



Twin 5



EV Charging Stations

Installation and User Manual



1.	Safety and usage instructions	3	6.	Maintenance	19
1.1	Disclaimer	3	6.1	Service	19
1.1.1	Disclaimer public charging stations	3	7.	Disposal	20
1.2	Improper use	3	7.1	Decommissioning and returning	20
1.3	Copyright	3	7.2	Waste electrical and electronic equipment (WEEE)	20
1.4	Trademarks	3	8.	Technical drawings	21
1.5	Languages	3			
1.6	Purpose and intended audience	3			
1.7	Explanation of text instructions used	4			
1.7.1	Safety symbols	4			
1.8	General safety	4			
1.9	Software and complementary documentation	4			
1.10	Operating conditions	5			
2.	Product overview	6			
2.1	Exterior view	6			
2.2	Interior view	7			
2.3	Legend product overview	8			
2.4	Identification label	8			
2.5	Operation	9			
2.5.1	Start and stop charging with charge card	9			
2.5.2	Start and stop charging with Plug&Charge	9			
2.6	User interface	10			
3.	Installing and Connecting	11			
3.1	Safety announcements	11			
3.2	Assembly and installation requirements	11			
3.2.1	Schematic overview of charging station protection devices	12			
3.3	Preparation prior to installation	12			
3.3.1	Door locks	12			
3.3.1.1	Opening the door with dummy key	13			
3.4	Scope of delivery	13			
3.5	Mechanical installation procedure	13			
3.5.1	Foundation for ground mounting	13			
3.5.2	Inserting ground cable and earth cable	14			
3.5.3	Mounting the charging station onto the base	14			
3.6	Electrical installation	14			
4.	Commissioning	16			
4.1	Safety instructions before use	16			
4.2	Initial start-up	16			
4.2.1	Testing the sockets	16			
5.	Connectivity	17			
5.1	Configuring the charging station	17			
5.1.1	Wireless-connection	17			
5.1.2	Wired network connection	17			
5.1.3	Back office management systems	17			
5.2	Configuration tools	18			
5.3	Before using the MyEve app	18			
5.4	Before using the ACE Service Installer	18			

1. SAFETY AND USAGE INSTRUCTIONS

1.1 Disclaimer

This document has been subjected to rigorous technical review before being published. It is revised at regular intervals, and any modifications and amendments are included in the subsequent issues. Although Alfen has made its best efforts to keep the document as precise and up-to-date as possible, Alfen does not assume any liability for defects and damage which results from the use of the information contained herein.

NOTE

This manual is subject to updates and changes. Errors and omissions excepted.

Any deviation to the products as assembled by Alfen including, but not limited to, customer-specific modifications to the product such as the placement of stickers, SIM cards or the usage of different colors (all referred to as 'Customization') may affect the final product, its experience, appearance, quality and / or lifespan (the Customized Product). Alfen is not liable for any damage to, or caused by, the Customized Product if this damage is caused by this applied Customization.

Alfen shall not be liable in any way, for any kind of damage, and the (carry in) warranty for the product and the accessories shall not apply in the following cases:

- Failure to comply with the instructions in this manual in general and with the operating conditions specifically.
- Improper use.
- External damage.
- Installation, commissioning or faulty repair or maintenance by unqualified persons.
- Failures from the grid or the GPS / GPRS provider.
- Modification or configuration of the product or accessories without the knowledge of Alfen.
- Use of spare parts not approved or manufactured by Alfen.
- The charging station is used outside its operating conditions as stated in this manual.
- Situations have occurred that are beyond the control of Alfen(force majeure).
- Malfunction of an open charge point back office.
- Damage to the electrical vehicle.

1.1.1 Disclaimer public charging stations

Alfen ICU B.V.("Alfen") has received your explicit request to use the open area in the Alfen Twin 5 (the "EV Charger") for installing electrical components.

The in Interior view on page 7 indicated red marked area (the "Dedicated Area") may be used for the installation of electrical components within the Alfen Twin 5 (the "charging station") which charging stations are placed in the public domain if the following conditions remain to be fulfilled throughout the Warranty Period:

- The charging station shall only be opened by authorized certified electricians who shall have completed the Alfen training (an "Engineer");
- Customer shall provide explicit consent to the Engineer for the placement of components in the Dedicated Area;
- The installation, the use and operation of the charging station (EV Charger) shall always be in accordance with all applicable laws, regulations and the manuals;
- Components may only be stored in the Dedicated Area before the main switch;
- All additional installed electrical components are IP20 at minimum and installed according local installation and safety regulations and laws.

If the above conditions remain fulfilled throughout the Warranty Period, Alfen confirms that the Dedicated Area may be used and the warranty for the charging station (EV Charger) remains valid.

1.2 Improper use

Using the charging station is safe when used as intended. Any other use or changes to the charging station are considered improper use and therefore not permitted. The operator, owner or qualified technician is responsible for any personal injury or material damage arising from improper use.

