



Eve Single Pro-line & S-line



EV Charging Stations

Installation Manual



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1.1 Explanation of text instructions used

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

DANGER

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

WARNING

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

CAUTION

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

NOTE

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

1.1.1 Safety symbols

The following warning pictograms are attached to (parts of) Eve Single:

Pictogram

Description



Dangerous electrical voltage, attached to high-voltage electrical equipment

1.2 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 28, 1332AP 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 the qualified technician has:

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

1.2.1 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 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. The latest version is available for download on <https://knowledge.alfen.com> or Alfen.com. 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.

1. SAFETY AND USAGE INSTRUCTIONS

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

- Failure to comply with the instructions in this manual in general and with the operating conditions specifically.
- Improper use.
- External damage.
- Installation, commissioning or faulty repair or maintenance by unqualified persons.
- Failures from the grid or the GPS / GPRS provider.
- Modification or configuration of the product or accessories without the knowledge of Alfen ICU B.V.
- Use of spare parts not approved or manufactured by Alfen.
- The charging station is used outside its operating conditions as stated in this manual.

NOTE

In areas where the ambient temperature is below -25 °C or higher than 40-45 °C the charging station will not operate efficiently and may even shut off due to the undercooling or overheating of components.

- Situations have occurred that are beyond the control of Alfen ICU B.V. (force majeure).
- Malfunction of an open charge point back office.
- Damage to the electrical vehicle.

1.4 Software and complementary documentation

The charging station Eve Single uses the firmware version 6.xx at the time of writing.

NOTE

The most current firmware version is available for download in the MyEve automatically. When using the ACE Service Installer you need to manually update firmware to the charging station 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 data for your request.

Under 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
Eve Single Pro-line



YouTube channel

[Alfen - Power to adapt](#)

providing installation, service and information videos.

Data sheet

[Datasheet - Eve Single S-line & Pro-line](#)

providing detailed information on models, technical features and equipment.

Knowledge Base

[Knowledge Base](#)

providing FAQ (frequently asked questions) section, service and procedure instructions.

"Eichrecht Addendum"

Available for download on [German download site](#) under "Anleitungen"

Document required for installing Pro-line models with meters according to calibration regulations in Germany.

Error code list

[Error codes and troubleshooting](#)

Error messages displayed on Pro-line models, (also provided in the Eve Single user manual).

Declaration of conformity

Please request at your Alfen contact.

1. SAFETY AND USAGE INSTRUCTIONS

| | | |
|---|--|--|
| Smart Charging configuration Eve Single | Available for download on the Knowledge Base | Document required for configuring Smart Charging features. |
| Training for Alfen charging stations | Trainings charging stations equipment | class-room trainings provided by Alfen. |

1.5 Copyright

Copyright ©2023 Alfen ICU B.V. All rights reserved. The disclosure, duplication, distribution and editing of this document, or utilization and communication of the content are not permitted, unless authorized in writing by Alfen. All rights, including rights created by a patent, grant or registration of a utility model or a design, are reserved.

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

Eve Single is a trade mark by Alfen ICU B.V. Any unauthorized use of the trade mark is therefore illegal.

1.6 Operating conditions

| | |
|-----------------------------------|--------------|
| Operating temperature | -25...+55 °C |
| Relative atmospheric humidity | 5 - 95 % |
| Electrical safety class | Class I |
| Degree of protection (casing) | IP55 |
| IK protection (mechanical impact) | IK10 |

NOTE

The operating temperature stated is under the following conditions:

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

1.7 EU Declaration of Conformity

The Eve Single complies to the following directives:

- Low Voltage Directive 2014/35/EU
- EMC Directive 2014/30/EU
- Radio Equipment Directive 2014/53/EU
- Harmonized standards: IEC 61851-1 ed. 3 (2017) - Electric vehicle conductive charging system - General requirements, on national level implemented under:
 - AT: ÖVE/EN 61851-1
 - BE: NBN EN 61851-1
 - DE: DIN-EN 61851-1
 - FIN: SFS-EN 61851-1
 - FR: NF-EN 61851-1
 - NL: NEN-EN-IEC 61851-1
 - NO: NEK-EN-61851-1
 - UK: BS-EN 61851-1
 - ETSI EN 300 330-2 V1.5.1 - NFC reader
 - EN 301 908-1 V11.1.1 / EN 301 908-13 V11.1.2 / EN 301 511 V12.5.1 - GPRS

