go-eCharger

Thank you for your purchase decision

With the go-eCharger you have chosen a solid, extremely compact and versatile product.

The mobile go-eCharger has been developed for extreme flexibility and offers you the advantages of a conventional wallbox and the possibility to charge anywhere where there is alternating current and three-phase current, provided that you have the appropriate socket outlet adapter.

The go-eCharger was developed and tested by electric car drivers for electric car drivers.

To keep the go-eCharger up to date in the future, the firmware is constantly being developed further and adapted to the state of the art.

We wish you much pleasure with your great product and always enough electricity.

Your go-e team

Preface

Drivers of electric vehicles consciously choose this type of mobility. Electric drives are quiet and do not emit any environmentally harmful gases. But electric vehicles also need energy, which must be generated.

We are surrounded by energy. Every degree Celsius above absolute zero is energy. If we use existing energy carefully, we do not need to expand fossil power plants or nuclear power plants for electric mobility.

An important contribution we can all make is the use of surplus energy. If possible, do not charge your car when you come home after work, as the electricity grid is already the most heavily charged.
In order to save energy and charge in an environmentally friendly manner, you should transfer your loads to lunchtime or early in the morning, as there is an abundance of electricity in the networks during this time.

This becomes even more interesting with a contract with our partner aWATTar, where you can profit from the strongly fluctuating electricity prices on the electricity price exchange by purchasing the electricity when the electricity is the cheapest. The technology for this is already built into each of our loading boxes. For more information, please visit www.go-e.co/Strompreisboerse

go-e will continue to work on making its products more energy-efficient and environmentally friendly in the future for a major goal: a future without emissions.

Vincent Marbé
(CEO go-e GmbH)

Table of Contents

Prelude

Please read carefully before using the device!

This manual should help you:
- to use the product properly
- to avoid damage
- to increase durability and reliability
- to prevent -a hazard

Attention!
go-e GmbH does not assume any liability for damages caused by disregarding these instructions!

Warnings

Failure to comply with the operating instructions can have serious consequences. go-e GmbH does not accept any liability for damage caused by disregarding the 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!

Attention ⚠

Do not use the go-eCharger if the cables attached or connected to the unit 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.

The circuit to which the go-eCharger is to be connected must be fitted with a residual current circuit breaker and a circuit breaker.

Any changes or repairs to hardware or software may only be carried out by qualified personnel of go-e GmbH or specially trained personnel.
Removal of any warnings on the go-eCharger 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 appropriate adapters and cables.

It is important to observe the maximum permissible charging current at the connection at which you are charging. If this is not known, charge with the lowest charge current. When using adapters, the maximum current for the adapter must be observed. If this is not known, use the lowest charging current
ATTENTION: An automatic reduction of the charging current to 16A by connecting the adapter is only possible in combination with the original go-e adapters.

Never use adapters whose technical suitability is unclear!
Never unplug the plug from the connector on the cable!
When used with safety sockets, we recommend a maximum charging current of 10A.
Take care of a mechanical relief of the Schutzkontakt plug by supporting the weight of the go-eCharger and the connected charging cable!
Observe the specifications of the grid operator with regard to single-phase

charging and the resulting potential energy consumption. resulting asymmetric network load.

Never cover the go-eCharger during charging. A heat build-up can lead to lasting damage or even fire.
In the event of unusual heat generation, the charging process must be stopped immediately. If you notice discolouration or deformation of the plastic due to heat development, it is imperative that you contact customer service.

Use your go-eCharger only hanging or in the wall bracket. Never use the loading box lying down! The Type 2 connectors are not waterproof and water could penetrate to the contacts while lying down!

