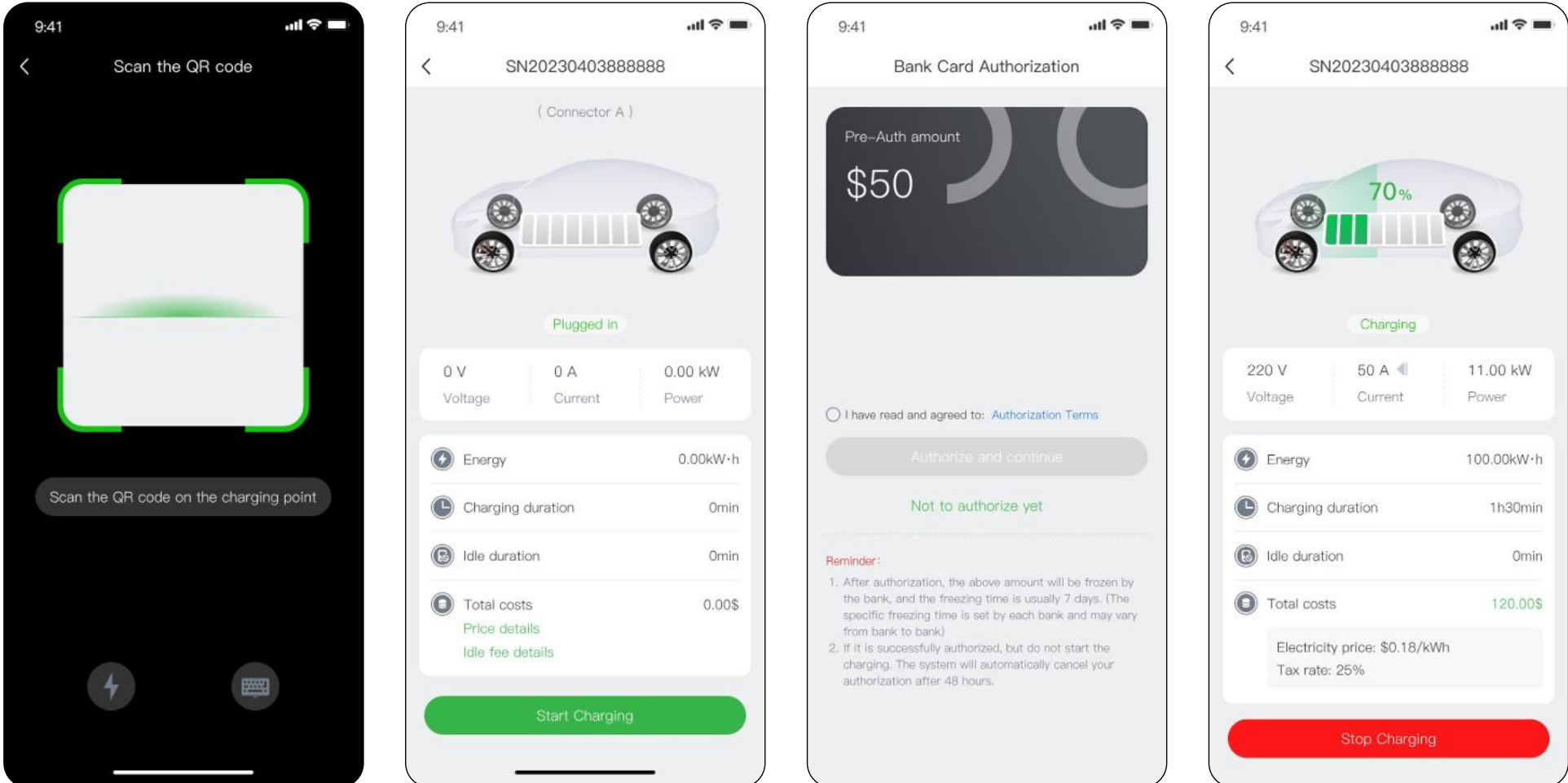
19.1 How to find a charge point to charge your EV

- Tab 'Map' icon, and nearby charge points will be displayed.
- Tap to display the filter criteria, then find the charge points based on the selected criteria.
- Tap to display the nearby charge points in a list.
- Tap to add the charge point into your favorites.