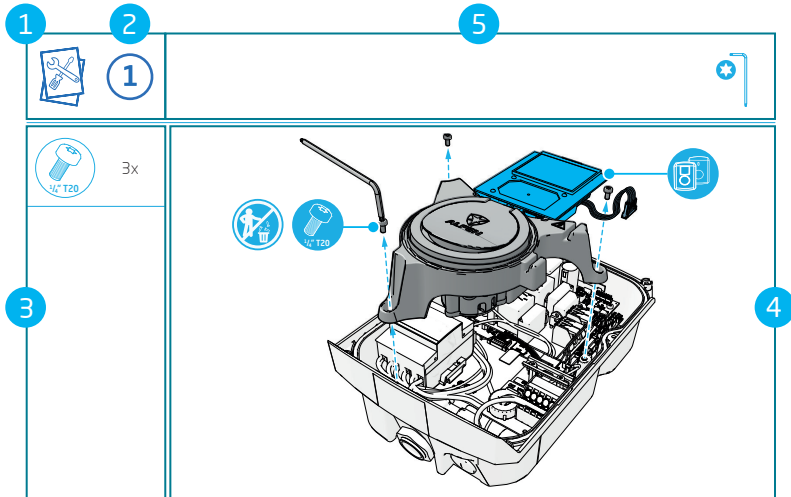
NOTE

The EU declaration of conformity can be requested from Alfen. Please refer to the contact data on the backpage of this manual.

1. SAFETY AND USAGE INSTRUCTIONS





1.8 About this document

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



| No. | Description | Symbol | Description | Remark |
|-----|---|--------|--|--------|
| 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

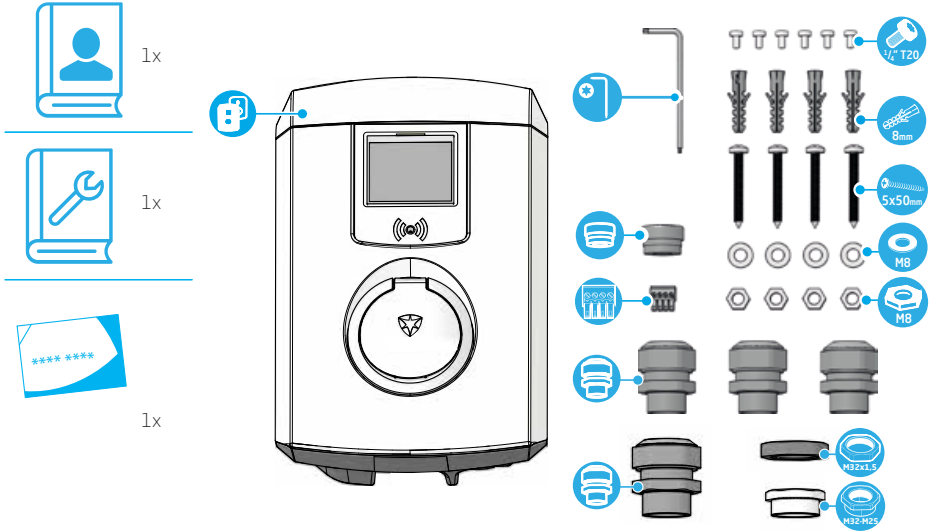
| No. | Description | Symbol | Description | Remark |
|-----|---|---|--|------------------------------|
| 3 | Symbols on the left hand side indicate the parts required for this task |  | dark blue | to be provided by installer |
| | |  | light blue | part of Alfen delivery scope |
| 4 | The illustration 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 |  | dark blue | to be provided by installer |
| | |  | light blue | part of Alfen delivery scope |

2. PRODUCT OVERVIEW

2.1 Scope of delivery Eve Single

The information given in this table refers to illustration A.