1.3 Copyright

The reproduction, distribution and utilization of this document, as well as the communication of its contents to other parties without explicit authorization by Alfen N.V. or one of its affiliates, is strictly prohibited. © Alfen N.V.

1.4 Trademarks

Eve®, ICU®, Alfen® are trademarks by Alfen N.V. Any unauthorized use of the trademarks is therefore illegal.

1.5 Languages

The English version of this document is the original source. Documents in other languages are translations of this source.

1.6 Purpose and intended audience

This manual applies to the Twin 5 (in this document also indicated as "charging station") produced by Alfen ICU B.V., Hefbrugweg 28, 1332AP Almere, the Netherlands,

1. SAFETY AND USAGE INSTRUCTIONS

reg.no. 64998363 ("Alfen"). The Alfen Twin 5 is intended exclusively for charging electric vehicles and, when installed correctly, may be used by untrained individuals. Follow this manual to install and commission the charging station correctly.

Installation, commissioning and maintenance of this charging station may only be performed by a qualified electrician. It is essential that this person has:

- Expertise on all relevant general and specific rules regarding safety and incident prevention
- Comprehensive knowledge of applicable electrical regulations.
- The ability to identify and foresee risks and avoid potential hazards
- Received and read these installation and operating instructions

1.7 Explanation of text instructions used

Safety warnings and precautions are indicated in this document as follows:

DANGER

Signal word used to indicate an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

Signal word used to indicate a potentially hazardous situation which, if not avoided, could result in death or serious injury

CAUTION

Signal word used to indicate a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTE

Signal word used to provide additional information or information on possible product damage.

1.7.1 Safety symbols

The following warning pictograms are attached to (parts of) the device

Pictogram



Description

Dangerous voltage

1.8 General safety

Make sure to follow the stated safety aspects at all times when operating the charging station:

DANGER

Risk of injuries, explosion or fire. Do not use the charging station in the vicinity of explosive or highly flammable substances.

DANGER

Risk of electrocution. Do not use the charging station if it is partially submerged in water.

DANGER

Risk of injury and electrocution. Do not use the charging station if it is damaged or plugs and cables are defective. Contact the charge point operator to repair the defects immediately.

DANGER

Risk of injury and electrocution. Keep away children or individuals who are not able to assess the risks associated with using this product.

More extensive safety information is available in the relevant sections of this document.

1.9 Software and complementary documentation

NOTE

You must have a wired network connection between the charging station and your laptop, tablet or smartphone to check whether a new firmware version is available.

- The MyEve app notifies if a new firmware version is available.
- The ACE Service Installer does not notify if a new firmware version is available. You need to check this via the menu "Device/Upload new firmware.."

1. SAFETY AND USAGE INSTRUCTIONS

NOTE

It is possible to request a printed copy of this manual in your language by Alfen at any time. Refer to the contact information for your request.

By means of the following links you can obtain detailed information regarding the Twin 5 charging stations.

YouTube channel



Alfen - Power to adapt

providing installation, service and information videos.

Data sheet



Datasheet Twin 5

providing detailed information on models, technical features and equipment.

EU Declaration of conformity



Declaration of conformity Twin 5

Knowledge Base



Knowledge Base

providing service and procedure instructions.

Twin 5 with AHP-platform



Firmware information, update, error codes list

providing firmware information, update, error codes list.

Smart Charging configuration



Smart Charging Network extension module

for the Dutch market only

Training for Alfen charging stations



Trainings charging stations equipment

class-room trainings provided by Alfen.

