v.go

by verve connect

Quick Start Guide

R7A / R7B / R22

Contents

Safety

Before using this product, it is important to read the following safety instructions and to be familiar with the contents of this Quick Start Guide.

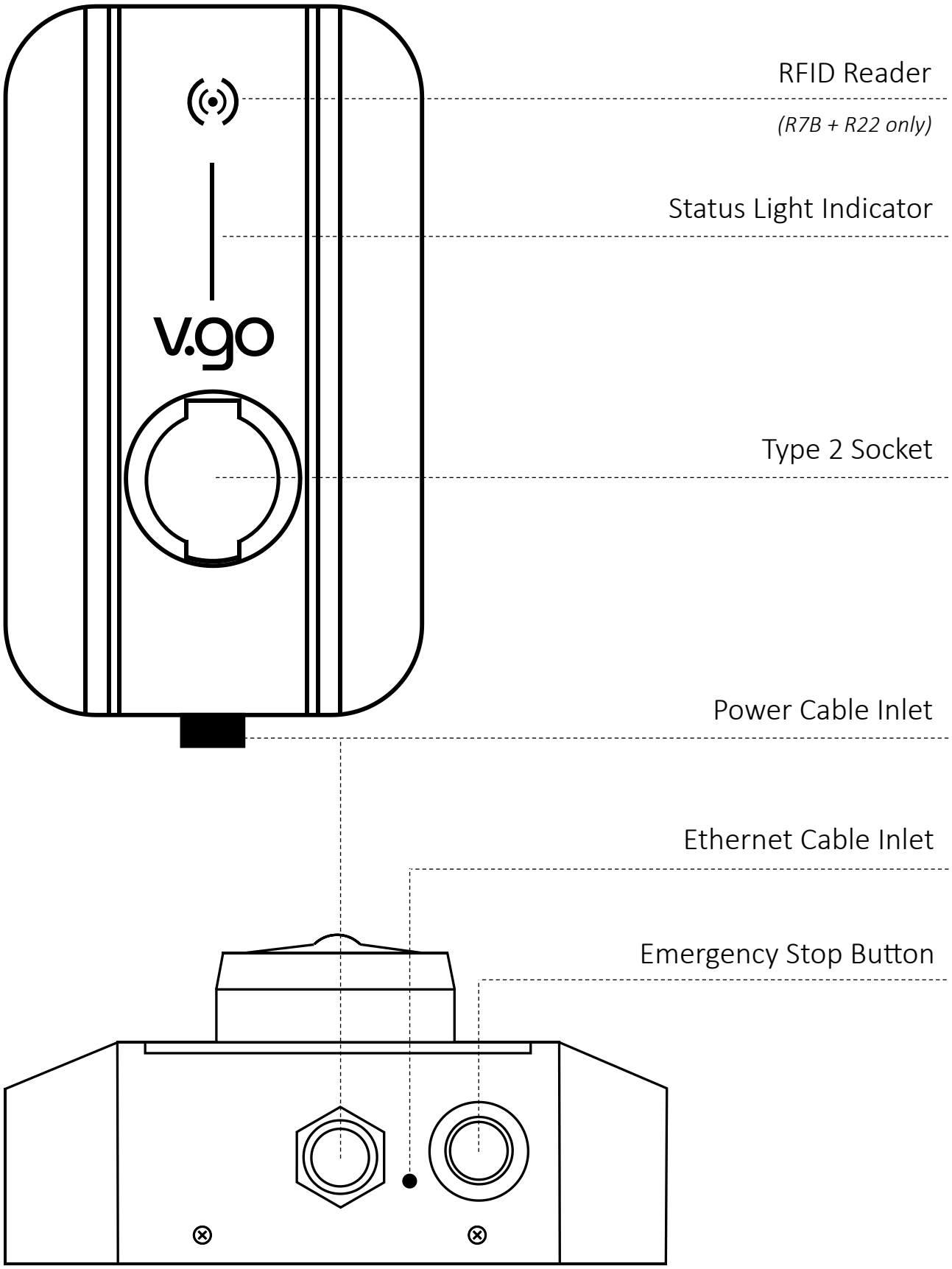
EV chargers produce high amounts of electrical power (up to 7.3 times as much power as a typical 13A household power outlet) and therefore are very dangerous if not installed or maintained correctly. The information in this Quick Start Guide has been exclusively provided for the products listed in the Guide.