EN



| Symbol | Description | Quantity | Symbol | Description | Quantity |
|--------|---|----------|--------|---|----------|
| | Charging station: • Eve Single S-line • Eve Single Pro-line | 1 | | RS-485 connector including TIC protocol connections | 1 |
| | Wall-mount frame | 1 | | S-line Cable gland M32x1.5 | 1 |
| | Torx T20 wrench | 1 | | S-line Optional cable gland M25x1.5 | 3 |
| | Spacing ring for cable gland M32-M25 | 1 | | Pro-line Cable gland M32x1.5 | 1 |
| | | | | Pro-line Optional cable gland M25x1.5 | 2 |
| | | | | Torx bolt M4x8 mm | 6 |

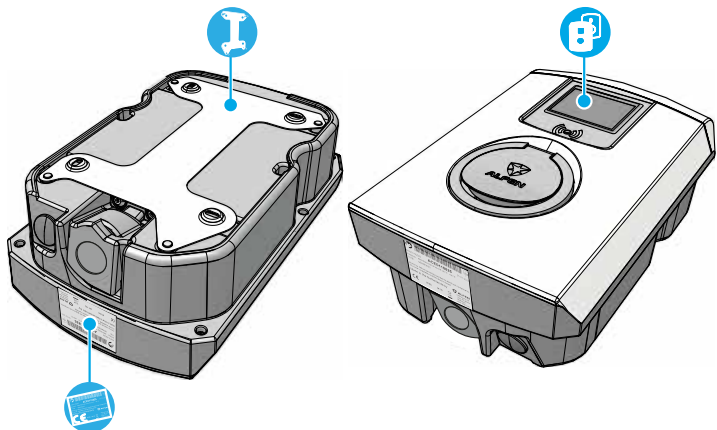
2. PRODUCT OVERVIEW

| Symbol | Description | Quantity |
|---|----------------------|----------|
|  | Wall plug 4.5-5x8 mm | 4 |
|  | Screw 5x50 mm | 4 |
|  | M8 nut | 4 |
|  | M8 washer | 4 |
|  | Counter nut | 1 |

| Symbol | Description | Quantity |
|---|---|----------|
|  | Reduction ring M32-25 | 1 |
|  | Installation Manual | 1 |
|  | User Manual (to be handed over to the customer) | 1 |
|  | Card with password (recovery) information (to be handed over to the customer) | 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

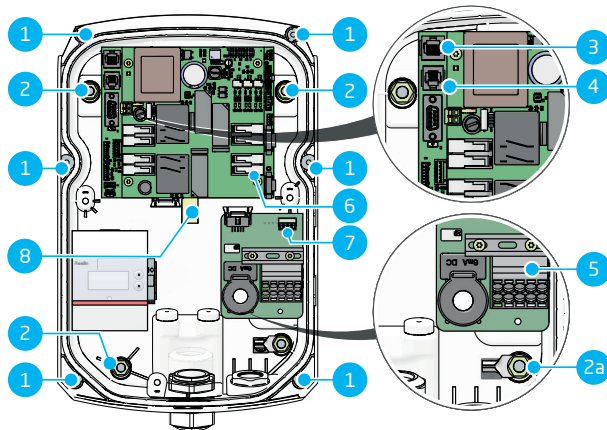
Symbol Description



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 wait 10 seconds after powering down before commencing to work.