Warranty



B2B Warranty

The applicable Terms & Conditions of the Alfen B2B Warranty

1.10 Operating conditions

Operating temperature -25°C to 55°C

Relative atmospheric humidity 5 - 95%

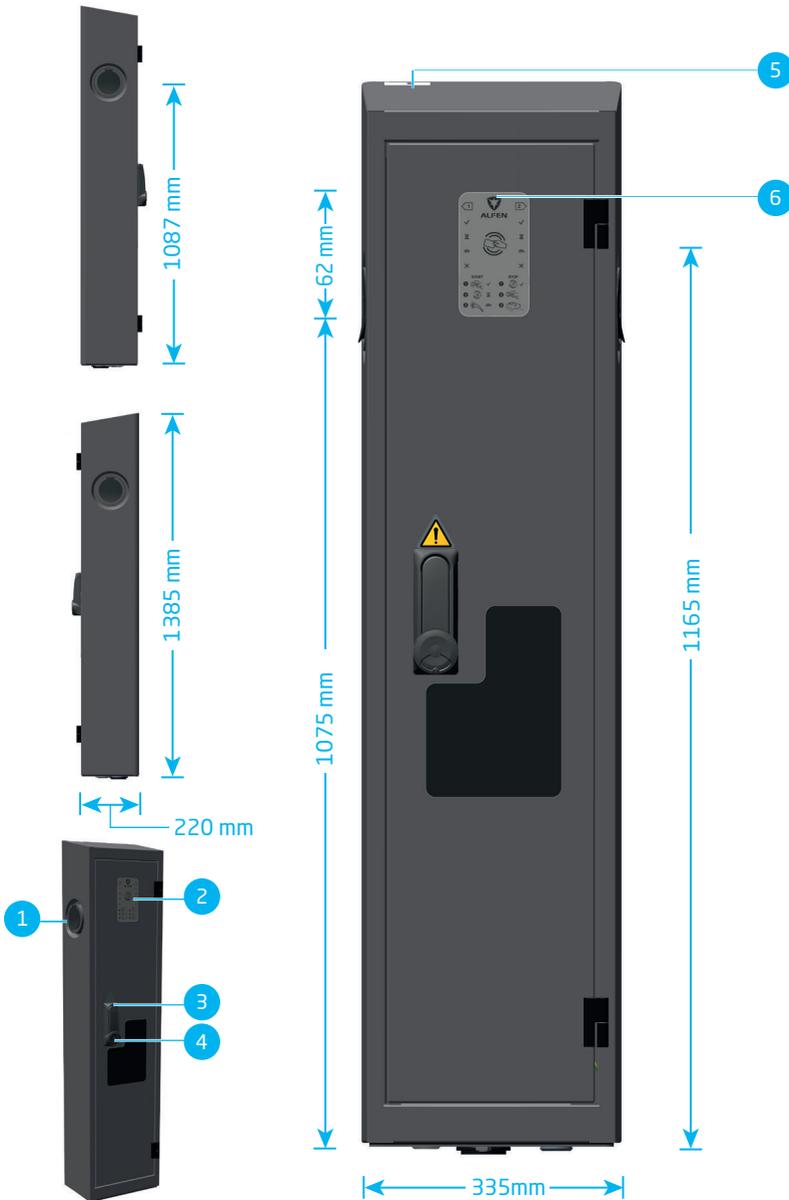
Protection category I

Degree of protection (casing) IP54

IK protection IK10

2. PRODUCT OVERVIEW

2.1 Exterior view



2.2 Interior view

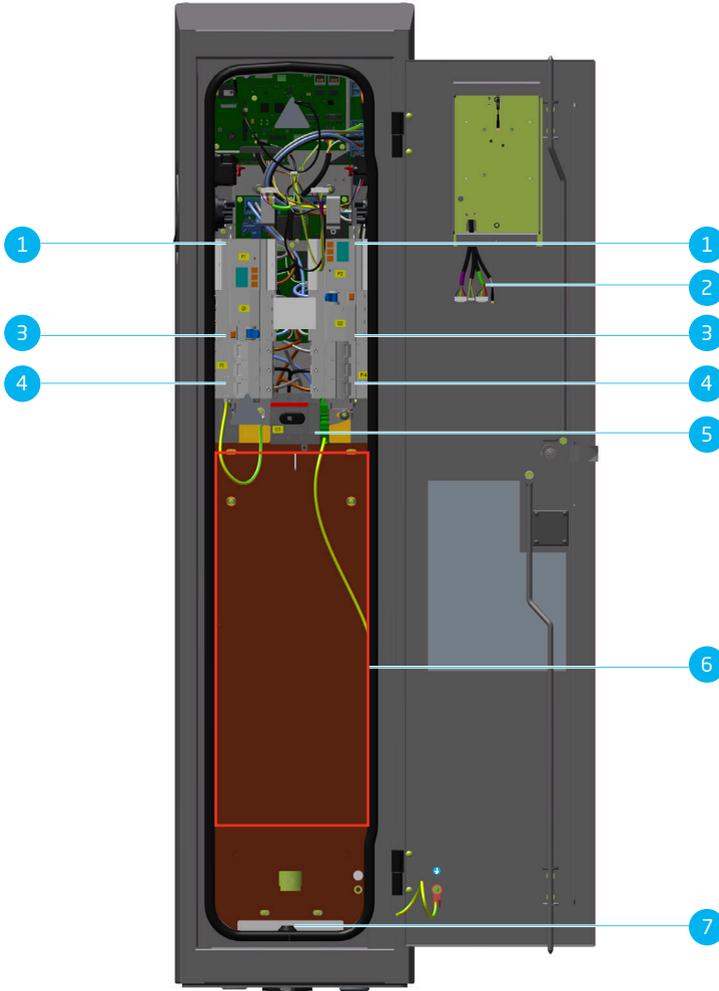


Figure 2.1: Interior view Twin 5

2. PRODUCT OVERVIEW

2.3 Legend product overview

Exterior view

- 1 Type 2 socket
- 2 LED / charge card (RFID) interface
- 3 Door handle
- 4 Cylinder for grid operator / Cylinder for owner
- 5 Charge point Identifier (customer specific label)
- 6 Quick start instructions