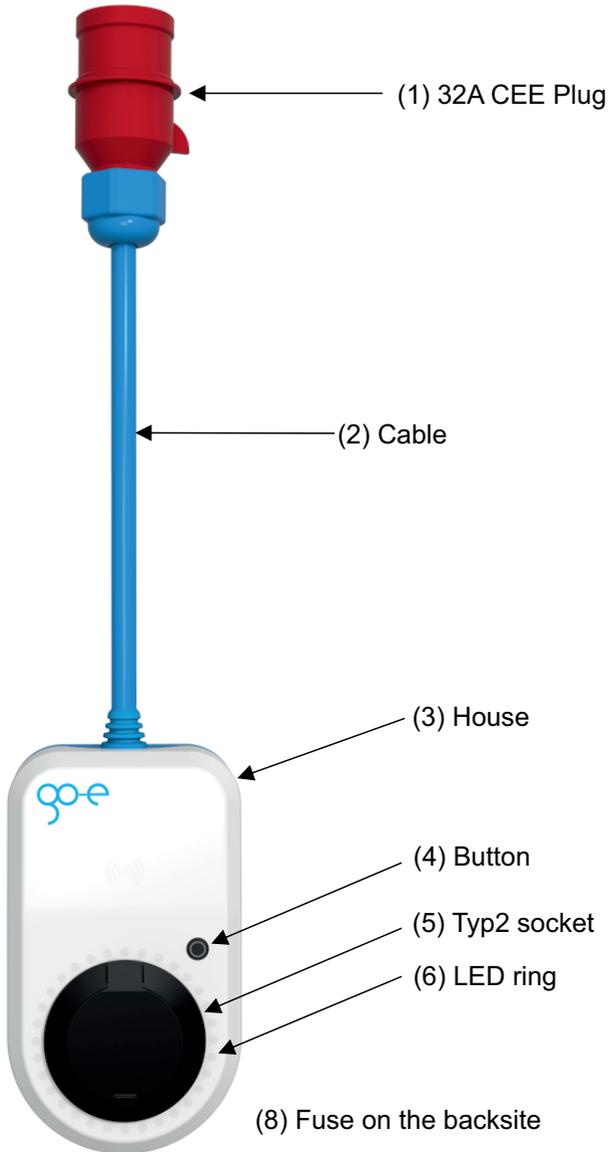The go-eCharger may only be operated on the following connections:

CEE red 32A 3-phase 400V 50Hz

With go-eCharger adapter:
CEE red 16A 3-phase 400V 50Hz
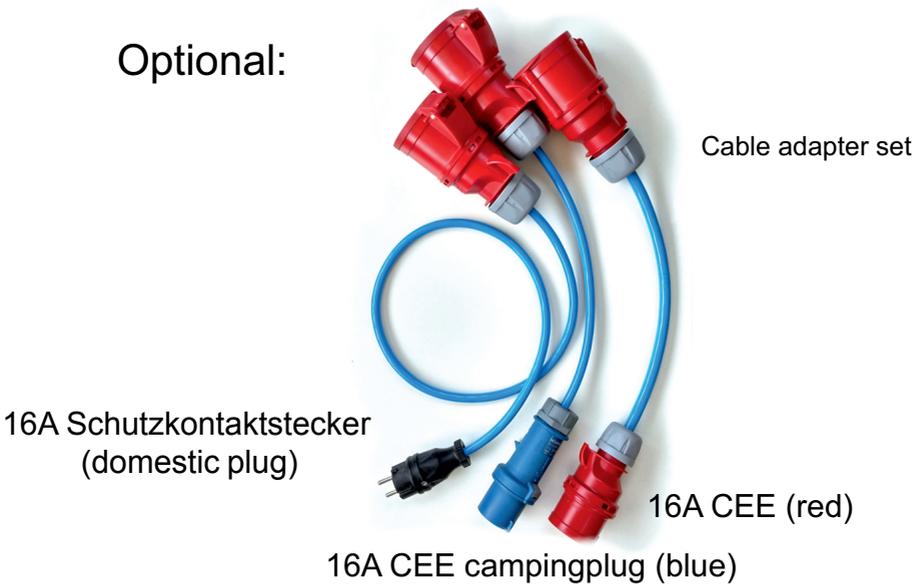CEE blue 16A 1-phase 230V 50 Hz

