



## Eve Single Pro-line & S-line



### EV Charging Stations

### Installation Manual



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# 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 (B2B) 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 / mobile connectivity 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 Protocol) back office.
- Damage to the electrical vehicle.

## 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 Eve Single Pro-line and Eve Single S-line (in this document also indicated as Eve Single, Pro-line, S-line or "charging stations") produced by Alfen ICU B.V., Hefbrugweg 79, 1332 AM Almere, the Netherlands, reg.no. 64998363 ("Alfen"). The Alfen Eve Single 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

"Danger" is the signal word that indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury.

# 1. SAFETY AND USAGE INSTRUCTIONS

## WARNING

“Warning” is the signal word that indicates a potentially hazardous situation that, if not avoided, could result in death or serious injury.

## CAUTION



“Caution” is the signal word that indicates a potentially hazardous situation that, if not avoided, could result in minor or moderate injury.

## NOTE

“Note” is the signal word that provides additional information or information on possible product damage.

### 1.7.1 Safety symbols

The following warning pictograms are attached to (parts of) the charging station:

Pictogram	Description
	Dangerous voltage
	Protective earth

### 1.8 Software and complementary documentation

The charging station Eve Single uses the firmware version 7.0.4 at the time of writing.

## NOTE

- 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...”

## 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 Eve Single S-line and Pro-line charging stations.

Installation video  
Eve Single S-line



[Installation video on website](#)

Installation video  
Eve Single Pro-line



[Installation video on website](#)

YouTube channel



[Alfen - Power to adapt](#)

providing installation, service and information videos.

Data sheet



[Datasheet](#)

providing detailed information on models, technical features and equipment.

Knowledge Base



[Knowledge Base](#)

providing service and procedure instructions.

Firmware & Error code list



[Firmware information and Error codes list](#)

Information on current firmware and list of error messages displayed on Pro-line models, (also provided in the Eve Single user manual).

Declaration of conformity:  
Eve Single S-line



[DoC Eve Single S-line](#)

Declaration of conformity:  
Eve Single Pro-line



[DoC Eve Single Pro-line](#)

Smart Charging configuration Eve Single



[Smart Charging Eve Single](#)

Document required for configuring Smart Charging features.

Training for Alfen charging stations



[Trainings charging stations equipment](#)

class-room trainings provided by Alfen.

Warranty



[B2B Warranty](#)

Provides the applicable Terms & Conditions of the Alfen B2B Warranty

## **NOTE**

The operating temperature stated is under the following conditions:

- A maximum charging power of 11 kW is only guaranteed at an ambient temperature above 40 °C and below the stated maximum operating temperature.
- The effect of direct solar radiation on the charging station is excluded.
- The effect of a front cover with another color than RAL9016 is excluded.
- The effect of Customizations applied on the charging station is excluded.
- The stated charging performance is solely applicable to the charging station itself, actual performance is dependent on the vehicle and the grid connection.

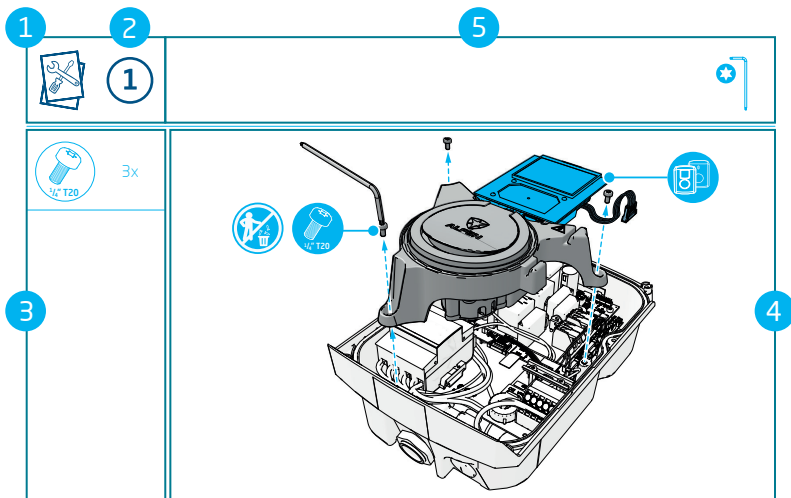
## 1.9 Operating conditions

Operating temperature	-25 °C to +55 °C Pro-line DE: -25 °C to +40 °C
Relative atmospheric humidity	5 to 95 %
Electrical safety class	Class I
Degree of protection (casing)	IP55
IK protection (mechanical impact)	IK10

# 1. SAFETY AND USAGE INSTRUCTIONS

## 1.10 About this document





This section describes the used symbols, explains their meaning and shows how to use this document.



No.	Description	Symbol	Description
1	Symbol in the top left corner indicates the work step within the installation procedure		Product overview
			Scope of delivery
			Mechanical installation procedure
			Electrical installation procedure
			Additional installation procedure for model with fixed charging cable
			Finishing the installation
2	Symbol with number indicates the task to be done within this work step		Number corresponds to the number within the work step described in the corresponding chapter



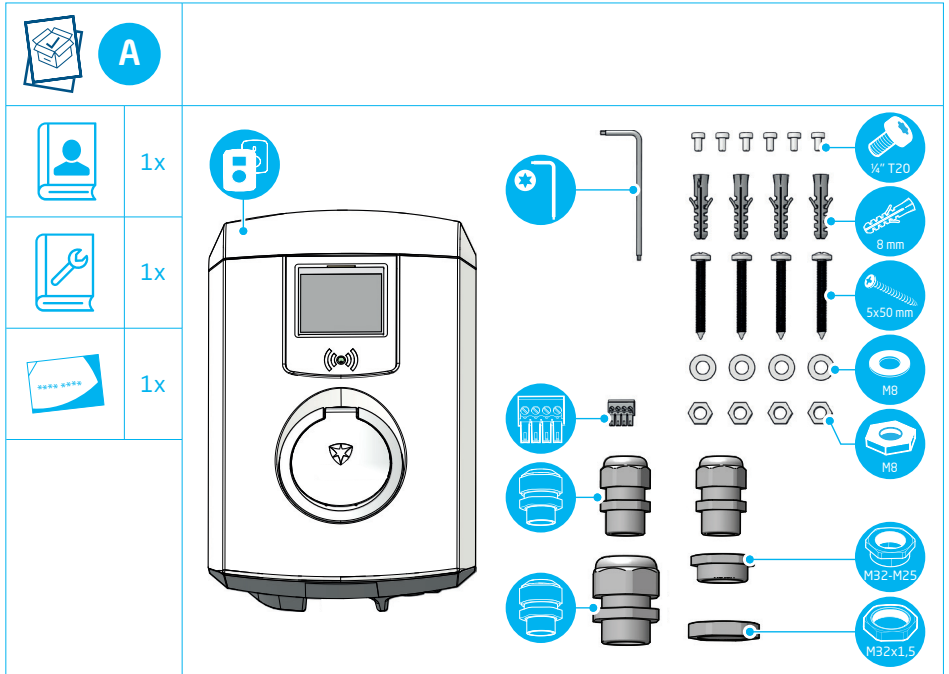
# 1. SAFETY AND USAGE INSTRUCTIONS











No.	Description	Symbol	Description
3	Symbols on the left hand side indicate the parts required for this task		Symbols in dark blue color have to be provided by installer
			Symbols in light blue color are part of the Alfen delivery scope.
4	The illustration visualizes the task		Detailed description can be found in the corresponding chapter
5	Symbols in the top right corner indicate the tools required for this task		Symbols in dark blue color have to be provided by installer.
			Symbols in light blue color are part of the Alfen delivery scope.

## 2. PRODUCT OVERVIEW

### 2.1 Scope of delivery




The information given in this table refers to illustration A.