Interior view

- 1 Power meter
- 2 Identification label
- 3 Type B residual current device (RCD)
- 4 Miniature circuit breaker (MCB) or fuses
- 5 Main switch
- 6 Dedicated area (refer to extended warranty installation of electronic components in chapter "Disclaimer public charging stations")
- 7 Strain relief

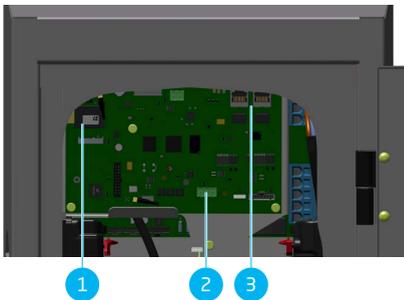


Figure 2.2: Interior view detail

No. Description

- 1 SIM card holder
- 2 External power meter connection (RS-485)
- 3 UTP / Ethernet connections

2.4 Identification label

The identification label shows the following information:



Figure 2.3: Identification label

No. Description

- 1 OCCP charge point model name (consisting of the platform name and the last five digits of the article number)
- 2 Type / Article number
- 3 Object number (unique number per charging station)
- 4 Technical specifications (such as the number of phases, maximum charging current and voltage)

NOTE

When contacting your charge point supplier / operator, always have your type / article number and object number available to facilitate quick support.

2.5 Operation

2.5.1 Start and stop charging with charge card



Figure 2.4: Starting the charging process with user authorization / charge card. Symbols shown on the user interface

No.	Description
1	Plug the charging cable into the car
2	Plug the charging cable into the charge point
3	Scan the charge card on the charging stations RFID-interface
4	Charging in progress

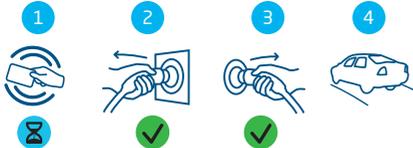


Figure 2.5: Stopping the charging process. Symbols shown on the user interface

No.	Description
1	Scan the charge card on the charging stations RFID-interface
2	Remove the charging cable from the charge point
3	Remove the charging cable from the car
4	Leave the charging place

2.5.2 Start and stop charging with Plug&Charge



Figure 2.6: Starting the charging process without charge card. Symbols shown on user interface

No.	Description
1	Plug the charging cable into the car
2	Plug the charging cable into the charge point
3	Charging in progress



Figure 2.7: Stopping the charging process without charge card. Symbols shown on user interface

No.	Description
1	Remove the charging cable from the car
3	Remove the charging cable from the charge point
4	Leave the charging place

2. PRODUCT OVERVIEW

2.6 User interface

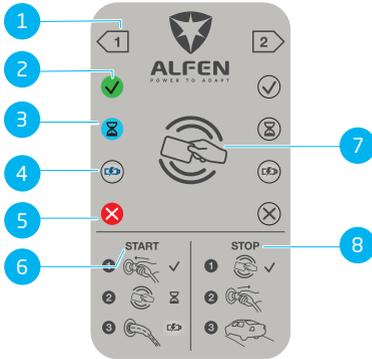


Figure 2.8: Display of Twin 5 with LED's (left socket active in this illustration)

No.	Description
1	Charging station indication
2	Charge card accepted, cable connected
3	Communication with vehicle or charging completed
4	Charging in progress
5	Error message
6	Operating steps to start the charging process
7	Charge card reader (RFID interface)
8	Operating steps to stop the charging process

3.1 Safety announcements

⚠ DANGER

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station may only be performed by a qualified electrician.

⚠ DANGER

Risk of injury and electrocution. Installing the charging station incorrectly may result in fatal injury! When working with electricity, failure to comply with relevant regulations can lead to dangerous and life-threatening situations.

⚠ DANGER

Risk of electrocution. The electrical system must be disconnected from every power source before performing any installation or maintenance work!

⚠ DANGER

Risk of injury and electrocution. The charging station contains electrical components that still contain a charge after being disconnected from the system. Always test with proper equipment there's no residual current before commencing to work.

⚠ WARNING

Risk of injuries, explosion or fire. Never install in a potentially explosive atmosphere.

⚠ WARNING

Risk of electrocution. Never install in areas prone to flooding without implementing compensatory measures.

⚠ WARNING

Risk of injury and electrocution. Installation work may not be carried out during rain or if the air humidity exceeds 95%.

⚠ WARNING

Risk of injury and electrocution. The installation must be performed by a qualified electrician who has read this manual and will execute the installation in accordance with the IEC 60364 (Electrical Installations for Buildings) standard.

⚠ WARNING

Risk of damage or electrocution. A charging station must always be installed on separate power circuit.