- ! The equipment MUST only be installed, maintained or repaired by a qualified electrical installer.
- ! Installation of the product MUST be in accordance with manufacturer's instructions.
- ! When installing, maintaining or repairing the product, qualified personnel MUST adhere to all local and national laws and regulations.
- ! DO NOT install product in a location where it will operate outside its working condition limits. Please refer to *Technical Specifications* section for details.
- ! If product is damaged before installation, DO NOT proceed with installation. Contact the authorized dealer from who the product was purchased for help.
- ! If product is damaged after installation, DO NOT continue to use it. DO NOT attempt to fix the product yourself. The product MUST be electrically isolated for the purposes of minimising further damage to the product or harm to people. Please refer to *Warranty* section for more information.
- ! Only use the product for its intended purpose. DO NOT attempt to modify any aspect of the product.
- ! DO NOT remove or modify the product details sticker from the product. See *Sticker* section for more information.
- ! You may use the products with socket adaptors if the adaptor is approved by the manufacturer.
- ! Product is only to be used by persons who have read and understood the User Manual and all the information in it.

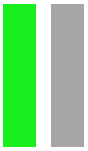
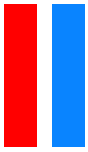
Failure to comply to the safety instructions above may result in harm to people or damage to the product, property or electric vehicle.

The manufacturer cannot be held responsible for the incorrect installation of the product and any further damage or harm this may cause as a result.

Charger Diagram



Status Light Indicator

	Description	Meaning
	No light	Power off
	Solid Blue	Standby
	Flashing Blue	Charging Complete Ready to unplug from car
	Solid Green	Connected to car Ready to charge
	Flashing Green	Charging Cable is locked in
	Solid Red	Emergency Stop Button pressed
	Flashing Red	Error encountered Reboot charge point
	Flashing Red + Blue	Internet not connected
	Flashing Red + Green	Updating Firmware Do not Power Off

Installation

! The equipment MUST only be installed, maintained or repaired by a qualified electrical installer.

For full installation instructions please visit www.vgoenergy.com

You (the user) need to know a few things about the whole installation and setup process to make sure you get the very best out of your EV charger. Please keep reading to find out more...

Installation procedure

Here is a breakdown of how **YOU** (the user) and the qualified **INSTALLER** are involved:

1. **YOU** choose location of charge point (see next page)
2. **INSTALLER** drills and wires the charge point into position
3. **INSTALLER** configures internet connection
4. **YOU** "Integrate" your V-Go Charge Point via Monta app
5. **YOU** start using your brand-new V-Go charge point!

1. Positioning of your charge point

What to consider when choosing the location of your charge point?

1. Accessibility

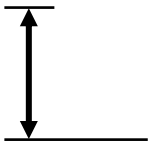
Where will you charge your EV? Will it be in the driveway, a garage or somewhere else? Regardless, it is important to consider the length of your cable, how you park your car and where the power inlet is on your car. Imagine different scenarios and see what works best. Installers have a lot of experience so make sure to ask them for their advice!

2. Internet Access

How will you be connecting your charger to the internet? If using WiFi or 4G, make sure the signal is strong in the desired install location. If using Ethernet, ask the installer on how they are going to wire the Ethernet cable. Make sure you know this before you decide the final location.

3. Dynamic Load Balancing

Because of our design superiority, you don't need to worry about how your installer will connect the CT clamp. Our products are designed so that you don't need to run any extra cabling keeping the price and difficulty of installation to a minimum!



4. Height

Find a height that is comfortable for you. We recommend 750mm to 1200mm from the ground.

5. Regulations?

Make sure the location of the charge point adheres to any local regulations that may set out rules for where you may need to position your new charge point.

3. Internet connection

When your V-Go charger is installed for the first time, your installer will configure the internet settings if connecting via WiFi or Ethernet. For 4G, see section below.