Overview

(1) 32A CEE Plug

(2) Cable

(3) House

(4) Button

(5) Typ2 socket

(6) LED ring

(8) Fuse on the backsite

Scope of delivery

22kW Charger

Mounting set

Resetcard

RFID chip

Optional:

Cable adapter set

16A Schutzkontaktstecker
(domestic plug)

16A CEE (red)

16A CEE campingplug (blue)

Scope of delivery:

-Charger box 22kW with 32A CEE plug
-Wall bracket incl. screws and dowels
-Optionally mountable cable protection (anti-theft protection)
-Reset card (obligatory safekeeping)
-Instruction

Loading box dimensions:
-15 x 25cm
-2,0kg

Connection:
-CEE red 32A, 30cm

Optional adapters:
-CEE red 16A (three-phase)
-CEE blue 16A (single phase)
-Domestic socket 16A (household socket outlet)

Loading capacity:
3-phase up to 22kW (6-32A)
1-phase up to 7,4kW (6-32A)

Vehicle side connection:
Type 2 socket (cable not included)
Locking device (theft protection)
charging power 22kW (32A 3-phase)
Vehicles with type 1 can be charged with adapter cable
Amplifier and status display readable via LED ring or app
Charging capacity adjustable via push-button and app

Security features:
RFID access control
Fault current circuit breaker (FI) with DC detection, 30mA AC, 6mA DC
Phase and voltage testing Input test
Phase test after contactor phase test
Current sensor 3-phase
Fine fuse for internal electronics (triggers off if the supply cable is connected incorrectly)

App:
local (WLAN hotspot) or worldwide (via home WLAN)
Charge monitoring (voltage, current, power, energy)
Start/stop function
Managing RFID cards
Electricity meter (total kWh and per RFID card)
Electricity exchange connection with intelligent load management
Updateable for later functions (Smart-Home,...)

Mounting the Wall Mount
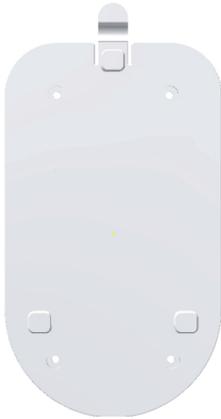
Make sure that the surface is free of distortions, and if the wall bracket is distorted, the charging box may no longer be able to be attached. Use the spacers provided to compensate for any unevenness.

Provide a power supply. If the three-phase connection is available, insert the wall bracket onto the charging box and the charging box into the connection to achieve the best positioning of the wall bracket. Now mark the top and side edges with a pencil. You can reach a comfortable height for the charging box by using the three-phase box approx. Install 170cm above the floor.

The wall mount is then used as a template to mark the drill holes. Use a spirit level or a spirit level app to align the wall mount.

Connecting the go-eCharger

Attention!
Never use the go-eCharger lying on its back; it may collect water in the Type 2 outlet when it rains.

Connect

Attention ⚠️

After an initial self-test, the LEDs light up in the number of the pre-set charging current in amps. The setting knob (5) can be used to select between 6A and 32A. The levels of the selection can be individually adjusted in the app. It does not matter whether the go-eCharger is connected in one or three phases.
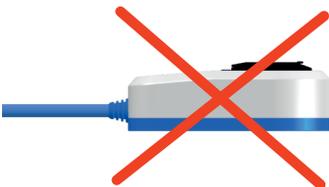
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Loading Process

Now insert your Type 2 cable into the charger box. All LEDs light up yellow during the test. The charging process is started with a clicking sound in the charging box and indicated by switching the LEDs.
During charging, the LEDs run clockwise around the charging socket. The number of "tails" corresponds to the number of phases used to charge while the rotation speed is dependent on the charging current.

