

# Short Instructions

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## Before installation and initial operation, please note the following:



This quick guide applies to the go-eCharger HOME+ with the power variants 11 kW and 22 kW. Please download the **complete user manual** and **data sheet** of your version of the go-eCharger HOME+ from the go-e website.

The documents can be accessed at [www.go-e.co/downloads/?lang=en](http://www.go-e.co/downloads/?lang=en)



### WARNING ATTENTION

Please read the instructions for the device carefully before installation and initial operation and observe all safety instructions! The complete operating instructions, short instructions and the data sheet should help you:

- to use the product properly and avoid damage
- to increase durability and reliability
- to prevent a hazard

## Mounting of go-eCharger HOME+



### WARNING ATTENTION

The go-eCharger has a built-in RCD protection module with direct current detection (30 mA AC and 6 mA DC). This switches off the charging station in the event of a fault current generated by the EV. Therefore, only a type A RCD must be installed on the building side, unless local regulations deviate from this. In addition, a miniature circuit breaker (MCB), characteristic B or C, has to be installed upstream of each charger:

- Connection 16/32 A three-phase = 3- or 4-pole MCB for 16/32 A
- Connection 16/32 A single-phase = 2-pole MCB for 16/32 A

The device can be installed indoors or outdoors. Provide a power supply. If a three-phase socket is available, insert the charging unit onto the wall mount and the plug of the charging unit into the socket to determine the best positioning of the wall bracket.

Then use the mounting plate as a template for marking the drill holes. Use a spirit level to align the wall mount. Use the screws and dowels supplied to attach the wall bracket. Make sure that there are no distortions on the surface. If the wall bracket warps, it may not be possible to attach the device. Use spacers to compensate for any unevenness in the wall.

If there is no three-phase current connection, have the three-phase current socket installed by a qualified electrician. This qualified person has a recognised electrical engineering qualification which enables him/her to carry out all electrical engineering work in accordance with the applicable national regulations. You can achieve a comfortable height for the charging box by having the three-phase socket installed approx. 170 cm above the floor.

## Mounting of go-eCharger HOME+ (continued)

If necessary, attach the supplied U-piece for optional cable securing with the screw and dowel still present so that you can lay the connection cable leading to the CEE socket in the U-piece. The cable is then secured with a padlock, which is not included in the scope of delivery.

## Commissioning

Connect the charging unit to the power source: to do this, plug the charger into a CEE red 16 A (applies to go-eCharger HOME+ 11 kW) or CEE red 32 A (applies to go-eCharger HOME+ 22 kW) socket (1). For other sockets suitable adapters have to be used. When using original go-e adapters, the current is automatically limited. Do not use adapters from other manufacturers (in this case, the setting of the go-eCharger should not exceed 16 A). The charging current of the go-eCharger HOME+ 11 kW is always limited by the charger to a maximum of 16 A.

**Attention:** Not all domestic plugs are suitable for a permanent load of 16 A. We recommend a maximum charging current of 10 A for use with domestic plugs.

After connecting the charger to the power source, the LEDs first light up in rainbow colours, then blue in the number of preset charging level. Now select the desired ampere strength via the setting button (2) on the front of the charger (five predefined levels, adjustable via the app). One LED lighting up in blue corresponds to 1 ampere. Therefore, a maximum of 16 LEDs light up blue on the go-eCharger HOME+ 11 kW.

**Attention:** Please note the maximum connected load of your household. If this is exceeded, the house fuse may trip.

Plug the charging cable into the type 2 socket of the charger. **Please ensure that the type 2 plug is inserted into the charger as far as possible.**

Then insert the vehicle plug of the charging cable into the charging port of the vehicle. The LEDs of the charger light up yellow (3) (connection is being checked). After charging is enabled, the LEDs rotate clockwise around the charging socket.

**Note:** The cable remains locked (default settings) in the type 2 socket after the charging process is complete until it is removed from the vehicle (theft protection).



## Notes about the earth detection function



### WARNING ATTENTION

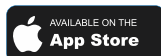
This function should only be used if the power supply has no grounding (IT mains). If you are not sure, you should leave the setting at "Ground check enable"! The so-called Norway mode (earth detection is deactivated) is visualised by 4 red LEDs on the go-eCharger (3, 6, 9, 12 o'clock) and can be managed via the app.

The go-eCharger has a safety function which checks that the power connection used is sufficiently earthed and prevents charging if there is insufficient grounding.

In some regions, e.g. Norway, isolating transformers are used (IT mains). In order to charge also in such regions with the go-eCharger, the function "Ground check" can be deactivated. When operating in the usual European mains with earthing, switching off the „Ground check" in case of insufficient earthing can lead to danger!

## Set up Internet access for further functions

If you want to change the basic settings of the go-eCharger, use comfort functions, check the internal electricity meter or control the charger remotely, download the go-eCharger app. The Charger requires app version 2.0.0 or higher.



### 1. Set up a connection to the go-eCharger via hotspot

Some smartphones require disabling mobile data and all WiFi connections.

Either scan the QR code on the reset card (an external app may be required for this) or manually search for the charger's network (displayed as go-e-xxxxxx) in the settings of your mobile device to establish a connection to the hotspot. If you connect manually, you have to enter the password that you will find on the reset card under "Hotspot key".

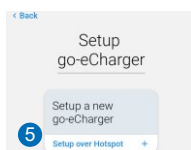
Now open the go-eCharger app. If the page „Charging“ is already displayed, you can already operate the charger locally via the app. Otherwise, you need to select your go-eCharger in the app beforehand.