Symbol	Description	Quantity	Symbol	Description	Quantity
	Charging station • Eve Single S-line • Eve Single Pro-line	1		S-line Cable gland M32x1.5	1
	Wall-mount frame	1		S-line Optional cable gland M25x1.5	2
	Torx T20 wrench	1		Pro-line Cable gland M32x1.5	1
	RS-485 connector in- cluding TIC protocol con- nections	1		Pro-line Optional cable gland M25x1.5	2
				Torx bolt M4x8 mm	6
				Wall plug 4.5-5x8 mm	4

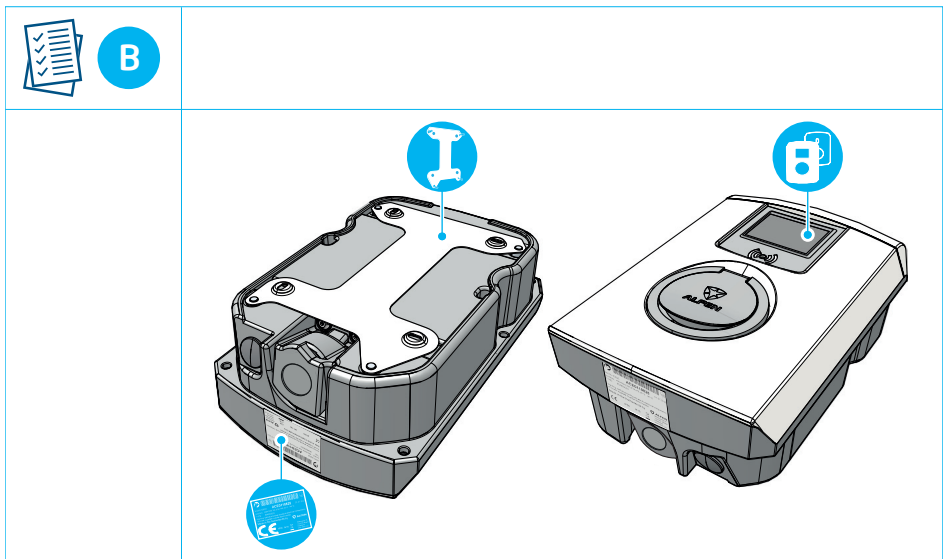
## 2. PRODUCT OVERVIEW

Symbol	Description	Quantity
	Screw 5x50 mm	4
	M8 nut	4
	M8 washer	4
	Counter nut	1
	Reduction ring M32-25	1

Symbol	Description	Quantity
	Installation Manual	1
	User Manual (to be handed over to the end user)	1
	Card with password (recovery) information (to be handed over to the end user)	1

### 2.2 Legend product overview exterior

The information given in this table refers to illustration B.



## 2. PRODUCT OVERVIEW

Symbol Description



Wall-mount frame



Identification label

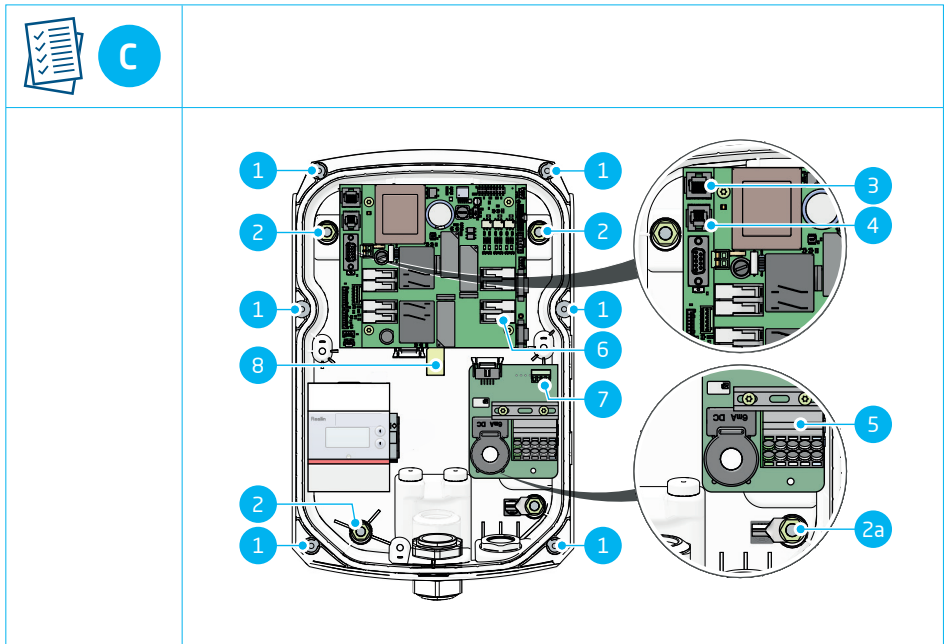
Symbol Description



Pro-line model (with display) or S-line model (with LED)

### 2.3 Legend product overview interior

The information given in this table refers to illustration C.



No. Description

1 Bolts for front cover

2 Stud for assembly

2a Screws for wall-mount frame with earth connection

3 RJ-45 connector

4 RJ-11 connector

No. Description

5 Terminal block for the power supply

6 Terminal block for the fixed charging cable

7 RS-485 connector

8 SIM cardholder

## 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 that there is no residual current before starting 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 taken into account:

- Always fully comply with local technical requirements and safety regulations.
- The recommended installation height must be 800 - 1200 mm from the ground to the bottom of the casing.
- The charging port on the vehicle must be easy to reach with the (attached) charging cable.
- The charging station must be installed at a location where the charging cable (approx. 5 - 7.5 m) can be used without placing any tension on the cable.

Ensure that the following requirements for installing the charging station have been met before starting:

- The cable trajectory from the main distributor to the Eve Single must be secured against short-

## 3. INSTALLING AND CONNECTING

circuiting with a B- or C-type circuit breaker (or other, in accordance with local standards and regulations), or gG type fuses (or other, in accordance with local standards and regulations).

- The cable trajectory must be equipped with 30-mA fault current protection with a type A or B residual current device (RCD).
- The earth leakage circuit breaker must be protected against the maximum current the charging station can process (20 A or 40 A).
- The cable trajectory and the charging station must be part of a TN-S system; the equipment must be earthed at the main distributor or with an earth pin (TT). An energy grid without a neutral conductor is not supported.
- The cable trajectory must be installed in accordance with the usual local professional standards.

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

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

- 1-phase 3.7 kW charging, 16 A selected per phase: 3 x 4 mm<sup>2</sup>
- 3-phase 11 kW charging, 16 A selected per phase: 5 x 4 mm<sup>2</sup>
- 1-phase 7.4 kW charging, 32 A per phase: 3 x 6 mm<sup>2</sup>
- 3-phase 22 kW charging, 32 A per phase: 5 x 6 mm<sup>2</sup>

Short-circuit protection:

With circuit breakers:

- 1-phase 16 A (3.7 kW): 1 x 20 A, 1-pole, type B or C
- 3-phase 16 A (11 kW): 1 x 20 A, 3-pole, type B or C
- 1-phase 32 A (7.4 kW): 1 x 40 A, 1-pole, type B or C
- 3-phase 32 A (22 kW): 1 x 40 A, 3-pole, type B or C

With fuses:

- 1-phase 16 A (3.7 kW): 1 x 20 A gG
- 3-phase 16 A (11 kW): 3 x 20 A gG
- 1-phase 32 A (7.4 kW): 1 x 35 A gG
- 3-phase 32 A (22 kW): 3 x 35 A gG

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

Residual current device: 30 mA type A or B, 4P

- 3.7 kW/11 kW charging: minimum 20 A
- 7.4 kW/22 kW charging: 40 A

Nominal input voltage:

- VL<sub>1</sub>-N: 230 V (+/-10 %)
- VL<sub>2</sub>-N: 230 V (+/-10 %)
- VL<sub>3</sub>-N: 230 V (+/-10 %)
- VL<sub>1</sub>-L<sub>2</sub>: 400 V (+/-10 %)
- VL<sub>1</sub>-L<sub>3</sub>: 400 V (+/-10 %)
- VL<sub>2</sub>-L<sub>3</sub>: 400 V (+/-10 %)
- VPE-N: ≈ 0 V

Nominal frequency: 50 Hz






Grounding:

- TN system: separate 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









### 3.3 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.
- Download the data sheet from [alfen.com](http://alfen.com) for product-specific information.
- Download the Smart Charging Implementation Guide from [knowledge.alfen.com](http://knowledge.alfen.com) for detailed information on configuring Smart Charging options.