⚠ WARNING

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

⚠ WARNING

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

⚠ WARNING

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

⚠ WARNING

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

⚠ WARNING

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

⚠ WARNING

Risk of damage or electrocution. Local conditions may influence 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 continual 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 is 800 - 1200 mm from the ground to the bottom of the casing.
- The charging port on the vehicle is easy to reach with the (attached) charging cable.
- The charging station is 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-circuiting with

3. INSTALLING AND CONNECTING

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 are 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 mm²
- 3-phase 11 kW charging, 16 A selected per phase: 5 x 4 mm²
- 1-phase 7.4 kW charging, 32 A per phase: 3 x 6 mm²
- 3-phase 22 kW charging, 32 A per phase: 5 x 6 mm²

Short-circuit protection:

With circuit breakers:

- 1-phase 16 A (3.7kW): 1 x 20 A, 1P, type B or C
- 3-phase 16 A (11kW): 1 x 20 A, 3P, type B or C
- 1-phase 32 A (7.4kW): 1 x 40 A, 1P, type B or C
- 3-phase 32 A (22kW): 1 x 40 A, 3P, 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: 30mA 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:

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

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 on Alfen.com for product-specific information.










NOTE

There is a sticker inside the charging station indicating the model name of the charging station.

- Download the Smart Charging Implementation Guide on 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 |

| Symbol | Description |
|---|---|
|  | Small and large flathead screwdriver |
|  | 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

- The installation position is a solid, right angled wall.
- In the surroundings of at least 5 m of the installation position there is no fire hazard.
- The power supply cable has been routed.
- The power cabinet has a RCD residual current device and a MCD circuit breaker to connect the power cable.
- The electrical system has 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

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.

NOTE

In the following text, only the wall-mounting installation procedure is described. 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.

3. INSTALLING AND CONNECTING

3.6.1 Wall-mounting the charging station

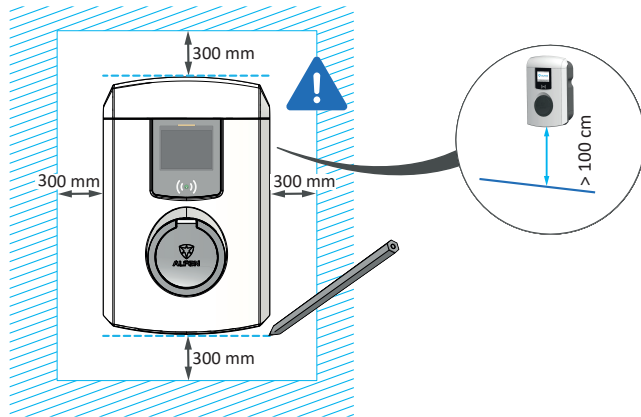
1. Determine the position for the charging station at the preferred location:
 - a. Keep 300 mm space clear on all sides around the charging station.
 - b. Choose a comfortable and ergonomically correct height (typically 800 - 1200 mm).
 - c. Use a pencil and a spirit level to mark the top and bottom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



1



1x

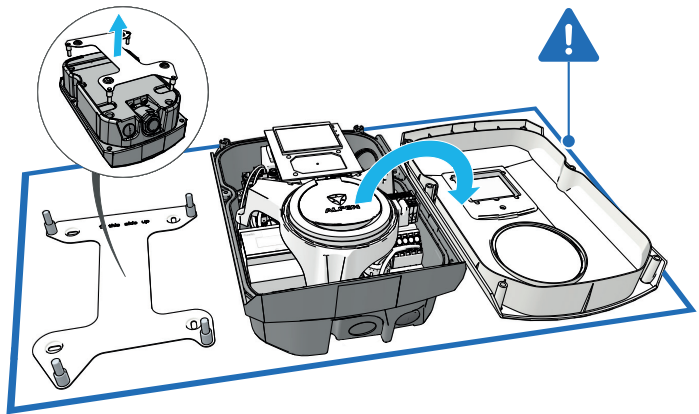


3. INSTALLING AND CONNECTING

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

NOTE

Do not lay down the charging station on a rough surface. Tip: Use the packaging.