Activating your 4G SIM Card

1 Scan the QR code

www.simservice.dk/verveconnect

Please note that the SIM card has been pre-inserted into the charge point and is ready to be activated

2 Enter MSISDN number and the last 4 digits of the ICC/SIM Number found on the SIM card holder in the box.

3 Enter the customer contact details

4 Press Activate and wait for about five minutes for activation to complete

If your personal details are incorrect, you will not get a notification renew your 4G subscription.

4. Monta Integration

When the charger has been installed and the internet connection has been made, scan the QR code found on the side of the V-Go charger:

This QR code will give you the option to download the app, or if you already have the app, it will ask you to open the app to integrate your new charge point.

5. Operation

Monta **App** Help Centre

https://monta.com/uk/help-center/category/app/

Monta **Portal** Help Centre

(Commercial Users only)

https://monta.com/uk/help-center/category/portal/

Once you have successfully integrated your charger, you are now ready to start charging your electric vehicle.

Please use the QR codes above to find out how to start using your brand-new V-Go charge point.

Technical Specification

Mechanical Properties	R7A	R7B	R22
Weight	5.4kg	5.5kg	6.3kg
Dimensions	405 * 245 * 80 mm		
Colour	Grey		
Case Material	Sheet metal		
Socket Type	Type 2		
Wall or Pole Mount	Both		
IP Protection Rating	IP54		
Impact Protection Rating	IK08		
Working Temperature	-25 °C ~ +50 °C		
Status Light Indicator	Yes		
Tamper Proofing	Yes		

Electrical Properties	R7A	R7B	R22
Rated Power	7.4 kW		22kW
Power Supply	1Ph + N + PE (L1, N, PE)		3Ph + N + PE (L1, L2, L3, N, PE)
Input Voltage	230V ± 10%		400V ± 10%
Frequency	50/60Hz		
Maximum Output Current	32A		
PEN Fault Protection	Yes		
RCD	Type A + DC6mA		

Electronic Properties	R7A	R7B	R22
System Operation	App	App or RFID	
4G	No	Yes	
Energy Meter	Yes (on-board)	Yes (MID)	
Dynamic load Management	Yes via PLC		
WiFi	Yes		
WiFi Security	WEP, WPA, WPA2 or Open Wi-Fi		
Ethernet	Yes		
Theft Proof	Yes		

Disposal

Please obtain information regarding disposal of electrical and electronic equipment from your local authorities. *European Directive 2002/96/EC* and *The Waste Electrical and Electronic Equipment Regulations 2013* mean that used electrical devices must be recycled responsibly as to not have a negative impact on the environment.

Warranty

Verve Connect ("we" or "us") is pleased to offer warranty coverage for the electric vehicle chargers named V-Go R7A, V-Go R7B and V-Go R22 (the "Product"). This warranty is valid for original purchase only and for a period of 3 years from the date of purchase. During this warranty period, we will, at our discretion, repair or replace the Product in accordance with the terms and conditions which can be found on our website (www.vgoenergy.com).

To avoid any unnecessary inconvenience on your part, we suggest you read the terms and conditions carefully before reaching out to Verve Connect or our authorized dealers. Please visit our website for details on the warranty terms & exclusions, and the claims process.

Installer Notes

This section is for your installer to fill in. Make sure you get them to fill this in as it will be important for your own future reference as well as for the purposes of claiming the warranty.

Serial number:

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

Date of installation:

_____ _____ _____ _____ _____ _____ _____ _____

Installation Company:

_____

Head Office Telephone:

_____

Installer name and signature:

Name: _____

Signature: _____

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For more information on the products, and detailed User Manual, please visit:

www.vgoenergy.com

www.verveconnect.co.uk

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Staines, United Kingdom,

Post Code: TW18 4XS

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Installation Manual

R7A / R7B / R22

Contents

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Disposal

In accordance with European Directive 2002/96/EC on waste electrical and electronic equipment and its implementation in national law, used electrical devices must be collected separately and recycled in an environmentally responsible manner. Ensure that you return your used device to your dealer or take it to a local designated collection point. To obtain information regarding a local, authorised collection and disposal system please contact your local authority.