⚠ WARNING

Risk of damage or electrocution. Local conditions may affect the installation requirements. Your installation must comply with the standards and regulations of the location (country) where it is installed.

⚠ CAUTION

Risk of injury and damage. The installer is always responsible for choosing the correct cable diameter and complying with the relevant standards and legislation.

⚠ CAUTION

Risk of injury and damage. The installation and cables should be installed to match the maximum charging current to the input of the charging station. This should assume continuous load.

⚠ CAUTION

Risk of injury and damage. Mechanical impact and/or collisions might cause damage to the equipment. Protect Alfen products installed in public areas and car park sites.

⚠ CAUTION

Risk of damage. Adapters or conversion adapters are not allowed to be used.

3.2 Assembly and installation requirements

When selecting a location to install the charging station, the following criteria must be met:

- Always fully comply with local technical requirements and safety regulations
- An on-site connection has been prepared that complies with the specifications of the charging station.
- The installation site must have a leveled and solid foundation or, if the charging station is installed into the ground, preparing the foundation is part of the installation process.
- A maximum temperature difference within 24 hours of < 35 °C

Please refer to the following table for safety options and cable cross-sections advised.

3. INSTALLING AND CONNECTING

Power supply cable: minimum advised cable cross-section (based on assumed max. 50 m cable length)

- 11 kW charging, 16 A selected per phase: 5 x 4 mm²
- 22 kW charging, 32 A selected per phase: 5 x 6 mm²
- Maximum cross-section: 35 mm²

Short-circuit protection:

- Integrated in grid connection box (in case of direct installation to grid), or
- Installation on the local low-voltage distributor:
- With circuit breakers: 40 A, 3-pole, type B or C
- With fuses: 3 x 80 A gG. In case of gG fuses it is possible to apply 64 A (minimum)

Earth leakage protection: (possibly in combination with circuit breaker)

- 30 mA RCB Type B

Nominal input voltage:

- VL₁-N: 230 V (+/-10%)
- VL₂-N: 230 V (+/-10%)
- VL₃-N: 230 V (+/-10%)
- VL₁-L₂: 400 V (+/-10%)
- VL₁-L₃: 400 V (+/-10%)
- VL₂-L₃: 400 V (+/-10%)
- VPE-N: ≈ 0 V

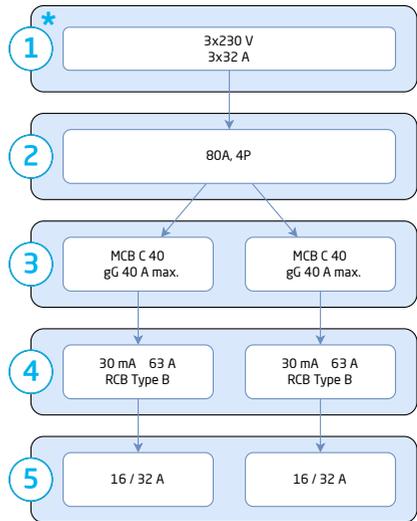
Nominal frequency:

- 50 Hz

Grounding:

- TN system: PE cable TT system: separately installed
- grounding electrode < 100 Ohm spreading resistance
- IT system: connected to a shared reference (common earth) with other metal parts

3.2.1 Schematic overview of charging station protection devices



Position	Indication
1 (*option)	Grid connection box or CAM
2	Main switch
3	Short circuit protection
4	Residual current protection
5	Sockets

3.3 Preparation prior to installation

- View the site and determine the installation location.
- Check the scope of delivery and required parts.
- Read this installation manual before hand.

3.3.1 Door locks

The door handle of the charging station can be equipped with 2 locks (depending on scope of delivery):

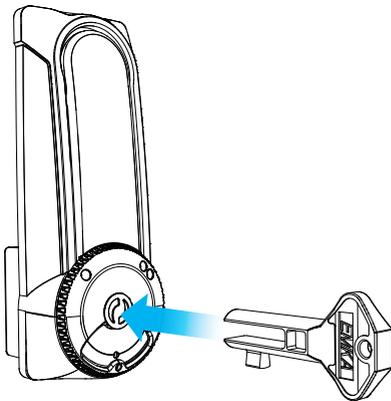


- 1 left lock for owner of charging station
- 2 right lock for grid operator

3.3.1.1 Opening the door with dummy key

If no cylinders are provided in the opening, open the charging station door with the provided plastic dummy key as follows:

1. Insert the provided (plastic) dummy key into one of the openings and turn.



NOTE

If you insert the dummy key into the left opening, turn it *counterclockwise* to unlock the handle.