Exit loading process

The loading process is terminated by the vehicle. This is usually the case when the vehicle's battery is fully charged. The socket remains locked after completion of the charging process until the cable is removed from the vehicle (theft protection).

If you want to interrupt the load prematurely, you can do this via the function of your vehicle ("cable unlocking") or via the app ("activation").

ATTENTION:
If the power supply is interrupted, the charging cable remains locked in the charger box for reasons of theft protection. To unlock it, it is necessary to put the charger box under power again.

Error Indication

The go-eCharger has a number of security questions in its program to check the used power source for possible errors. For this reason, it is possible that the go-eCharger may indicate a fault and refuse charging, especially with unknown power sources.
A more detailed description of the causes and the measures to be taken are described in the section "Errors" at the end of this manual. You can read an error message in the app under "Status" (see section "App Charging").

Advice!
Online Support

TIP

In our online support section, we address the most frequently asked questions in the FAQ. If you have any questions about the operation of the go-eCharger, you will surely find what you are looking for. Please note that we will continue to offer the product at the lowest possible price. Therefore, please do not use the personal contact form unless you find your question answered in the manual or on our website.

Thank you for your support!

The App

The App
The app gives you full access to a wide range of go-eCharger functions via direct (via hotspot) or worldwide (via the Internet). The app can be found in the Apple App Store, the Google Play Store or at go-e. co/support/downloads.
Connect the app to the go-eCharger by either manually coupling the charger box in your Wlan settings (see Charging) or by scanning the QR code of the reset card.
go-eCharger as described under "Connection".

Charging
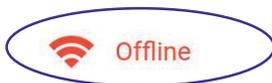
batch

status indication

Offline: Your box is not connected to your mobile device. Please connect the charging socket.

Finished: The load has been completed.

Error: No charge possible (see error diagnosis).

Ready for charging: The go-eCharger is ready for charging, connect the type 2 charging cable.

Waiting for car: The go-eCharger waits for the release from the vehicle.

Activation needed: The charge must be approved by the RFID card or the Activation Button of the app.

Waiting for charging: The charging is carried out according to preset time control (see Settings/Scheduler)
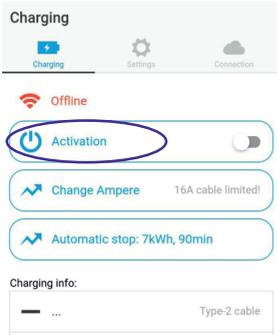
Activation

Activate or deactivate your cargo. Depending on the settings under "Settings/Access Control", you must authorize each load using this button or an RFID card.
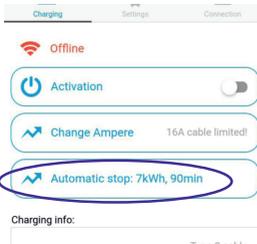
The cable remains locked in the standard setting until it is disconnected from the vehicle.
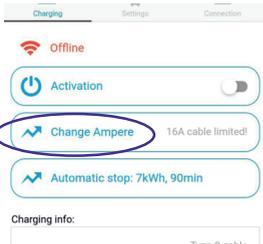
Change Ampere

The charging power can be freely selected between 6-32A. This setting always applies to all phases.

To change the default settings for the multifunction button, go to "Settings/Button".

Automatic Stop (free update)
Set the max. kWh that you want to load into your vehicle.

Advice!
This function is very handy if you live on a mountain and can recuperate during the downhill run, or if you are regularly able to charge cheaper in public or at the employer's office.
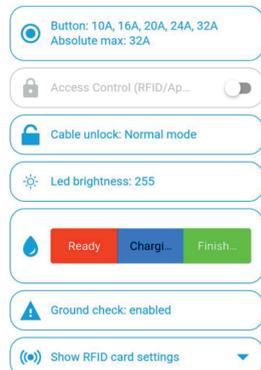
TIP

Charging Info
The overview gives you an overview of the current charging capacity in kW and the already charged energy in kWh.
Under the button "show more" you get detailed information about the charge, voltage etc.