### 3.4 Installation tools

Symbol	Description
	Pencil or marker
	Wire stripper
	Voltmeter or digital multimeter
	Phillips screwdriver
	Small and large flathead screwdriver

# 3. INSTALLING AND CONNECTING

Symbol	Description
	T20 Torx driver
	Ferrules (the diameter of the ferrule depends on the diameter of the power wiring and the construction)
	Spirit level
	Machine drill
	Torque driver (for terminal block connections)
	RJ-11 connector
	RJ-45 connector
	Crimping tool

## 3.5 Installation procedure prerequisites

### NOTE

The following text describes only the wall-mounting installation procedure. The Eve Single can also be mounted on a pole. The pole is an accessory and the installation instruction is provided within its scope of delivery.

### NOTE

Install the charging station upright against the wall and / or on the mounting pole. Installations other than this may lead to damage of the charging station.

### NOTE

Charging stations which are exposed to the elements will gradually age and/ or discolor. Alfen recommends to place the charging stations in a sheltered environment to optimize the lifetime of the product.

- The installation position must be against a solid, vertical wall.
- In the surroundings of at least 5 m of the installation position there must be no fire hazard.
- The power supply cable must have been routed.
- The power cabinet must have a residual current device (RCD) and a miniature circuit breaker (MCB) to connect the power cable.
- The electrical system must have been disconnected from every power source before performing any installation work.

### 3.5.1 Data cable options

- Connection to LAN via the RJ-45 connector
- Connection to smart meter via the RJ-11 connector (Belgium and the Netherlands only)
- Connection to smart meter using the TIC protocol (France only; provided within RS-485 connector)
- Connection to external energy meter via the RS-485 connector using the Modbus RTU protocol
- Connection to LAN and smart meter
- No connection to LAN or smart meter
- Connection to LAN via Wi-Fi

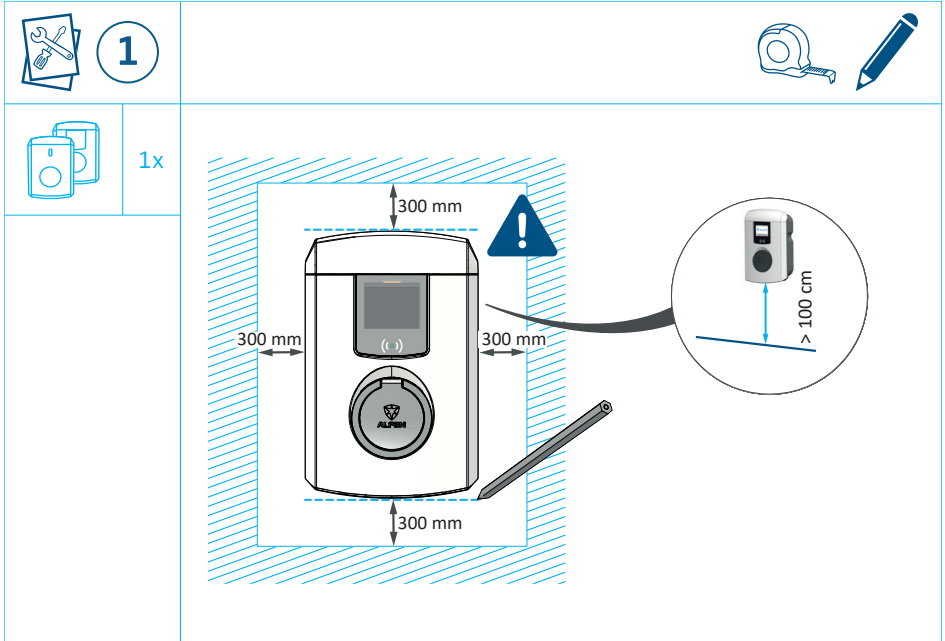
### 3.6 Mechanical installation procedure

- Take the charging station out of the box.
- Use a non-scratching surface to put the charging station down on to prevent damage.
- Check if all parts listed are provided.

# 3. INSTALLING AND CONNECTING

## 3.6.1 Wall-mounting the charging station

1. Determine the position for the charging station at the preferred location:
  - a. Keep 300 mm space clear on all sides around the charging station.
  - b. Choose a comfortable and ergonomically correct height (typically 800 - 1200 mm).
  - c. Use a pencil and a spirit level to mark the top and bottom of the charging station.



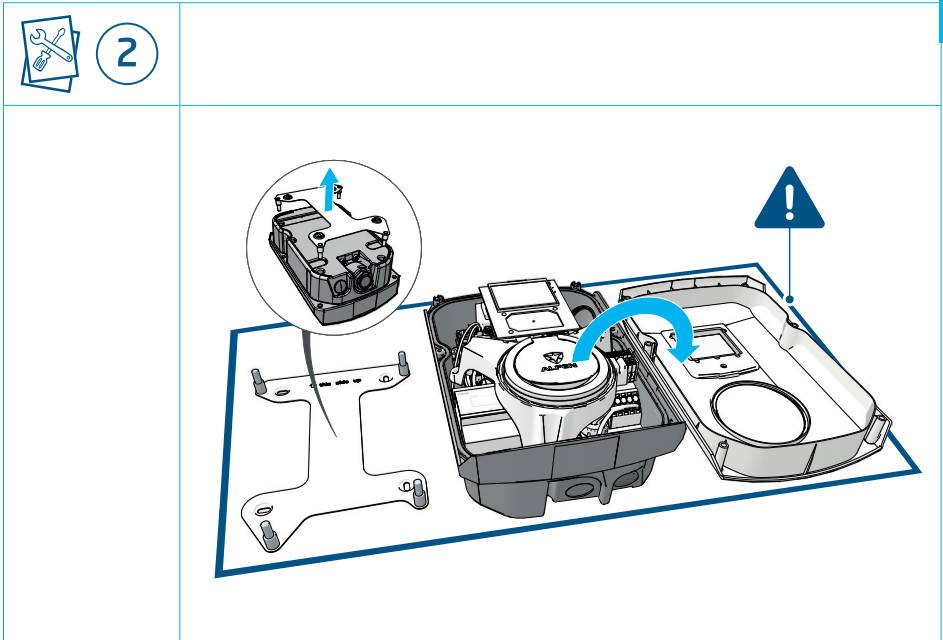


### 3. INSTALLING AND CONNECTING

2. Remove the wall-mount frame from the back of the charging station.
  - a. Remove the front cover and put aside.

#### NOTE

To prevent damage, do not lay down the charging station on a rough surface. Tip: Use the packaging.