2. Pull the handle upwards to open the door.

3.4 Scope of delivery

The scope of delivery provides:

- Twin 5 charging station
- Installation manual and assembly supplies
- Charge card(s)
- Charge point password



Figure 3.1: Bottom plate with mounting material

No.	Description	Quantity
1	Grommet for main power supply	1
2	Grommet for ground cable	1
3	Connection nut	1
4	Base plate gasket (glued to base plate)	1
5	Base plate	1

3.5 Mechanical installation procedure

3.5.1 Foundation for ground mounting

1. Dig a hole of approx. 500 x 500 mm and 550 mm deep and level out horizontally.
2. Position the base and level it.
3. Place the supplied cable glands and cutting glands on the sealing plate. Place the whole assembly on the bottom of the charging station
4. Provide an earth electrode or earth pin, depending on the local regulations.

3. INSTALLING AND CONNECTING

3.5.2 Inserting ground cable and earth cable

1. Make a provision in the form of a main grounding rail right at the bottom of the charging station to ground the charging station. (This applies to both: a PE cable and an earthing pin)
2. Pass the ground cable through the conduit, concrete base and tulle in the gasket / base plate assembly.
3. Leave an overhang from the top of the base of at least 250 mm. Due to the mounting of the strain relief it is recommended to cut the cable only when the charging station is mounted on the base.
4. Pass the earthing cable, coming from the earthing pin, through the gasket / base plate assembly.

3.5.3 Mounting the charging station onto the base

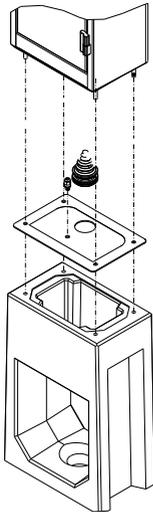


Figure 3.2: Exploded view of charging station to be mounted on base

1. Insert the four threaded M10x80 mm rods supplied into the sockets on the base.
2. Place the gasket / baseplate assembly over the threaded ends.
3. Place the charging station on the base over the wire ends and over the power supply cable and ground cable.
4. Cut the cable grommet to size, so that the power supply cable is firmly clamped in place.

5. Guide the power supply cable through the bottom plate. Pull the power supply cable to the outside of the charging station to fit the strain relief provided.
6. Mount the strain relief.
7. Guide the power supply cable back into the charging station / base. Make sure that 250 mm cable length remains in the charging station.
8. Fasten the charging station to the base as shown in figure with the provided 4 M10 nuts including lock and V-rings.
9. Secure the charging station to the base with 4 M10x80 mm studs.

3.6 Electrical installation

1. Remove the sheath from the power cable with a Stanley knife and remove the sheaths from the loose wires with a wire stripper.
2. Connect the earth pin.
3. The earthing sleeve / earthing wire of the distribution system operator may only be used as an earthing device with the written consent of the system operator;

4. According to your installation requirements, make sure the grounding resistance of the system is set to one of the following values:
 - a. < 100 Ohm (requirement by EV/ZE Ready 1.4l certification);
 - b. < 167 Ohm (requirement Dutch NEN1010 standard);
 - c. according to the values stated in the legal regulations of your country.
5. According to product variant disconnect the charging station from voltage source:
 - a. Make sure the main switch is in the OFF (0) position, or
 - b. Make sure the main residual current circuit breaker (RCCB) is in the OFF (0) position
6. According to product variant disconnect the charging station from voltage source:
 - a. Remove the fuses in the distribution system operator cabinet of the charging station, or
 - b. Switch the circuit breakers (MCB) to the OFF (0) position;
7. According to product variant:
 - a. Connect the wires of the phases to the fuse holders, or
 - b. to the circuit breakers (MCB) in the distribution system operator cabinet of the charging station including standard grid connection. (PE on separate rail)
8. Connect the provided cable clamp to the plate provided at the back wall inside of the charging station (see figure 2.2 and 2.3 position 7) ensuring strain relief on the cable.
9. According to product variant connect the charging station to voltage source:
 - a. Place fuses (if supplied) in the fuse holders and close the holders, or
 - b. Switch the circuit breakers (MCB) to the ON (I) position.
 - c. Switch on the external power supply.
10. According to product variant connect the charging station to voltage source:
 - a. Make sure the main switch is in the ON (I) position, or
 - b. Make sure the main residual current circuit breaker (RCCB) is in the ON (I) position.
11. If a transparent cover is supplied for the internal components, fit it with the bolts supplied.
12. Close the door and make sure it is securely locked.

4. COMMISSIONING

4.1 Safety instructions before use

1. Make sure the charging station is properly connected to the power supply as described in this manual.
2. Make sure the distribution of the power supply is separately protected by an appropriate breaker (automatic or fuse cartridges)
3. Make sure the charging station is installed in accordance with this manual.
4. Make sure the casing is always closed during normal operation.

4.2 Initial start-up

1. Turn on the local power supply.
The charging station will now run self diagnostics. All interface LED's will flash briefly. The following background operations will occur within a few seconds:
 - The sockets are tested one by one (locking and unlocking).
 - The internal relays are tested: audible by clicking noise.
 - The  symbols will flash twice.