Settings

Settings

Charging   **Settings**   Connection

- ◉ Button: 10A, 16A, 20A, 24A, 32A
  Absolute max: 32A
- 🔒 Access Control (RFID/Ap...
- 🔓 Cable unlock: Normal mode
- ☀ Led brightness: 255
- 💧 | Ready | Chargi... | Finish... |
- ⚠ Ground check: enabled
- ((•)) Show RFID card settings ▼

Change Ampere Levels

Level 1	10
Level 2	16
Level 3	20
Level 4	24
Level 5	32
Absolute max	32

Cancel   **Save**

Serial: 000001

Cable unlock mode

Normal mode: Locked while plugged in car
Auto unlock: Locked while charging, unlocked when finished
Always locked: Cable always locked, even when no car connected. Change mode to unlock cable

| Normal mode | Always locked |
| Auto unlock | Cancel |

Change color

Red
Green
Blue

Cancel   **Save**

serial serial

Displays the serial number and name of the connected device.

badge

Define the charge levels you want to load with the button on your go-eCharger. Input fields set to "0" are skipped during selection with the button.
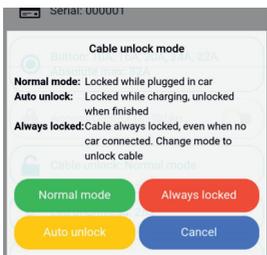
access control

If you activate this function, each charge must be approved by means of an RFID card or the "Activation" button under "Charging".

Cable unlock

Controls whether the cable should remain locked after charging until it is disconnected from the vehicle, unlocked immediately after charging or locked until it is unlocked via the app.
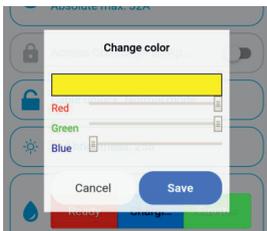
TIP

Tip!
If you want to leave the Type2 cable permanently attached to the box and there is a possibility that this could be stolen by third parties, select the "Always locked"button.

LED Brightness

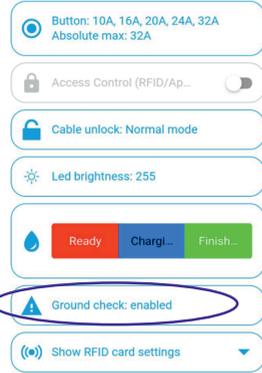Controls the brightness of the LEDs through a slider.

LED Color

Here the LED colours for "Ready","Charging" and "Finish" can be individually adjusted.

Ground check enable / disable

Attention: This function should only be used if the mains supply has no grounding (IT mains). If you are not sure, leave the setting to "Ground check enable"!

The go-eCharger has a safety function which checks the earthing of the used power connection and prevents a charging process if there is no earthing.

In some regions (primarily in regions with permafrost soils such as northern Norway) grounding is not possible and isolating transformers are used instead (IT grid). To be able to load in such regions with the go-eCharger, the "Ground Check" function can be deactivated.
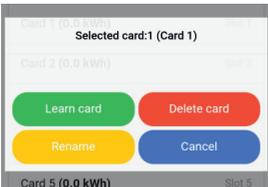When operating in the usual European mains with earthing (TN), switching off the "Ground Check" function can lead to a danger if there is no earthing!
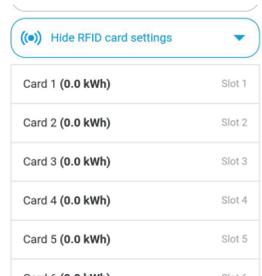
Show RFID card settings

Under this menu item you can manage RFID-enabled cards or chips.
For each card, the loaded kWh is stored and the cards can be named.

Learn card

To do this, place any RFID card (but never put the go-eCharger reset card) on the go-eCharger's RFID card reader and press "Start". When the card has been taught-in, the LED ring flashes briefly. Now the card can be used for the go-eCharger.