Disposing of this product correctly will help to save valuable resources and prevent any negative effects on the environment. Failure to comply with this EU Directive may result in a negative impact on the environment.

Models covered

The Installation Instructions provided in this manual are applicable to the following charger units:

R7A (7.4kW) Charger

R7B (7.4kW) Charger

R22 (22kW) Charger

Important information

Contact details

The V-Go helpdesk can be contacted at:

info@verveconnect.co.uk

Your charger details

Make a note of your Charger's Serial Number and Installer's details below.

NOTE: *The Serial Number (S/N) can be found on the label located on the side of the charger.*

Product

Serial Number (S/N): .....

Installer

Name: .....

Contact Number: .....

Installation Date: .....

Warranty

3 Years manufacturer’s warranty.

Verve Connect ("we" or "us") is pleased to offer warranty coverage for the electric vehicle chargers named V-Go R7A, V-Go R7B and V-Go R22 (the "Product"). The minimum operational life of the Product is 3 years from the date of installation. This warranty is valid for original purchase only and for a period of 3 years from the date of installation. This warranty covers costs for both parts and labour. During this warranty period, we will, at our discretion, repair or replace the Product in accordance with the terms and conditions which can be found on our website (www.vgoenergy.com).

To avoid any unnecessary inconvenience on your part, we suggest you read the terms and conditions carefully before reaching out to Verve Connect or our authorized dealers. Please visit our website for details on the warranty terms & exclusions, and the claims process.

Safety

Before Installing and operating the V-Go Charger, ensure that you have read and understood the following safety instructions. It is important that the safety instructions provided in this manual are read and understood by all persons operating or coming into contact with the charger unit.

Please retain this document for future reference.

General information

Intended Use:

IMPORTANT:
The V-Go Charger is ONLY to be used for its intended purpose as an EV charger for charging Electric Vehicles.

The device is not to be used by persons (including children) with reduced physical or mental capabilities, or without the necessary knowledge and experience required to use the device safely, unless under the supervision of a responsible adult.

The V-Go Charger models R7A, R7B and R22 are designed for Indoor/Outdoor use and are intended to be installed in a fixed location with restricted access, and a permanent connection to the AC supply network. The V-Go Charger unit should be wall or pedestal mounted.

Safety warnings

This unit must only be Installed by a suitably qualified electrician/certified installer with experience of EV Installations. The installation should be inspected for Safety and adequacy of Mains Supply prior to use.

The overall installation must comply with the IET Wiring Regulations (BS 7671: 2018 + A2 2022) and the IET Code of Practice for Electrical Vehicle Charging Equipment.

Before Installing or using the charger unit, read all the instructions provided in this manual, paying particular attention to the Safety Warnings

.

DO NOT install or use the charger near any flammable, explosive or combustable materials or chemicals.

DO NOT attempt to open, repair, tamper with or modify the V-Go charger in any way. There are no user-serviceable parts in the charger. Failure to comply with these instructions may invalidate the Warranty.

WARNING! – Risk of ELECTRIC SHOCK

HIGH VOLTAGE HAZARD

IMPROPER INSTALLATION MAY CAUSE SERIOUS INJURY OR DEATH!

Ensure that the Mains Supply to the Unit is Isolated (Switched OFF) before commencing Installation. The Mains supply MUST remain isolated while the rear cover of the Unit is open/removed.

WARNING!

Switch OFF the power supply to the Charger at the circuit breaker before cleaning.

DO NOT spray water or any other liquid directly at the charger unit.

The V-Go Charger should be handled with care. DO NOT to expose any part of the Charging cable or Mains wiring cable to severe force, impact or sharp objects.

The Charger unit should be inspected periodically, to check for any damage or wear to the cables and the enclosure. DO NOT use if the charger is found to be defective or appears damaged. Contact Verve Connect for any repairs or servicing.

CAUTIONS:

DO NOT use private power generators as a source of power for charging.

DO NOT operate the charger unit in temperatures outside its specified operating range.

Take care to ensure that the IP rating of the unit is maintained when installing and wiring the unit.

Introduction

This manual is intended for use by the Installer and provides information and instructions for Installation of the V-Go charger Models R7A, R7B and R22.