The charging station is now ready for testing.

4.2.1 Testing the sockets

1. Put the test charging cable in one of the sockets.
The  symbol illuminates. The hourglass symbol  flashes.
2. Hold the charge card in front of the (RFID) card reader to start charging.
The  symbol flashes. Then the hourglass symbol  illuminates and the charging symbol  illuminates. The socket is now functional.
3. Hold the charge card in front of the (RFID) card reader to stop charging.
The hourglass symbol  illuminates. The  symbol illuminates.
4. Pull out the test charging cable.
The socket is now ready for use.
5. Do the same procedure for the other socket.

5.1 Configuring the charging station

5.1.1 Wireless-connection

How to establish a wireless (WiFi) connection between your device and the charging station:

NOTE

Currently the communication between the app and the charging station is only possible via a wired connection.

1. Download the MyEve app on your device. The device can be a smartphone, tablet or laptop.
2. Create an account in the MyEve app and login.
3. Find your newly installed charging station in the list of newly discovered devices.

NOTE

Make sure you have Bluetooth enabled on your mobile device.

4. Choose one of the options to connect your device:
 - a. connect with the MyEve app directly to the WiFi network of the charging station or
 - b. connect with the MyEve app to the same local area network (LAN) the charging station is connected to.
5. Enter the provided password.
The network connection has now been established. Via the MyEve app you can configure the settings
6. After finishing the configuration, hand over the card with password (recovery) information to the customer.

5.1.2 Wired network connection

How to establish a wired network connection by connecting the charging station to your device using an UTP (Ethernet) cable:

The minimum requirement is a CAT5 UTP (Ethernet) cable

NOTE

For the use of a smartphone or tablet an adapter such as a USB-C to Ethernet or Lightning to Ethernet is required.

1. Log into the MyEve app or the ACE Service Installer.

2. Connect the UTP (Ethernet) cable to your router or directly to the charging station.
3. Connect the UTP (Ethernet) cable with the corresponding port.
4. Connect your device to the switch or router or directly to the charging station.
5. Select your charging station from the list in the MyEve app or the ACE Service Installer.

NOTE

If the charging station(s) is (are) not detected automatically, the MyEve app or the ACE Service Installer might be blocked by the Firewall on your laptop, tablet or smartphone. Check the settings of your laptop, tablet or smartphone and try again.

6. Enter the provided password.
The network connection has now been established. Via the MyEve app or the ACE Service Installer you can configure the settings
7. After finishing the configuration, hand over the card with password (recovery) information to the customer.

5.1.3 Back office management systems

If additional services by a back-office provider have been purchased, the charging station has been configured ex-factory to connect to the selected back-office management system.

NOTE

A connection with a back-office management system can only be established if arrangements with the supplier of this system have been made. The service of third parties is not provided by Alfen.

NOTE

If the charging station is set to connect with a back office management system, it will do so directly and automatically.

5. CONNECTIVITY

NOTE

Manually configuring and connecting to a back-office management system can be done with the MyEve app. A SIM card needs to be installed during installation. If you do not have a SIM card, please contact your back-office provider.

NOTE

If a mobile communication (SIM card) Internet connection has been purchased, the charging station is already equipped with a SIM card and will automatically connect, once the charging station is being commissioned.

5.2 Configuration tools

The charging station can be accessed and configured:

- via the MyEve app
- via the ACE Service Installer

The app will guide you step-by-step through the configuration process.

NOTE

Currently the communication between the MyEve app and the charging station is only possible via a wired connection.

5.3 Before using the MyEve app

NOTE

The MyEve app has been designed to be used by the installer / electrician only. Its purpose is to commission and configure Alfen charging stations.

The MyEve app is not intended for use by the charging station end users.

1. Download the MyEve app in Google Play, Apple Store or Windows Store to your laptop, tablet or smartphone.



Google
Play Store



Apple App Store



Microsoft Store

2. You will be requested to create an account.

3. If you have the MyEve app already installed, make sure you update to the latest version. Use the above QR-codes to see if your MyEve app needs to be updated.

4. Make sure the Firewall settings on your laptop, tablet or smartphone are not blocking the MyEve app.

5.4 Before using the ACE Service Installer

1. Download the ACE Service Installer from the Alfen website to your laptop:

<https://alfen.com/en-gb/search-downloads>

2. Request an account at this e-mail address:
ace.aftersales@alfen.com.

NOTE

It may take some days until you receive the login-data.

3. If you have the ACE Service Installer already installed, make sure you have the latest version. If updates are available, you will be asked to update when you log in.

4. Make sure the firewall settings on your device are not blocking the ACE Service Installer.

DANGER

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station may only be performed by a qualified electrician.

Regarding public charging stations Alfen recommends to carry out preventive maintenance once a year.

