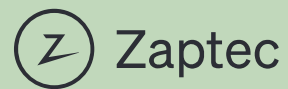


Zaptec Go → User Manual



Place pin sticker here

Fully charged for your next adventure



Zaptec Go works with any car

No matter what you drive or where you're going, Zaptec Go is the surest way to power your journey. Built on cutting edge Norwegian green tech, we've created a charger, that's as smart on the inside as it is simple on the outside.

English	4
Norsk	14
Svenska	24
Dansk	34
Deutsch	44
Français	54
Italiano	64
Nederlands	74



Scan for more languages

EU Declaration of Conformity

Manufacturer name: **Zaptec Charger AS**

Manufacturer address: Professor Olav
Hanssens vei 7A
N-4021 Stavanger
NORWAY

declares that the product **EVSE (Electric Vehicle Supply Equipment)**

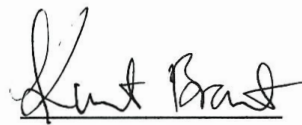
Product identification(s) **Zaptec Go**

is issued under the sole responsibility of the manufacturer and the products are in conformity with the Community harmonization legislation as the essential requirements of the **Radio Equipment Directive 2014/53/EU** of the European Parliament and of the Council of 16 April 2014, relating to radio equipment and the mutual recognition of their conformity and the **ROHS directive 2011/65/EU** of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment, if used for its intended use. The following relevant harmonized standards have been applied:

1. Radio spectrum (article 3.2 of RED 2014/53/EU)
applied standard
EN 300 328 V2.2.2
EN 300 330 V2.1.1
EN 301 908-1 V13.1.1
2. Electrical Safety (article 3.1a of RED 2014/53/EU)
applied standards
EN IEC 61851-1:2019
IEC 62955:2018
EN 61439-1:2011
EN IEC 61439-7:2020
3. Electromagnetic compatibility (article 3.1b of RED 2014/53/EU)
applied standards
EN IEC 61851-21-2:2021
EN 62311:2008
ETSI EN 301 489-1 V2.2.3
ETSI EN 301 489-3 V2.1.1
ETSI EN 301 489-17 V2.2.1
ETSI EN 301 489-52 V1.1.0
4. Hazardous substances in electrical and electronic equipment (article 4 of ROHS 2011/65/EU)
applied standard
EN 63000:2018

Place, date:

Stavanger 25/2 - 2023



Knut Braut, CTO

Important information

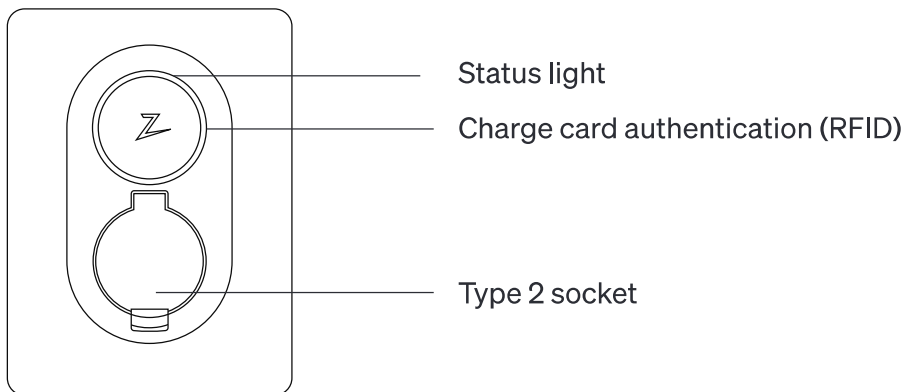
Before using or maintaining this product, it is important to read the following safety instructions. Failure to follow and apply all the instructions and procedures covered in this quick guide will invalidate the guarantee and cause Zaptec Charger AS and direct partners to waive all liability and claims for compensation.

WARNING!

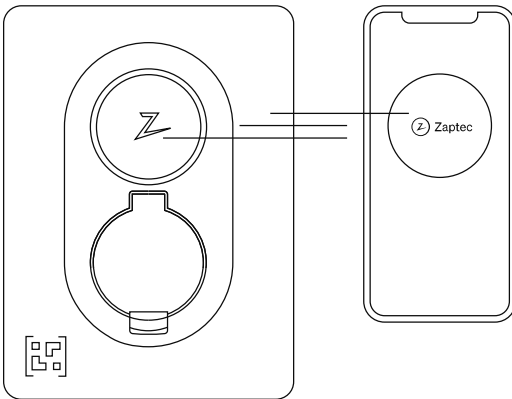
- ! Read through the instructions carefully and familiarize yourself with the equipment before you start using it.
- ! This equipment must only be installed, repaired, and maintained by qualified personnel. Repairs must be carried out by Zaptec or a pre-approved workshop.
- ! All applicable local, regional, and national laws and regulations must be followed when installing, repairing, and maintaining the product.
- ! Do not install or use a product which is damaged in any way. See the information in the chapter on Support and Repairs.
- ! Only use approved cabling for the installation.
- ! Do not insert foreign objects into the Type 2 socket.
- ! Do not use high-pressure washers to clean the charger station. Follow the instructions in the chapter Storage and Maintenance.
- ! Avoid installing the charger in a location which is exposed to direct sunlight.
- ! Adapters are permissible – A conversion adapter from the charger outlet must only be used if specified and approved by the vehicle manufacturer or charger producer
- ! Read the guarantee at zaptec.com/guarantee or contact Zaptec support and request a copy.