Delete card

You can delete learned cards.

Attention!

Attention ⚠️

The card erases all data in the storage location of the load box.
With the app you can manage several go-eCharger. See "Show RFID card settings"for more details.

Time settings (from winter 2017)
Synchronizes the time with your phone.

Scheduler (from winter 2017)
With this function it is possible to charge the battery at a certain time.

This function is particularly interesting for two reasons:
1st In private households, electricity connections are often very limited and especially in the evening, many electrical appliances are in operation that place a heavy burden on the domestic grid. For this reason it is often better to move the load of the vehicle into the night.
2nd Another very important reason for this is the overall network utilisation, since the networks are very busy in the evening hours and there is often an electricity overload in the early morning hours, a charge from 01:00 o' clock is usually more economically and ecologically sensible (see preface).
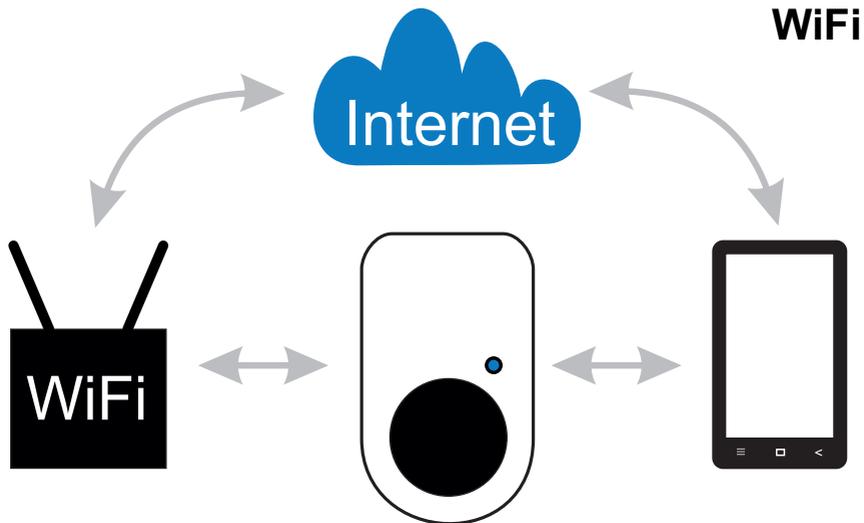
WiFi

In order to use the WiFi function of the go-eCharger, you always need a direct connection of your smartphone with the charger to be able to set up the connection. You can perform all operations through the interactive graphic by touching the individual items or connections, or you can use the "Setup Wizard" on the following page.

Set up via the interactive graphic.

Hotspot
-Tap on the box to connect to it via hotspot. You should open the Wlan settings of your mobile phone.
-Select the go-eChargers (go-e-XXXXXXXX) from the list of displayed devices to connect it.
-After connecting, switch back to the go-eCharger app. The arrow between the mobile phone icon and the charger box should now turn blue.
-If there are problems, you should temporarily switch off mobile data…
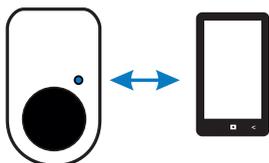
If the connection between the loading box and the app is established, you can connect the go-eCharger to the Internet.

internet connection

Tap the Wlan device. A pop-up window opens.
Enter the SSID (device recognition) and the password of your Wlan device into the popup window and confirm with "Save".
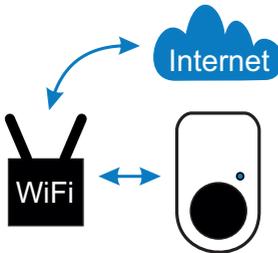
The arrows between the go-eCharger, the Wlan device and the Internet Cloud should now appear blue.