3. INSTALLING AND CONNECTING

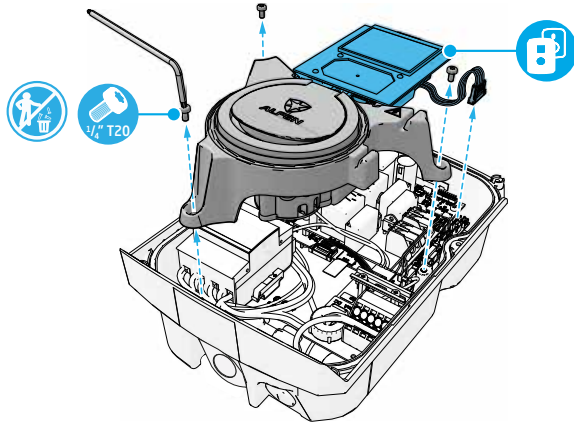
3. Unscrew the three Torx T20 screws (will be used again) of the transparent sub-frame and remove the sub-frame from charging station.



3



1x



3. INSTALLING AND CONNECTING

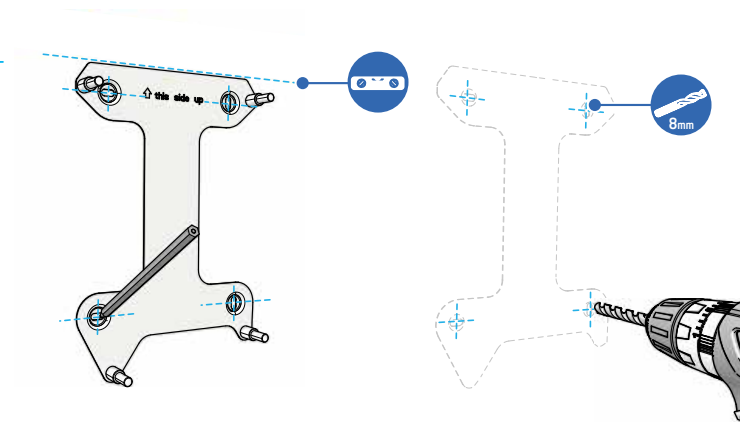
4. Use the wall-mount frame as a drilling template.
 - a. Use a spirit level to position the wall-mount frame.
 - b. Mark the drill holes, remove the wall-mount frame.
 - c. Drill the marked holes with a 8x50 mm drill.



4



1x



3. INSTALLING AND CONNECTING

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



5



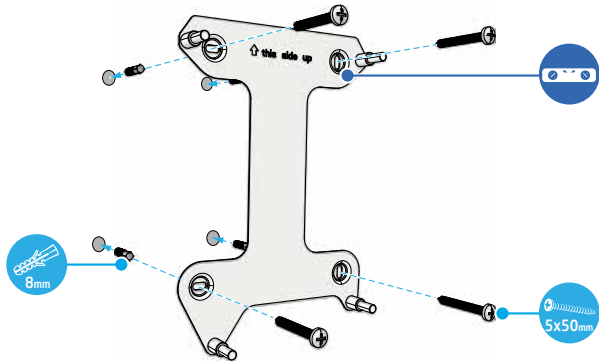
1x



4x



4x



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.



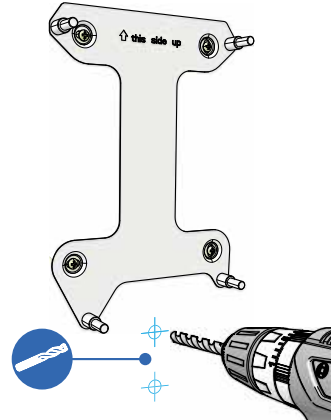
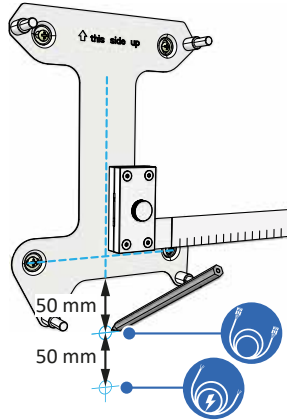
6