Technical specification

Mechanical Properties	R7A	R7B	R22
Weight	5.4kg	5.5kg	6.3kg
Dimensions	405 * 245 * 80 mm		
Colour	Grey		
Case Material	Sheet metal		
Socket Type	Type 2		
Wall or Pole Mount	Both		
IP Protection Rating	IP54		
Impact Protection Rating	IK08		
Working Temperature	-25 °C ~ +50 °C		
Status Light Indicator	Yes		
Tamper Proofing	Yes		

Electrical Properties	R7A	R7B	R22
Rated Power	7.4 kW		22kW
Power Supply	1Ph + N + PE (L1, N, PE)		3Ph + N + PE (L1, L2, L3, N, PE)
Input Voltage	230V ± 10%		400V ± 10%
Frequency	50/60Hz		
Maximum Output Current	32A		
PEN Fault Protection	Yes		
RCD	Type A + DC6mA		

Electronic Properties	R7A	R7B	R22
System Operation	App	App or RFID	
4G	No	Yes	
Energy Meter	Yes (on-board)	Yes (MID)	
Dynamic load Management	Yes via PLC		
WiFi	Yes		
WiFi Security	WEP, WPA, WPA2 or Open Wi-Fi		
Ethernet	Yes		
Theft Proof	Yes		

Connectivity

Data Communication:	4G plug and play internet connection *(Models R7B and R22 only)*
Data Subscription	1 Year Free 4G Subscription *(Models R7B and R22 only)*
WiFi Connectivity:	Configured via Web User Interface (No App Download)
Wireless Interface:	RFID Reader *(Models R7B and R22 only)*
Ethernet:	RJ45 Input

Installation requirements

For safe and correct Installation of this charger unit, the charger must only be Installed by a suitably qualified and technically skilled electrician/certified installer with experience of EV Installations.

The installation should be inspected for Safety and adequacy of Mains Supply prior to use.

The overall installation must comply with the IET Wiring Regulations (BS 7671: 2018 + A2 2022) and the IET Code of Practice for Electrical Vehicle Charging Equipment.

Cabling

Mains Power Cable to connect the charger unit to a suitable Consumer Unit at the property. The size and type of Installation cable is the responsibility of the Installer and should be determined dependent on the Installation specific requirements.

If an Ethernet connection is required, consider using a suitable combined Power+Cat5e/6 cable together with a RJ45 plug connector, for ease of access via the charger cable gland.

NOTE: This charger is designed to be used with a Type 2 Untethered cable (Not Supplied).

SIM Card for 4G Connection

A micro-SIM card has been pre-inserted at the factory to provide internet access. By following the instructions in the Quick Start Guide, the user will activate the 1 year free 4G subscription.

The end customer may want to insert their own SIM card. Please follow the instructions in this manual to change the factory default APN settings so that the customers SIM card will work.

Personal Protective Equipment

Ensure that the required personal protective equipment for the installation is available.

Comply with local requirements for protective equipment required.

The following Protective items are recommended:

- Safety Boots/Shoes for electricians
- Protective Gloves
- Eye Protection (safety glasses/goggles)
- High Visibility Clothing
- Hearing Protection
- Hard Hat

Tools

The following Tools are recommended, as a minimum, for installation of the charger:

- Spirit Level
- Power Drill with suitable drill bits
- Insulated Screwdrivers
- Insulated Torque Driver
- Posidrive Screwdriver
- Torx Screwdriver (T10H)
- Wire Strippers
- Wire Cutters
- Smartphone or Tablet or Laptop (with WiFi connection)

Installation Procedure

Unpacking the Unit

1. Open the box- being careful not to penetrate and scratch the unit.
2. Carefully remove all packaging from the Unit and check that the contents are complete and undamaged.