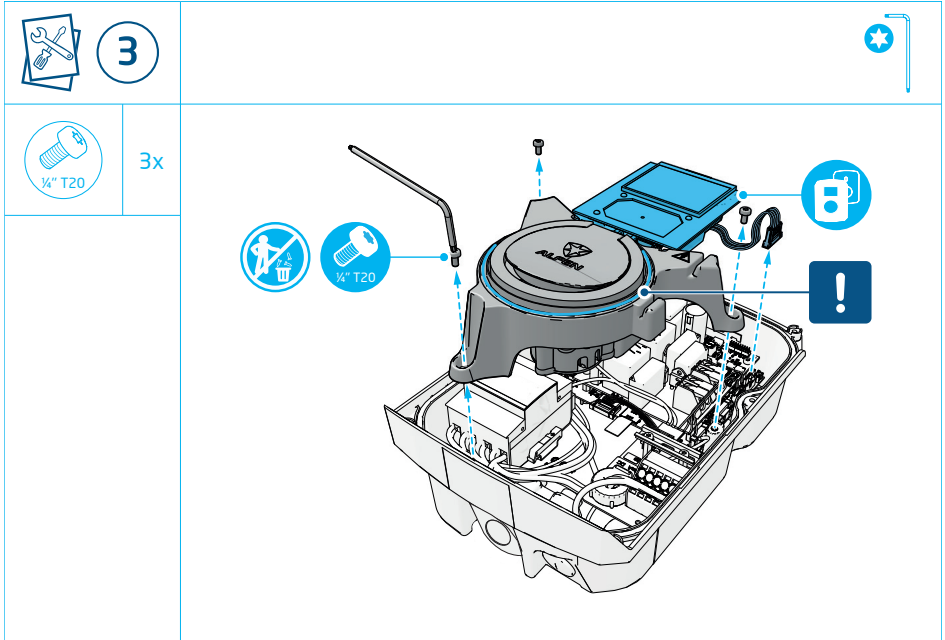


### 3. INSTALLING AND CONNECTING

3. De-install the transparent sub-frame.
  - a. Models with display: disconnect the display connector.
  - b. Loosen the three Torx T20 screws (will be used again) of the transparent sub-frame.
  - c. Remove the sub-frame from the charging station.

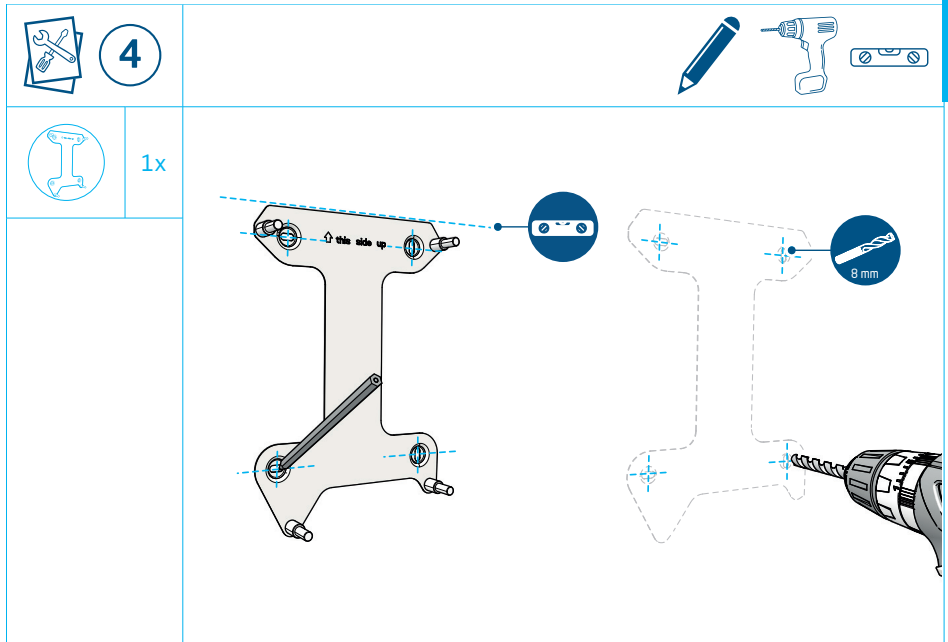
#### **!** CAUTION

Make sure that the sub-frame seal remains in its proper position and protrudes evenly out of the groove.



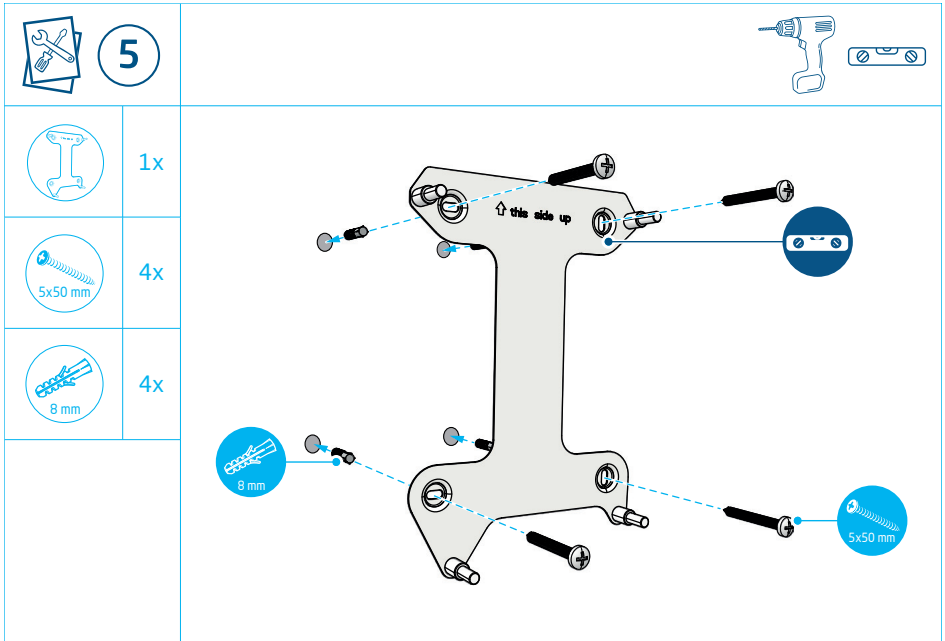
### 3. INSTALLING AND CONNECTING

4. Use the wall-mount frame as a drilling template.
  - a. Use a spirit level to position the wall-mount frame.
  - b. Mark the drill holes, remove the wall-mount frame.
  - c. Drill the marked holes with a 8x50 mm drill.