1x,
2x

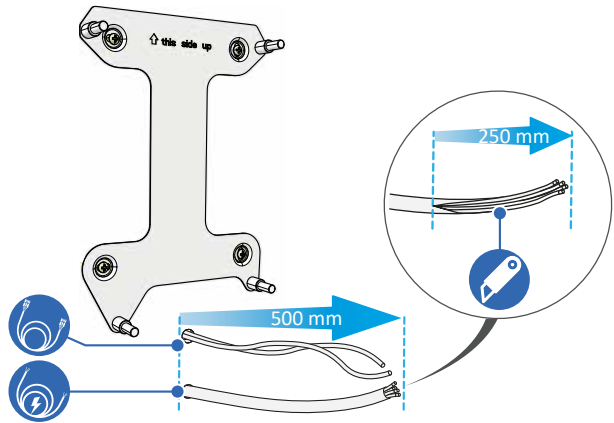


1x



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

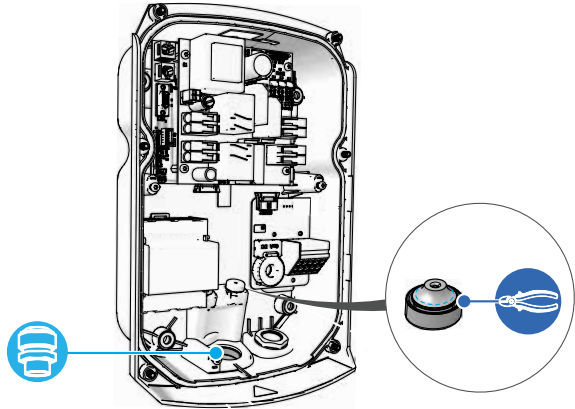
8. Hold the charging station carefully while performing the following steps.
 - a. Unscrew the cable gland and screw it to the bottom of the charging station
 - b. Cut the data cable grommet to data cable diameter size.



8



1x



3. INSTALLING AND CONNECTING

- 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

Make sure to seal the cable entry carefully with the appropriate grommet. There must be no gaps.



9



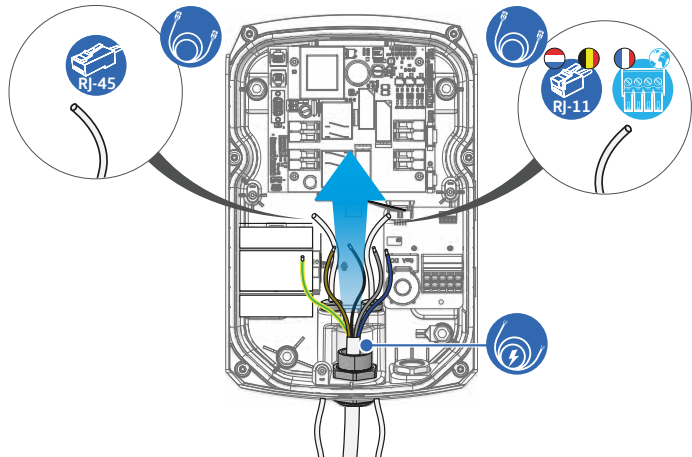
1x



RJ-45



RJ-11



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.



10



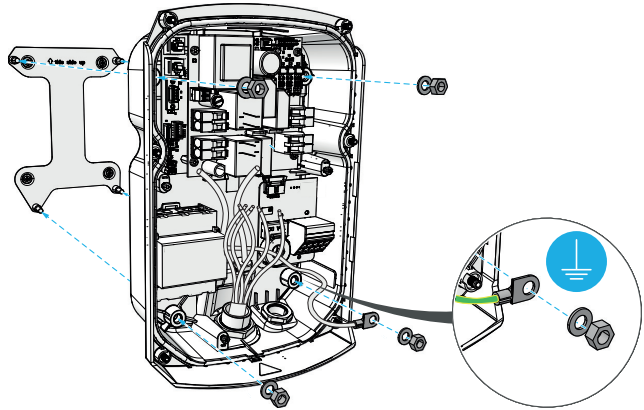
1x



1x



1x



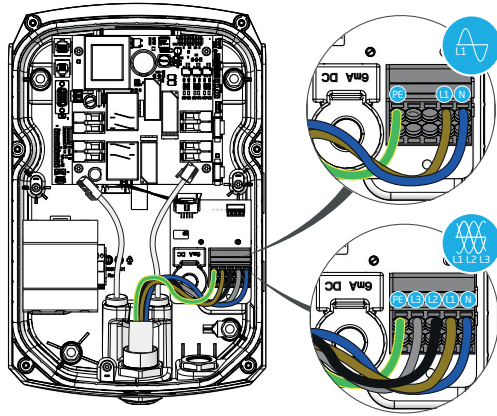
Mechanical installation procedure is finished. Charging station is ready for electrical installation.