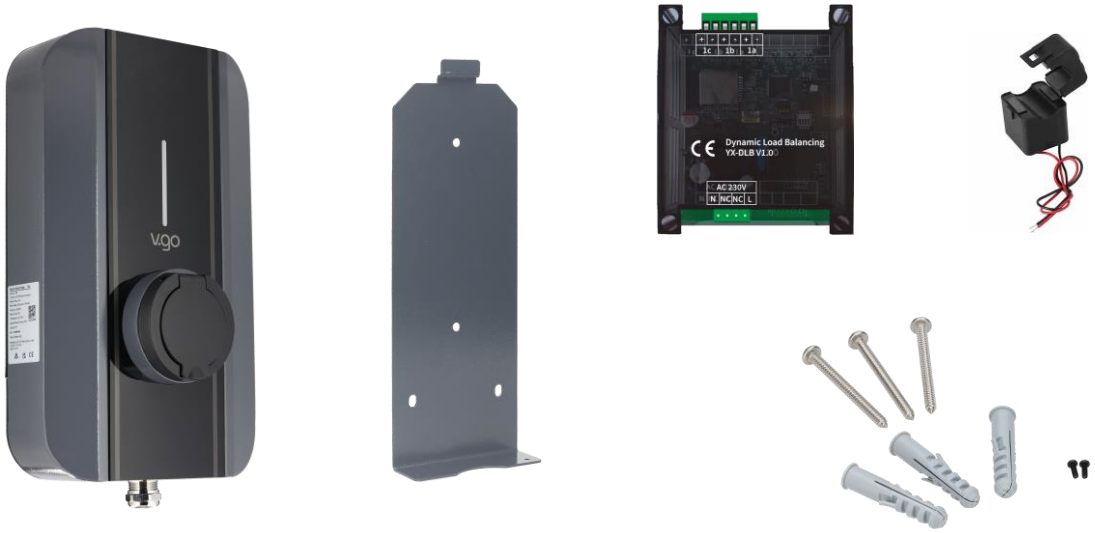
NOTE: If the contents are not complete or you find any damage, contact your local dealer.

3. Safely set aside the accessories and keep, as these will be required later.

What is included in the box?

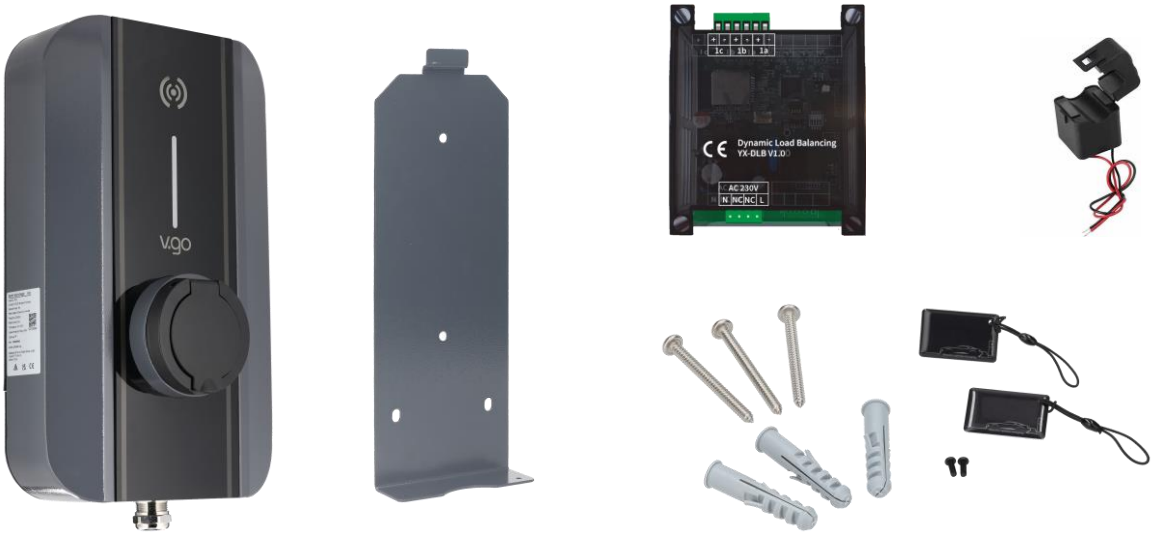
Model R7A (7.4 kW) – Untethered

- 1 x R7A Charger
- 1 x Wall Mounting Plate + Fixings (3 wall-plugs, 3 screws)
- 2 x Torx T10H screws (for securing wall mount plate to base of unit)
- 1 x Dynamic Load Management Box + CT Clamp x1