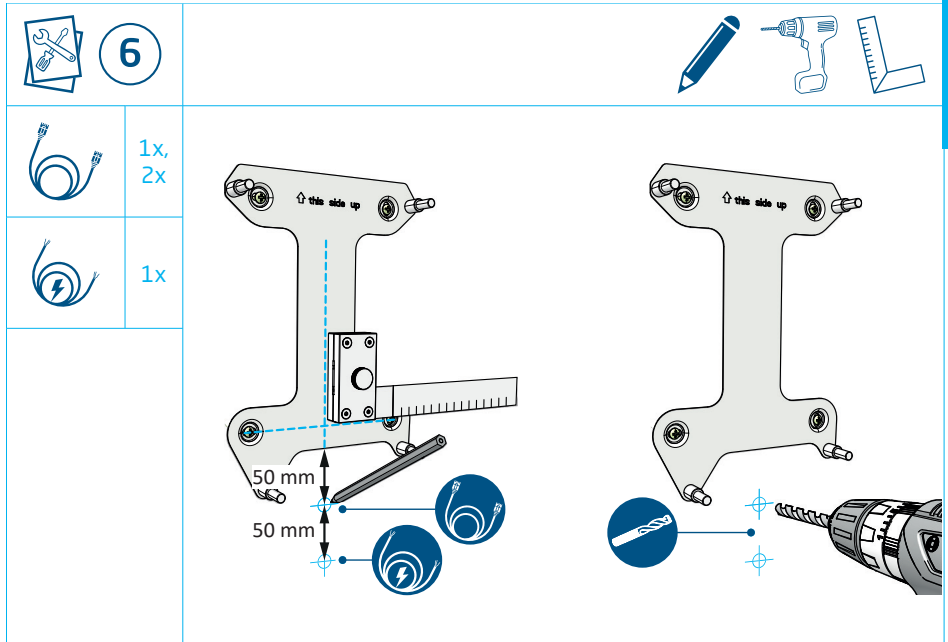
### 3. INSTALLING AND CONNECTING

5. Install the wall-mount frame.
  - a. Use the 5x50 mm wall plugs and screws provided.



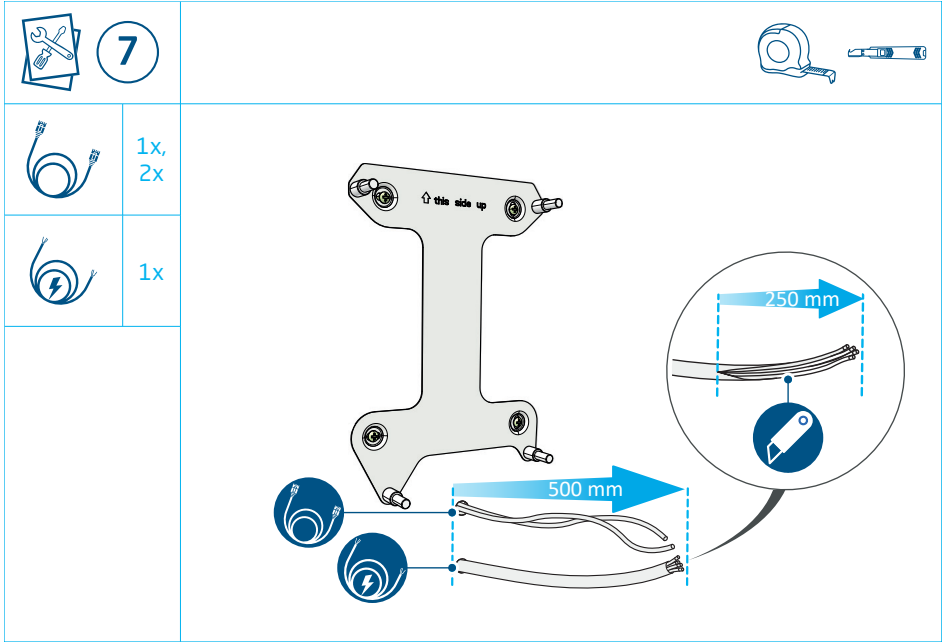
### 3. INSTALLING AND CONNECTING

6. Use a pencil and a right angle square tool to mark the location for the holes for the wiring: data cable(s) 50 mm below wall-mount, power cable 100 mm below wall-mount. Drill the holes.



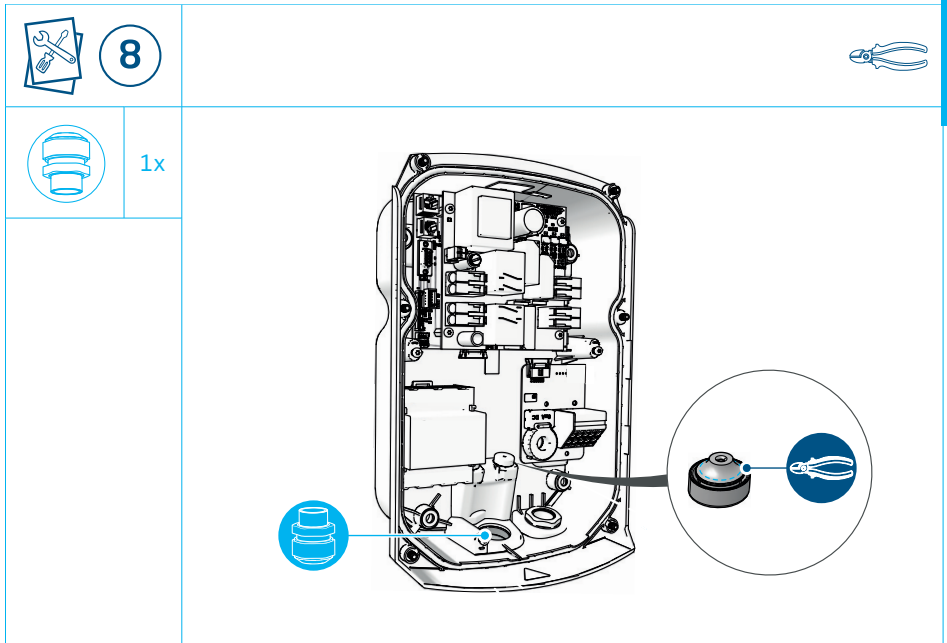
### 3. INSTALLING AND CONNECTING

- 7. Determine the power supply cable length by holding the charging station in its installation position.
  - a. Determine the power supply cable length by holding the charging station in its installation position.
  - b. Cut the power cable to the required length.
  - c. Feed the power cable and data cable(s) approx. 500 mm through the holes.
  - d. Skin the power cable on a length of approx. 250 mm.



### 3. INSTALLING AND CONNECTING

8. Hold the charging station carefully while performing the following steps.
  - a. Loosen the cable gland and screw it to the bottom of the charging station
  - b. Cut the data cable grommet to the size of the diameter of the data cable.



# 3. INSTALLING AND CONNECTING

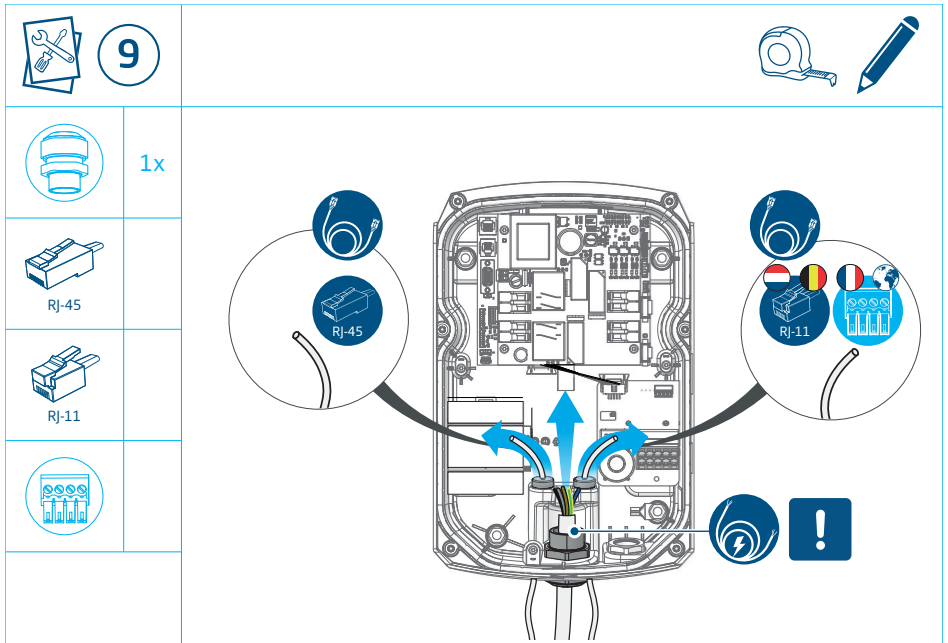
- 9. Feed the power- and data cable through the cable gland and cable grommet. Pull the power and data cable(s) 300 mm into the charging station.

## NOTE

Seal the cable entry carefully with the correct grommet. There must be no gaps.