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.

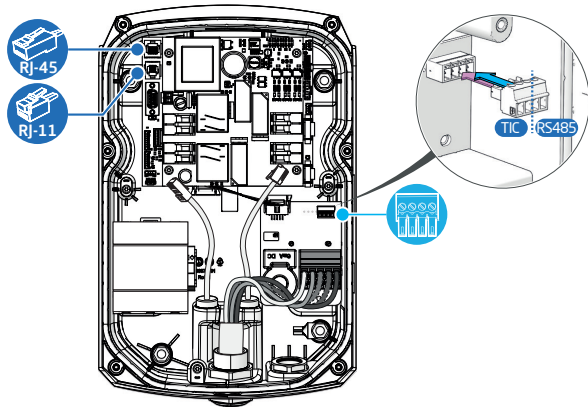


3. INSTALLING AND CONNECTING

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.



1x



3. INSTALLING AND CONNECTING

3.7.1 Additional installation procedure for model with fixed charging cable

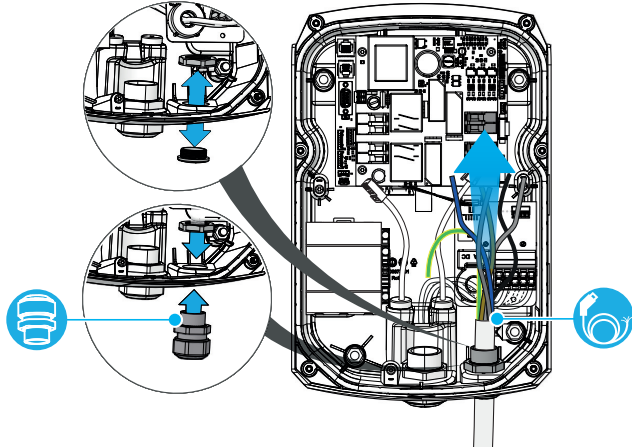
1. Feed the fixed charging cable through the cable gland.



1x

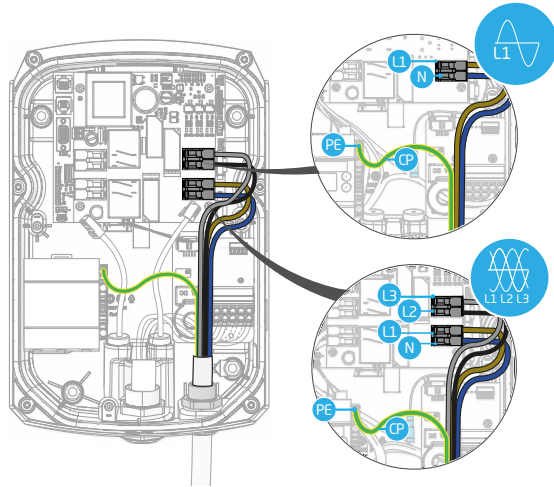


1x



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.