Your charger is guaranteed by Zaptec Charger AS, Professor Olav Hanssens vei 7A, 4021 Stavanger, Norway to be free from defects in materials and workmanship for a period of five (5) years from the date of its original purchase. Read the full details at zaptec.com/guarantee or contact Zaptec support to request a copy. Your statutory rights are not affected.

Get to know Zaptec Go



Activate and connect your charger to the Zaptec App



To **activate and connect** to a charger:

1. Open the Zaptec App
2. Click “Add Zaptec Product”.
3. Scan the QR code on the Zaptec Go charger to start connecting the charger
4. Remove the QR code sticker after first connection. We suggest you place this sticker in your fuse box in case you need to reconnect with the charger in the future.

This app will give you access to the complete Zaptec experience! In the app, you can monitor your charging session and speed, lock the cable to the charger, control access for friends and family and keep track of your charging history. We will be continuously adding features to this app based on user needs, so look out for updates.

Once your authorized electrician has finished the installation, you can create your Zaptec user account and register your charger. Download the app in App Store or Google Play Store.

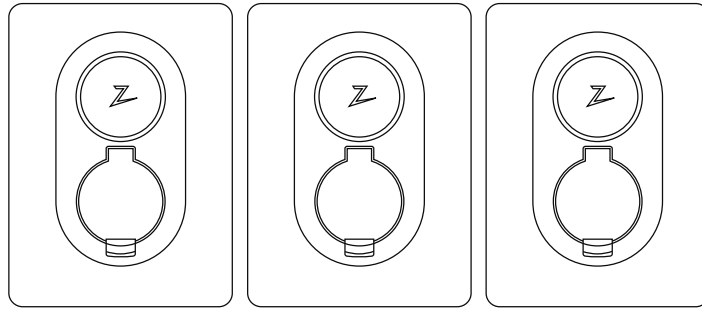


Need help to connect your charger to the app? Watch our how-to-video step by step.









Add more chargers to your address

1. From the Home, tap the ●●● symbol
2. Scan the QR code on the Zaptec Go charger to start connecting the second charger.
3. If you are adding a third charger, repeat from step 1.

You can connect **up to three Zaptec chargers** per address. To connect an additional charger, make sure you're logged in the Zaptec app.



Status light indicator

	No light	Check charger power.
	White	Standby.
	Blue	Charging.
	Green	Charging complete or charging is waiting for scheduled start or Eco Mode (available in selected countries)
	Yellow	Waiting for authentication. Authenticate with your app or key fob.
	Orange	Waiting to be configured by an authorized installer.
	Red	Error detected. Unplug vehicle and restart the charging station. If this does not clear the red light, contact your installer.
	Purple	Updating firmware. This normally takes a few minutes.

Start/stop charging

Start charging.

Connect your charging cable to the vehicle and then connect the cable to the charger. When the status light changes to pulsating blue, the car is charging.

Stop charging

You can pause charging via the app. Alternatively, you can also stop charging by simply removing the plug from your electric vehicle.

Please note that attempting to remove the cable from the Zaptec Go while charging will not be possible until charging has finished or has been stopped by the car.

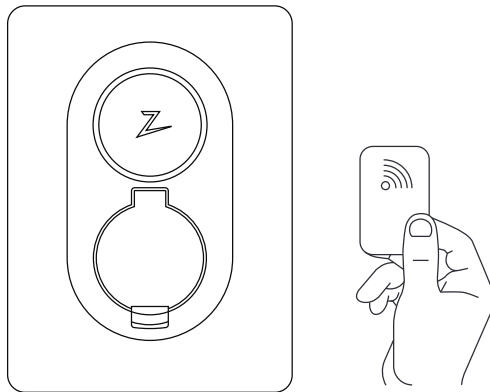
Be in control of who can use your charger

You can give permissions to multiple users to access your Zaptec go via the App.

This is an option if you would like to keep your charger private. You would then avoid having uninvited guests charging from your charger without your permission. This setting can be switched on and off whenever you need it.