## CAUTION

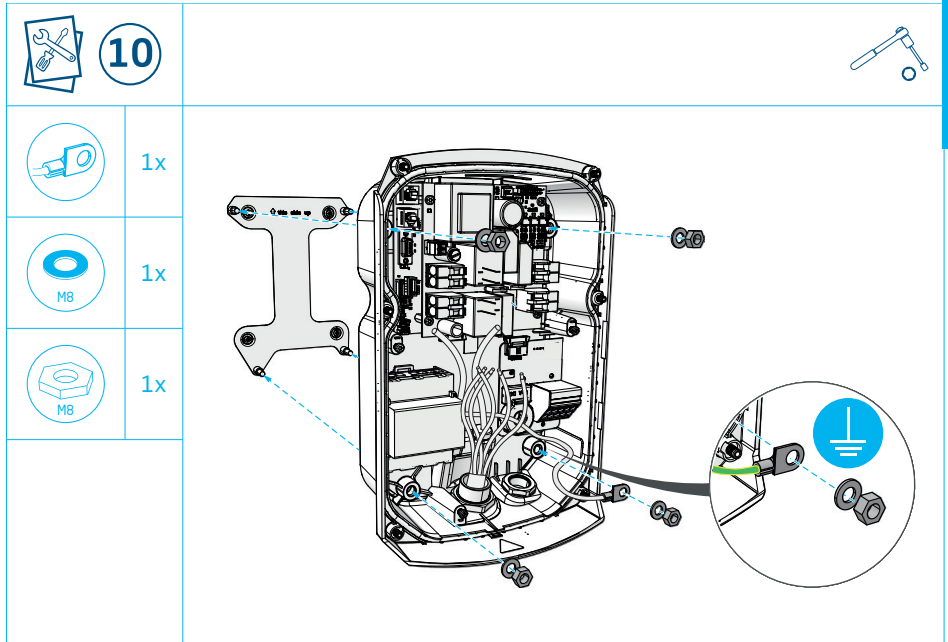
Only utilize a lock nut to secure the cable glands. The use of any other nonstandard material for locking or filling the gap is not advisable.





### 3. INSTALLING AND CONNECTING

10. Mount the charging station on the wall-mount frame with a torque of 10 Nm. Attach the earth wire on the bottom right threaded end of the wall-mount frame. Use M8 washer and nut.



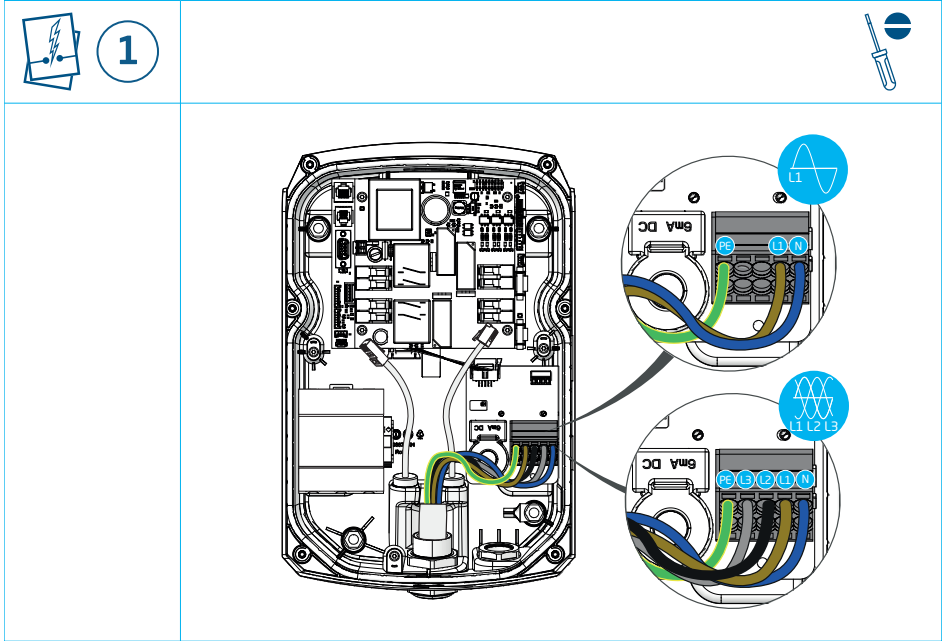
Mechanical installation procedure is finished. Charging station is ready for electrical installation.

# 3. INSTALLING AND CONNECTING

## 3.7 Electrical installation procedure

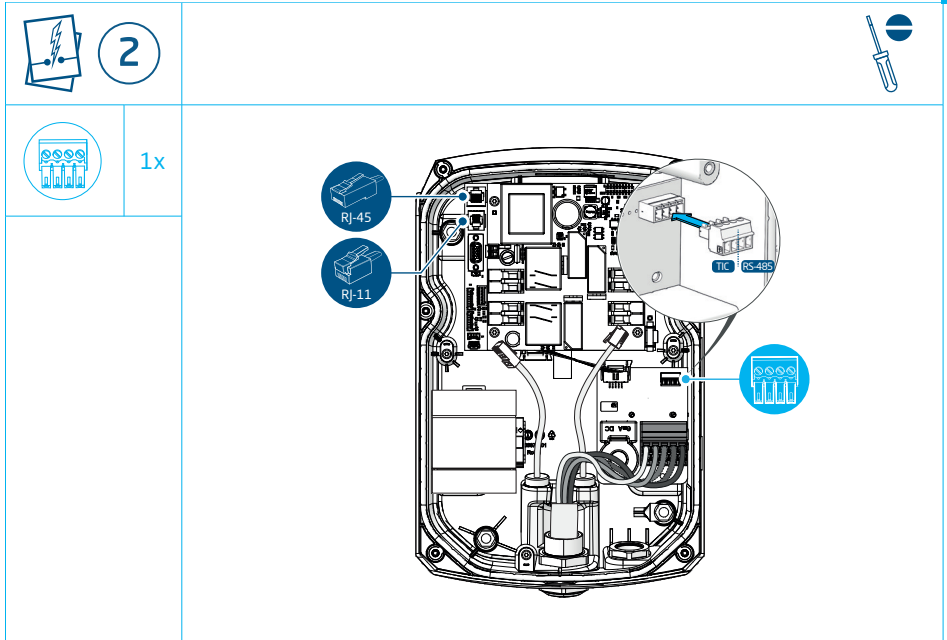
Make sure you know if the charging station needs to be installed as a 3-phase or single phase variant.

1. Connect the power cable to the terminal block according to your product variant 3-phase or single phase shown in the illustration.



### 3. INSTALLING AND CONNECTING

2. Connect the data cable(s) according to your product variant shown in the illustration.
  - a. Prepare the data cable for the smart meter: Only when connecting the (D)SMR 4.X or higher energy meter remove the green and orange wire pairs of the data cables. Place all 4 wires firmly in the RJ-11 or RJ-45 connector. Make sure that the insulation of the cable is also in the connector.
  - b. Prepare the data cable for the network: Place all 8 wires firmly in the RJ-45 connector. Make sure that the insulation of the cable is also in the connector.
  - c. Prepare the data cable for the external smart meter: Place the 2 wires firmly in the provided RS-485 connector. Make sure that the insulation of the cable is also in the connector.