NOTE

Contact your Sales Manager to find out about the possibilities for service contracts including preventive maintenance.

6.1 Service

The Twin 5 charging stations are serviced by the local charge point supplier. Your charge point supplier provides support to you. When contacting your charge point supplier, always have the serial number of your charging station available to facilitate quick support. Optionally you can find support for all our products on knowledge.alfen.com.

7. DISPOSAL

7.1 Decommissioning and returning

WARNING

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station may only be performed by a qualified electrician.

For returning charging equipment to Alfen Charging Equipment, create a 'Request for Service' ticket at support.alfen.com.

For further instructions please view How do I return a charging station to have it repaired in Alfen's manufacturing facility (Carry-in)? You will receive all shipping instructions within the ticket.

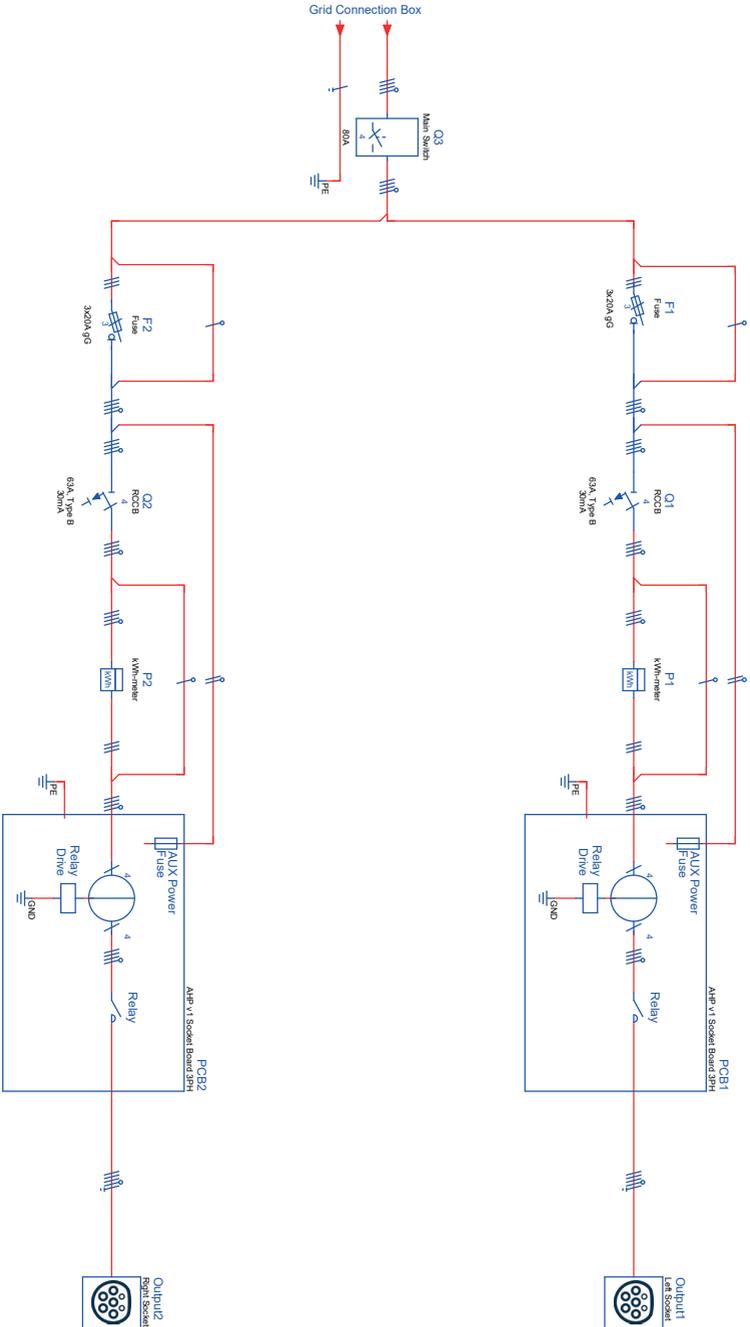
7.2 Waste electrical and electronic equipment (WEEE)



Electrical and electronic equipment contains materials, components and substances that may be hazardous and present a risk to human health and the environment if not handled correctly.

Equipment marked with the illustrated crossed out wheeled bin is electrical and electronic equipment. The crossed out wheeled bin indicates that this waste must be collected separately and must not be discarded together with household waste.

Refer to your local authority for collection schemes under which residents can dispose waste electrical and electronic equipment at a recycling center or other collection points.



8. TECHNICAL DRAWINGS

Contact

Alfen ICU B.V.
Hefbrugweg 28
1332 AP Almere
The Netherlands

P.O. box 1042
1300 BA Almere
The Netherlands

Alfen Knowledge Base:	knowledge.alfen.com
Alfen Service Portal:	aftersales.alfen.com
Tel. Service:	+31 (0)36 54 93 402
Website:	alfen.com