Anyone who has access can start charging by creating their own account in the Zaptec App and use the app as an authenticator.

You can use a device that is equipped with RFID technology to start charging as well, such as a Zaptec Key. Any RFID enabled device can be easily added to an account using the Zaptec App.



Over-the-air software updates.

Being connected at all times means we will provide you with software updates.

As well as having these smart charging features available, we have got you covered with free 4G LTE-M. If your charger is located in a place where 4G LTE-M is not available, you can connect the charger to Wi-Fi in the Zaptec App.

If you have a Zaptec Sense

Zaptec Sense reads how the energy consumption is used in your home. It acts like a receptionist to communicate with your other electrical appliances enabling dynamic load balancing, while protecting your incoming electrical supply.

Lower electricity bills

Zaptec Sense allows you to adjust the output of your charging system, ensuring that you can avoid expensive power consumption peaks.

Utilise all available power

Charging adjusts automatically in line with consumption at the premises to ensure that your power is fully utilized.

Avoid high costs

Zaptec Sense allows you to avoid expensive costs for increased power usage.

Avoid tripping

Avoid overloading and tripping circuit breakers when charging your vehicle.

View your power consumption in real time. Get a complete overview of your power consumption using the Zaptec App.

Check with your local Zaptec resellers or visit our website zaptec.com to get a Zaptec Sense (available in selected countries).



Storage and Maintenance

The product must be stored in a dry room with a stable temperature.
The following periodic maintenance is recommended:

- Wipe down the charging station with a damp cloth.
 - Check that the charging connector is free of all foreign materials.
 - Check that the charging station has no external, physical damage. In the case of publicly accessible installations, an annual inspection must be carried out by qualified personnel in accordance with Norwegian legislation and regulations.
- In the case of publicly accessible installations, an annual inspection must be carried out by qualified personnel in accordance with local legislation and regulations.
- At the end of its life, the product must be recycled as electronic equipment, in accordance with local legislation.



Keeping you secure

Every Zaptec charger is designed to provide the highest possible level of security.

Your charger is configured with a security PIN to control access to certain functions. You should keep this PIN safe and not reveal it to anyone you do not trust.

To ensure your charger remains secure, Zaptec will continue to provide software

updates for your charger for a minimum of five years from the date of purchase. You can check for updates and install them using the Zaptec app or Zaptec portal.

If you have any concerns or problems regarding the security of your charger, or wish to request the removal of any personal data, then please notify us by visiting <https://zaptec.com/help>

Technical specifications

Mechanical and installation					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Dimensions			H: 242 W: 180 D: 75		mm
Weight			1,3		kg
Altitude				2000	m
Input wire cross section		1,5		6	mm ²
Input wire diameter		1,40		2,80	mm
Degree of protection		IP54			
Charging mode		Mode 3, case B			
Mechanical strength		IK08			
Pollution degree	Installation environment	4			
Support for ventilation	According to EN IEC 61851-1 6.3.2.2	No			
Access	According to EN IEC 61851-1 5.4	Restricted and non-restricted access			

Technical specifications

General					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Rated voltage (Un)	Phase-Neutral	207	230	253	V
	Phase-Phase	360	400	440	
Rated current (In)			32		A
Rated frequency			50		Hz
Standby power consumption			2		W
Ambient operating temperature		-30		40	°C
Maximum charging power	TN 3 phase @ 32 A		22		kW
	TN 1 phase @ 32 A		7.4		
	IT 3 phase @ 32 A (Norway only)		12.7		
	IT 1 phase @ 32 A (Norway only)		7.4		
IEC 61140 Protection class			I		
IEC 61010-1 overvoltage category			III		

Connectivity	
PROTOCOL	SUPPORTED STANDARDS
4G	LTE Cat M1
Wi-Fi	802.11b/g/n (2.4 GHz)
Bluetooth	Bluetooth v4.2 (BR/EDR/BLE)
RFID	ISO/IEC 14443 A (Type A, 13.56 MHz)
	ISO/IEC 15693 Type A (Mifare Classic, 13,56 MHz)

Technical specifications

Integrated energy meter					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Accuracy	Line voltage, current, and power factor		+/-3		%

Integrated RDC-DD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual DC operating current	$I_{\Delta dc}$		0,006		A
Operating characteristics		RDC-DD according to IEC 62955			
Making and breaking capacity	I_m			500	A
Residual making and breaking capacity	$I_{\Delta m}$			500	A
Rated conditional short-circuit current	I_{nc}			3	kA
Rated conditional residual short-circuit current	$I_{\Delta c}$			3	kA

Upstream circuit breaker and RCD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual operating current	$I_{\Delta n}$		0,03		A
Rated current	I_n			40	A
Operating characteristics		Type A according to IEC/EN 61008-1/ 61009-1			