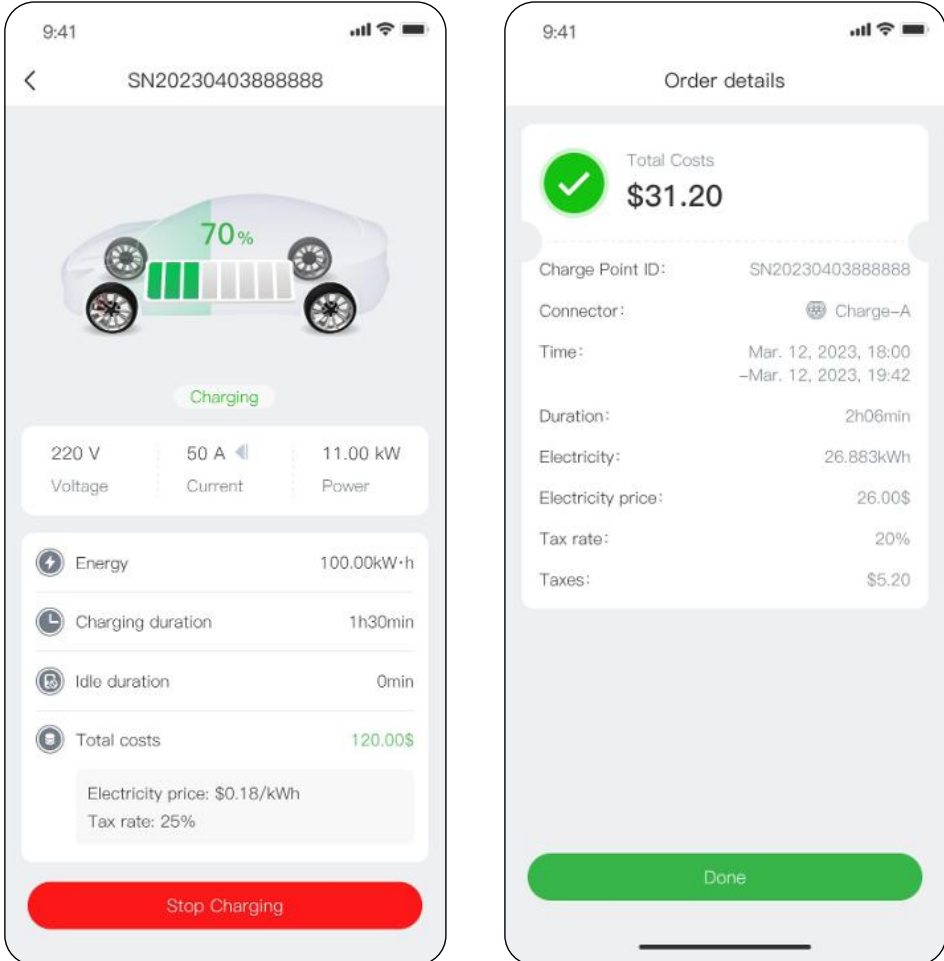
19.2 Use the public charge point to start a charging session

1. Scan the QR code on the charge point.
2. Plug the connector in.
3. Tap 'Start Charging' button, and you will be prompted to add a bank card to make payment.
4. Tap 'Airwallex' tab.
5. Check 'I have read and agree to: Authorization Terms'.
6. After tapping the 'Authorize and continue' button, an amount (e.g., \$50) will be temporarily held. The final cost will be automatically deducted from this hold upon completion.



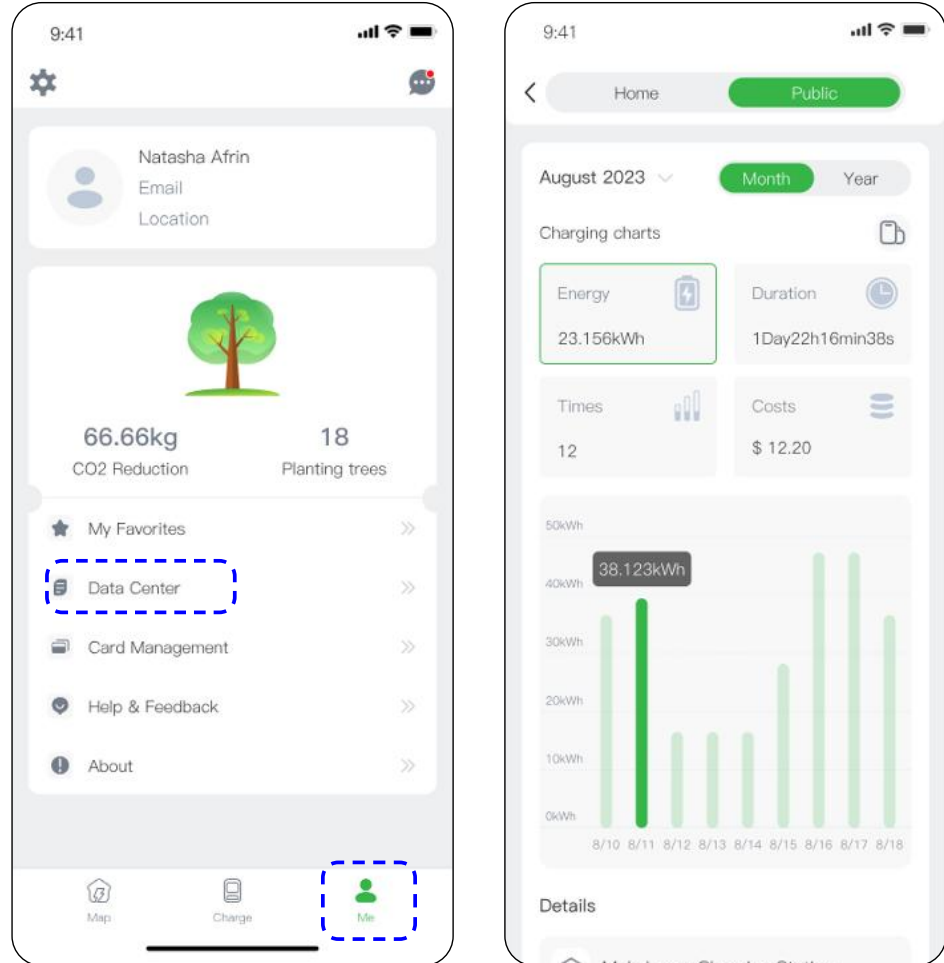
19.3 Check the charging receipt

After charging is complete, the order details will be displayed below.



19.4 View the charging data

Tap 'Me' > 'Data center'.
Tap 'Public', and you can view the charging data based on the Month or Year.



20. How Charge Point Owners Can Switch To a New Charging App?

1. Scroll down on the charging page.
2. Tap 'Network Configuration'.
3. Choose AP Mode for the configuration method.
4. Input the Wi-Fi password (printed on the final page of your installation manual).
5. Enter the security PIN code (also located on the last page of the installation guide).
6. Tick the option I Own this charger.
7. Pick the matching backend platform tied to your new target app to link the charger.