Access to the loading box via the Internet

End the hotspot connection between your mobile phone and the charger box and reconnect to your home wireless router in the mobile phone's wlan settings.
Change back to the go-eCharger app.
Tap on the Internet Cloud to start the connection with the box.
In the opened window enter the TOKEN which you find on the provided reset card and confirm with "save".
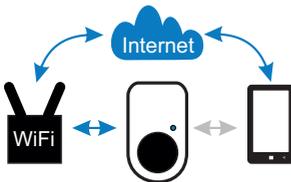
The connection from the mobile phone via the Internet Cloud and the Wlan Router to the charging box should now appear in blue.
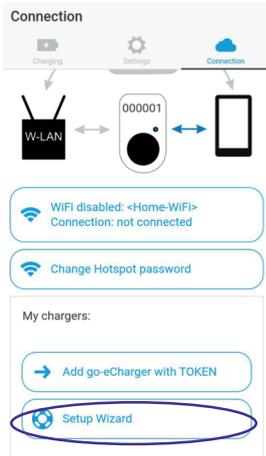
Now you can access your go-eCharger from anywhere, as long as your mobile phone and charger box are connected to the Internet.

To switch between Internet access and hotspot, use the Wlan settings of your mobile phone.

If your go-eCharger is out of the reach of your Wlan router, you can use the "connect automatically" function for the hotspot connection with the go-eCharger under the Wlan settings of your mobile phone, so that you always have quick access to the charging box.

If your go-eCharger has permanent access to the Internet via your home network, you should use the Internet connection by default.

Connection

W-LAN ↔ 000001 ↔ 📱

WiFi disabled: <Home-WiFi>
Connection: not connected

Change Hotspot password

My chargers:

→ Add go-eCharger with TOKEN

🔵 Setup Wizard

Wizard

As an alternative to manual WiFi configuartion, you can also use the WiFi Wizzard. Tap the Wizard button. The wizard will now guide you step by step through the installation.

Reset

With the go-eCharger Reset RFID card, the access settings of the loading box can be reset to the factory settings. Hold the reset card to the RFID reader of the loading box. The reset is confirmed by a short LED ring light in yellow.

Advice
Store the reset card in your car. You can reset the box settings at any time and log in again with the factory settings. This is especially important if you have activated the load release via RFID card and have misplaced the card.

TIP

Fehleranalyse

Fehlerbeschreibung	Grund	Behebung
The charge cannot be started, but all LEDs are displayed in the ready color (factory blue)	The car is not known	Prov the connections of the cabel
The LEDs light is red in the top and green/yellow in the bottom	Grounding defective	Check whether the junction box is properly earthed
The LEDs at the top are red, and pink at the bottom.	The RCB has detected an error	The charging device in your vehicle may be defective. Have this checked by expert personnel
The LEDs flash red	Allgemeiner Fehler	Please check the error code in the go-eCharger App
No LEDs light up after plugging in	No current on the junction box	Check the overload protection of the connection
	Fuse are broken	Check the device fuse on the back of the go-eCharger. If this is melted, the power connection is probably not properly installed. Make sure that the connection is correct before starting a new trial.
LEDs are blue and white	Need for activation	Activate with the App or RFID

Warranty

The statutory liability for defects law and the statutory warranty period of two years shall apply. After six months from delivery of the goods, the burden of proof of the statutory warranty shall pass to the customer. Shipping costs for repeated repairs due to technical defects by the manufacturer shall be borne by the manufacturer.

In the event of incorrect installation, improper use or incorrect connection or connection to incorrectly installed electrical connections and the resultant damage to the product by the purchaser or other technical defects caused by the purchaser, the warranty shall lapse or a reduction in value shall be made. In this case the buyer bears the shipping costs. This applies in particular if the product is operated with an energy source not recommended by the manufacturer for the product or used for purposes other than those specified by the manufacturer. The warranty also expires in the event of any modification or opening of the system by unauthorized persons, whereby only persons recognized by the manufacturer are to be considered as authorized. In case of doubt, consult the manufacturer.