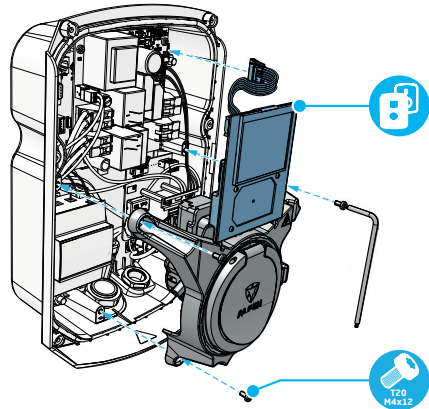
3. INSTALLING AND CONNECTING

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



4x

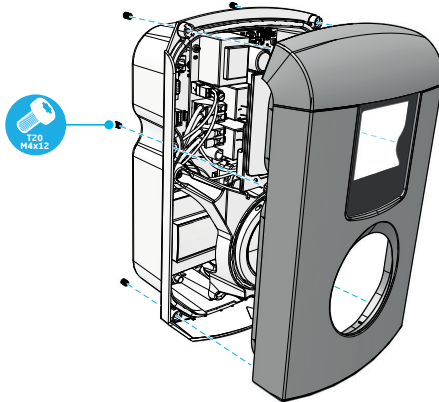


3. INSTALLING AND CONNECTING

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

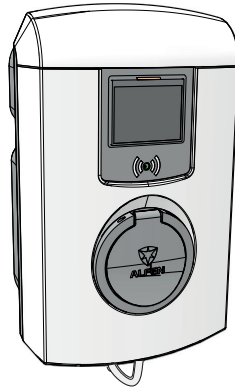


6x



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. Make sure the charging station is properly connected to the power supply as described in this manual.
2. Make sure the distribution of the power supply is separately protected by an appropriate breaker (automatic or fuse cartridges)
3. Make sure the charging station is installed in accordance with this manual.
4. Make sure the casing is always closed during normal operation.
5. Perform an isolation resistance measurement to make sure the charging cable is not twisted and that the cable, plug and casing do not have any damage.

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 Eve Single 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 charge 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 charge card in front of the RFID-reader to stop charging.
 - a. Pro-line models: The texts '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 Preparation prior to configuration using the MyEve app

1. Make sure the charging station is equipped with the newest firmware.
2. Download the MyEve app in Google Play, Apple Store or Windows Store to your laptop, tablet or smartphone.



Google Play



Apple Store



Microsoft Store

3. Create an account.
4. If you have the MyEve app already installed, make sure you have the latest version. Use the above QR-codes to see if your app needs to be updated.
5. Make sure the Firewall settings on your laptop, tablet or smartphone are not blocking the MyEve app.

5.2 Preparation prior to configuration using the ACE Service Installer

1. Make sure the charging station is equipped with the newest firmware.
2. Download the ACE Service Installer
 - a. from the Alfen website to your laptop here: [Download ACE Service Installer](#),
 - b. or go to [Alfen.com/Downloads/All downloads](https://Alfen.com/Downloads/All%20downloads)
3. Create an account.
4. If you have the ACE Service Installer already installed, make sure you have the latest version.
5. Make sure the Firewall settings on your laptop are not blocking the ACE Service Installer.

5.3 Configuring the charging station

The charging station can be accessed and configured

- with the MyEve app via a wireless or a wired network connection or
- with the ACE Service Installer via a wired network connection.

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

5.3.1 Wireless connection

How to establish a wireless (WiFi) 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 login.
3. Find your newly installed charging station in the list of newly discovered devices.

NOTE

Make sure you have Bluetooth enabled on your mobile device.

4. Choose one of the options to connect your device:
 - a. connect with the MyEve app directly to the WiFi network of the charging station or
 - b. connect with the MyEve app to the same local area network (LAN) the charging station is connected to.
5. Enter the provided password.

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

5.3.2 Wired network connection

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

The minimum requirement is a CAT5 UTP (Ethernet) cable

NOTE

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

1. Log into the MyEve app or the ACE Service Installer.
2. Connect the UTP (Ethernet) cable to your router or directly to the charging station.

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

NOTE

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

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

5.3.3 Back office management systems

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

NOTE

A connection with a 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. 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. DISPOSAL

6.1 Decommissioning and returning

DANGER

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

For returning charging equipment to Alfen Charging Equipment, create a 'Request for Service' ticket at support.alfen.com. For further instructions please view [How do I return a charging station to have it repaired in Alfen's manufacturing facility \(Carry-in\)?](#) You will receive all shipping instructions within the ticket.

6.2 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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