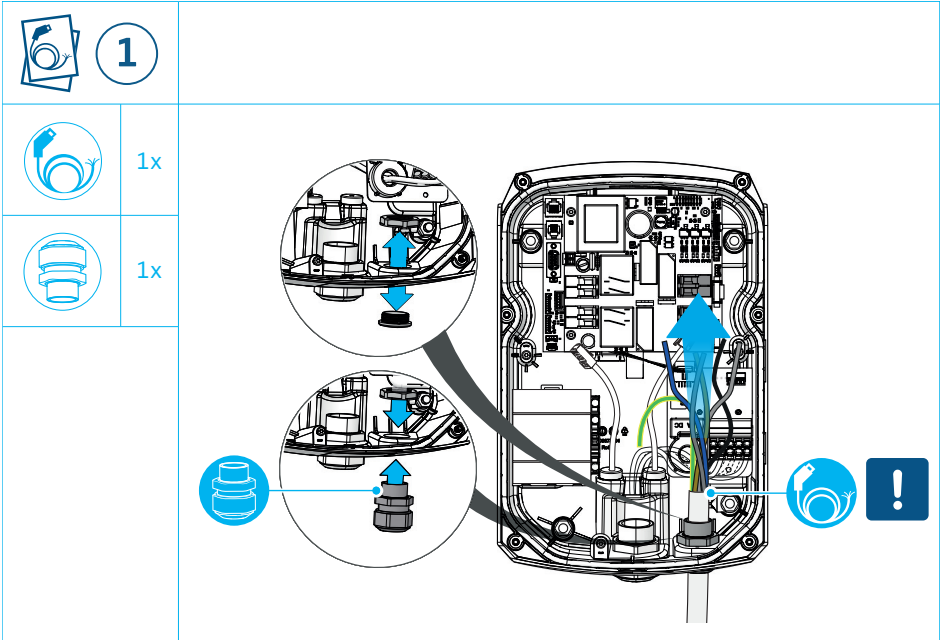
# 3. INSTALLING AND CONNECTING

## 3.7.1 Additional installation procedure for model with fixed charging cable

1. Feed the fixed charging cable through the cable gland.

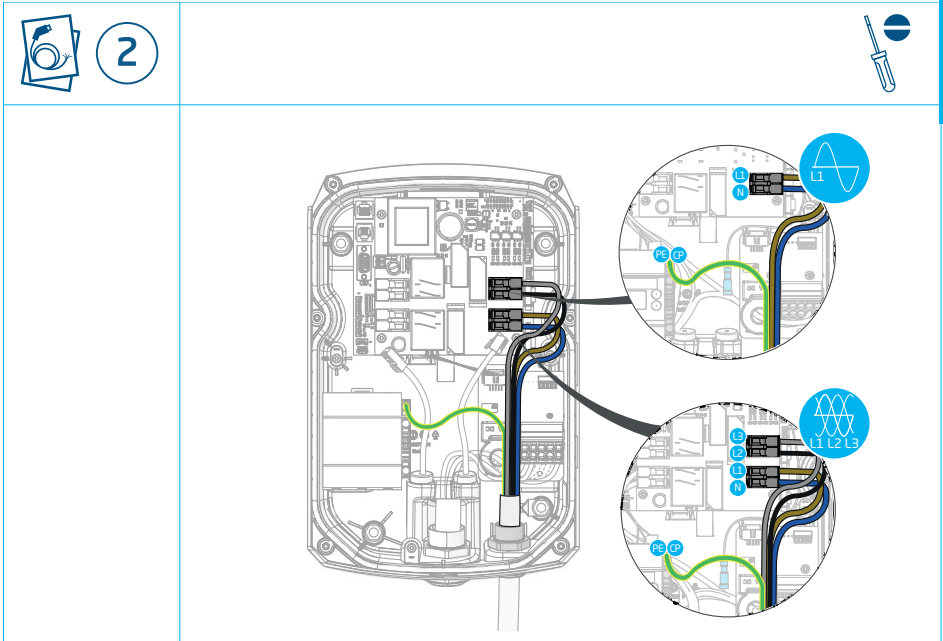
### **CAUTION**

Only utilize a lock nut to secure the cable glands. The use of any other nonstandard material for locking or filling the gap is not advisable.



### 3. INSTALLING AND CONNECTING

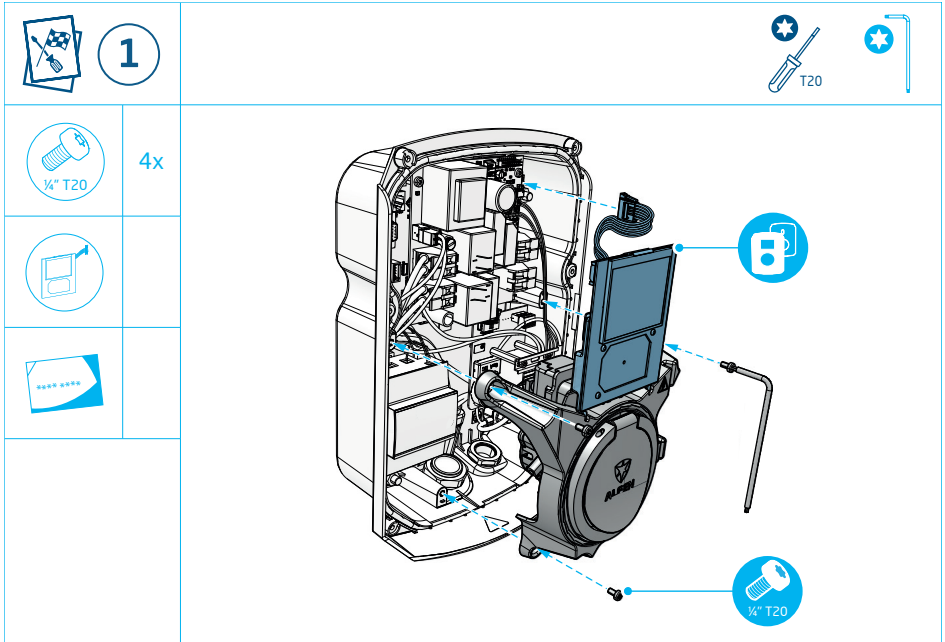
2. Connect the fixed charging cable wires to the terminal block.
  - a. Connect the control power (CP) connector
  - b. Connect the Protective Earth cable (PE) to the terminal.



# 3. INSTALLING AND CONNECTING

## 3.8 Finishing the installation

1. Tighten the cable gland firmly so that the power supply cable/charging cable does not have any slack.
  - a. Make sure that all seals are in place or, if they have fallen out, to put them back in place. Otherwise the charging station is not watertight.
  - b. If applicable, reattach the transparent sub-frame
  - c. Models with display: connect the display connector