### 2. Setting up a connection to the go-eCharger via WiFi

To control the charger remotely and for certain comfort functions, a WiFi connection of the device is indispensable. To connect to a WiFi network, an active hotspot connection between the smartphone and the go-eCharger is required (as described above). Now tap on the blue "+" icon (4) in the go-eCharger app.



On the following screen, select "Setup a new go-eCharger" (5). As soon as the existing hotspot connection has been detected, tap on "Next". On the next view, the connection to the "WiFi" needs to be activated. Enter the name of your WiFi ("SSID") or select your WiFi (if displayed). You also have to enter the "Password" of this WiFi network. As soon as the connection has been established, a "Next" button appears, which you need to click. Then follow the app's further instructions until the "Done" button appears. Tap it.



Then check whether the connection to the go-e Cloud is allowed under "Advanced settings" ("Internet" tab of the go-eCharger app). After successful setup, you can disconnect your mobile phone from the charger's hotspot, reactivate mobile data (if deactivated) or connect the smartphone to a WiFi network to control the charger remotely via the app.

## Registration information

Depending on the country, the requirements of the authorities and electricity network operators have to be observed, such as a reporting or approval requirement for charging equipment, or the limitation of 1-phase charging. Please contact your network operator/electricity provider to find out whether the go-eCharger is subject to registration or approval and whether other restrictions need to be observed. Further information can be found in the FAQ on our website at [www.go-e.co/faq-charger/?lang=en](http://www.go-e.co/faq-charger/?lang=en).

## Any questions?

You can also find an overview of frequently asked questions on our website in the FAQ section:

[www.go-e.co/faq-charger/?lang=en](http://www.go-e.co/faq-charger/?lang=en)

## Contact to customer service

go-e GmbH

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# Safety instructions



## WARNING ATTENTION

Non-compliance with the operating instructions can have serious consequences. go-e GmbH does not assume any liability for damage caused by disregarding operating instructions or other warnings on the device itself.

Attention! High voltage, fire hazard! Never use the device if the housing is damaged or opened!

Do not use the go-eCharger if the cables attached or connected to the device are damaged.

Never use wet or dirty plugs in conjunction with the go-eCharger.

Make sure that the connection to which the go-eCharger is to be connected has been properly installed and is undamaged.

Any modification or repair of hardware or software may only be carried out by qualified personnel of go-e GmbH or personnel trained for this purpose. The removal of warnings attached to the go-eCharger or the opening of the device will result in the loss of any liability by go-e GmbH.

The go-eCharger may only be used for the purpose of charging EV batteries in conjunction with the appropriate adapters and cables.

It's important to observe the maximum permissible charging current of the connection at which you are charging. If you don't know this, charge with the lowest charge current. When using adapters, the maximum current for the adapter has to be observed. If this is not known, use the lowest charging current. Attention: The go-eCharger HOME+ 22 kW automatically reduces the charging current to 16 A by plugging in the adapter only in conjunction with the original go-e adapters. The go-eCharger HOME+ 11 kW always charges with a maximum of 16 A, regardless of the adapter. Never use adapters whose technical suitability is unclear!

Never unplug by pulling the cable.

We recommend a maximum charging current of 10A for use with domestic plugs. Take care of a mechanical relief of the domestic plug by supporting the weight of the go-eCharger and the connected charging cable!

Observe the specifications of the electricity network operator with regard to single-phase charging and the resulting asymmetrical grid load.

Never cover the go-eCharger during charging. Heat accumulation can lead to permanent damage or even fire.

In the event of unusual heat generation, the charging process has to be stopped immediately.

If you notice discoloration or deformation of the plastic due to heat generation, it is imperative that you contact the customer service.

Use your go-eCharger exclusively hanging or in the wall mount. Never use the charging box lying down! The type 2 connectors are not waterproof and water could penetrate to the contacts while lying down!

The go-eCharger is suitable for charging gassing vehicle traction batteries only in well ventilated rooms. In case of uncertainty, please contact your vehicle manufacturer.

**The go-eCharger HOME+ 11 kW may only be operated on the following connections:**

- CEE red 16 A 3-phase 400 V 50 Hz or

with go-eCharger adapter for HOME+ 11 kW:

- CEE red 32 A 3-phase 400 V 50 Hz (limited by Charger to 16 A 3-phase)
- CEE blue 16 A 1-phase 230 V 50 Hz
- multiple domestic plugs 16 A 1-phase 230 V 50 Hz

**The go-eCharger HOME+ 22 kW may only be operated on the following connections:**

- CEE red 32 A 3-phase 400 V 50 Hz or

with go-eCharger adapter for HOME+ 22 kW:

- CEE red 16 A 3-phase 400 V 50 Hz
- CEE blue 16 A 1-phase 230 V 50 Hz
- CEE blue 32 A 1-phase 230 V 50 Hz
- multiple domestic plugs 16 A 1-phase 230 V 50 Hz

The original go-e adapters for the go-eCharger HOME+ 11 kW and go-eCharger HOME+ 22 kW may only be used in conjunction with the respective go-eCharger.

The go-eCharger HOME+ has the communication interfaces WiFi 802.11b/g/n 2.4GHz and RFID. WiFi is operated on a frequency of 2.4GHz, channels 1-13 with the frequency band 2412-2472Mhz. The maximum transmission power of the WiFi is 20dBm. RFID is operated on a frequency of 13.56MHz with a maximum radiated power of 60dBµA/m at 10m.



Please dispose of the device and the packaging after use in accordance with the national legal regulations. Old appliances are not allowed to be disposed of with household waste. Help protect the environment!