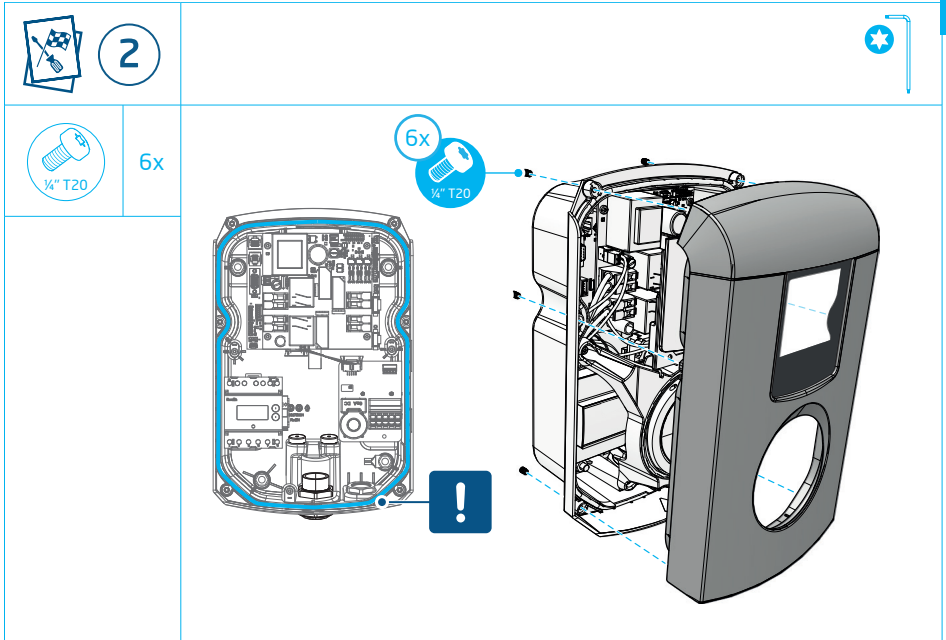
### 3. INSTALLING AND CONNECTING

2. Press the front cover back onto the charging station.

#### **!** CAUTION

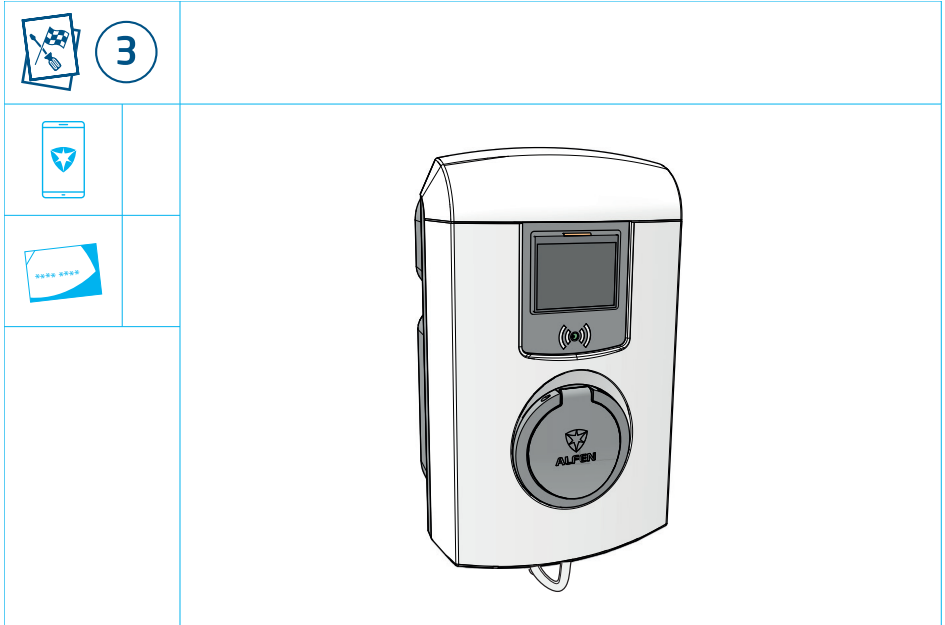
Make sure that the sub-frame seal remains in its proper position and follows the trajectory.

- a. Screw the front cover back onto the charging station with the Torx T20 wrench. Use all six screws for this.



### 3. INSTALLING AND CONNECTING

3. The electrical installation is finished. The charging station is ready to be commissioned.





### 4.1 Safety instructions before use

Carry out the following safety instructions before commissioning your charging station:

1. Check if the charging station is properly connected to the power supply as described in this manual.
2. Check if the distribution of the power supply is separately protected by an appropriate breaker (automatic or fuse cartridges).
3. Check if the charging station is installed in accordance with this manual.
4. Check if the casing is closed.
5. Measure the isolation resistance to verify that the charging cable is not twisted and that the cable, plug and casing are not damaged.

### 4.2 Initial start-up

1. Turn on the local power supply.

The charging station will run self diagnostics. The output is tested within a few seconds:

- Testing locks (model with socket)
- Testing internal relays: you will hear these click
- Pro-line models: The display will illuminate briefly
- S-line models: The LED will flash red 3 times; 1 time slowly, 2 times briefly.

The charging station will display the following:

- Pro-line models: The display will show the message 'Charging point is powering up' and then the start screen with logo.
- S-line models: The LED will turn off.

Your charging station is now ready for testing.

### 4.3 Testing the socket(s)

1. Put the test charging cable or charging cable into the socket. Press firmly.

2. Hold the RFID card in front of the RFID reader to start charging.
  - a. Pro-line models: If you use a charging cable the texts 'Card accepted' and 'Charging in progress' are shown. If you use a test charging cable 'Please plug cable into vehicle' is displayed. An electrical load needs to be connected to simulate the charging process, then the texts 'Card accepted' and 'Charging in progress' are shown.
  - b. S-line models: If you use a charging cable the LED illuminates blue and when charging is in progress it turns to purple. If you use a test charging cable the LED flashes blue. An electrical load needs to be connected to simulate the charging process, then the LED flashes blue when charging is started.

The socket is functional.

3. Hold the RFID card in front of the RFID reader to stop charging.
  - a. Pro-line models: The text 'End of session' is displayed.
  - b. S-line models: The LED flashes blue.
4. Pull out the test charging cable or charging cable. The charging station is now ready for use.

# 5. CONNECTIVITY

## 5.1 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.

## 5.2 Before using the MyEve app

### NOTE

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

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

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



Google Play Store



Apple App Store

2. You will be requested to create an account.
3. If you have the MyEve app 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 security settings on your laptop, tablet or smartphone are not blocking the MyEve app.

## 5.3 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](mailto:ace.aftersales@alfen.com).

### NOTE

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

3. If you have the ACE Service Installer 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.

## 5.4 Configuring the charging station

### 5.4.1 Wireless-connection

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

### NOTE

Currently the communication between the MyEve 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 log in.
3. Choose one of the two options below to connect your device:
  - a. Connect directly to the Wi-Fi network of the charging station.
  - b. Connect to the same local area network (LAN) the charging station is connected to.
4. Find your newly installed charging station in the list of newly discovered devices.
5. Enter the password provided on the password card supplied with the charging station. You can use the QR-code on the password card instead of manually entering the 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 end user.

### 5.4.2 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**

When using a smartphone or tablet an adapter such as a USB-C to Ethernet or Lightning to Ethernet is required.

1. Log in to 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 security settings on your laptop, tablet or smartphone. Check the settings of your laptop, tablet or smartphone and try again.

6. Enter the password provided on the password card supplied with the charging station. The QR-code on the password card can be used for the MyEve app. 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 end user.

**5.4.3 Backoffice management systems**

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

**NOTE**

A connection with a backoffice 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 backoffice management system, it will do so directly and automatically.

**NOTE**

Manually configuring and connecting to a backoffice 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 backoffice 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.

# 6. MAINTENANCE

## 6.1 Casing cleaning procedure

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### NOTE

The casing of the charging station can be damaged. Do not use any aggressive cleaning agents, high-pressure cleaner, scouring pads or similar.

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1. Fully close the charging station as described in the instructions before any cleaning procedure.
2. Annual cleaning:
3. - Use water and mild soap to clean the casing of the charging station.
4. Annual polishing:
  - If applicable, polish metal parts of the charging station using wax suitable for cars. Be cautious not to damage the casing.

## 6.2 Display cleaning procedure

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### NOTE

Handle the display delicately to ensure proper drying and prevent damage and colour change. Do not use any aggressive cleaning agents, high-pressure cleaner or abrasive materials.

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### NOTE

Be cautious with cards, tags, keys, and jewellery to avoid damaging the display window. Do not use a chamois, squeegee, or cloth.

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1. Fully close the charging station as described in the instructions before any cleaning procedure.
2. Use a gentle stream of air to blow off any dust or sand particles.
3. Rinse the surface with a generous amount of water or a mild detergent solution.
4. If the surface appears to be clean, let the remaining water evaporate.
5. If needed, gently remove any remaining dirt and water:
  - Use a clean, soft brush.
  - Brush from top to bottom.
  - Apply minimal force.
  - Avoid circular motions.

## 7.1 Decommissioning and returning

### WARNING

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station must 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](https://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.

# Contact

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