Model R7B (7.4kW) – Untethered

- 1 x R7B Charger
- 1 x Wall Mounting Plate + Fixings (3 wall-plugs, 3 screws)
- 2 x screws (for securing wall mount plate to base of unit)
- 1 x Dynamic Load Management Box + CT Clamp x1
- 2 x RFID tags



Model R22(22kW) – Untethered

- 1 x R22 Charger
- 1 x Wall Mounting Plate + Fixings (3 wall-plugs, 3 screws)
- 2 x screws (for securing wall mount plate to base of unit)
- 1 x Dynamic Load Management Box + CT Clamp x3
- 2 x RFID tags

Electrical connections

WARNING! – Risk of ELECTRIC SHOCK

Electric Shock can be fatal. Installation should ONLY be carried out by a suitably Qualified Electrician/Certified Installer with appropriate knowledge of EV charge point installation.

Ensure that the incoming Mains Power is Isolated/Switched OFF at the Consumer Unit before removing the rear lower panel and that it remains Isolated/Switched OFF until the wiring of the Charger unit is complete, and the lower rear panel is securely replaced.

The whole installation must be compliant with the IET Wiring Regulations (BS 7671: 2018 + A2 2022) and the IET Code of Practice for Electrical Vehicle Charging Equipment.

Incoming mains wiring connections

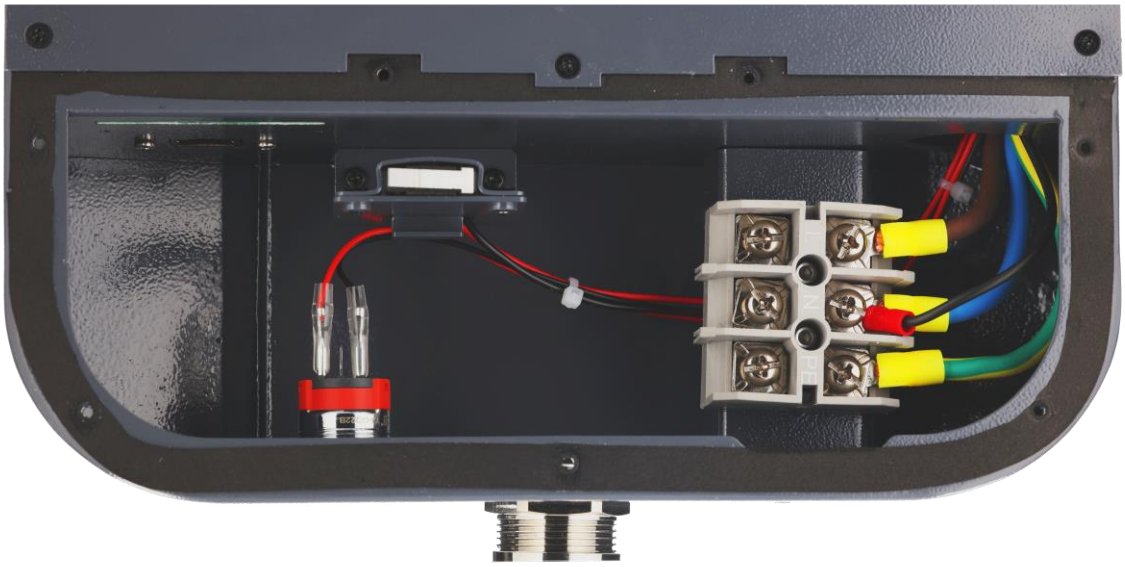
Single-Phase Models (R7A and R7B)

The 1-Phase charger should be connected to a 230V AC nominal supply.

Access to the incoming Mains Live, Neutral and Protective Earth terminals is via the lower rear panel of the charger unit.

1. Remove the 7 screws that secure the lower rear panel and retain for later use.

2. Remove the lower rear panel to gain access to the wiring terminals. (see below)



3. Feed the Mains cable through the cable gland on the base of the charger unit, ensuring that sufficient cable is fed through the cable gland to avoid any cable strain.

WARNING!

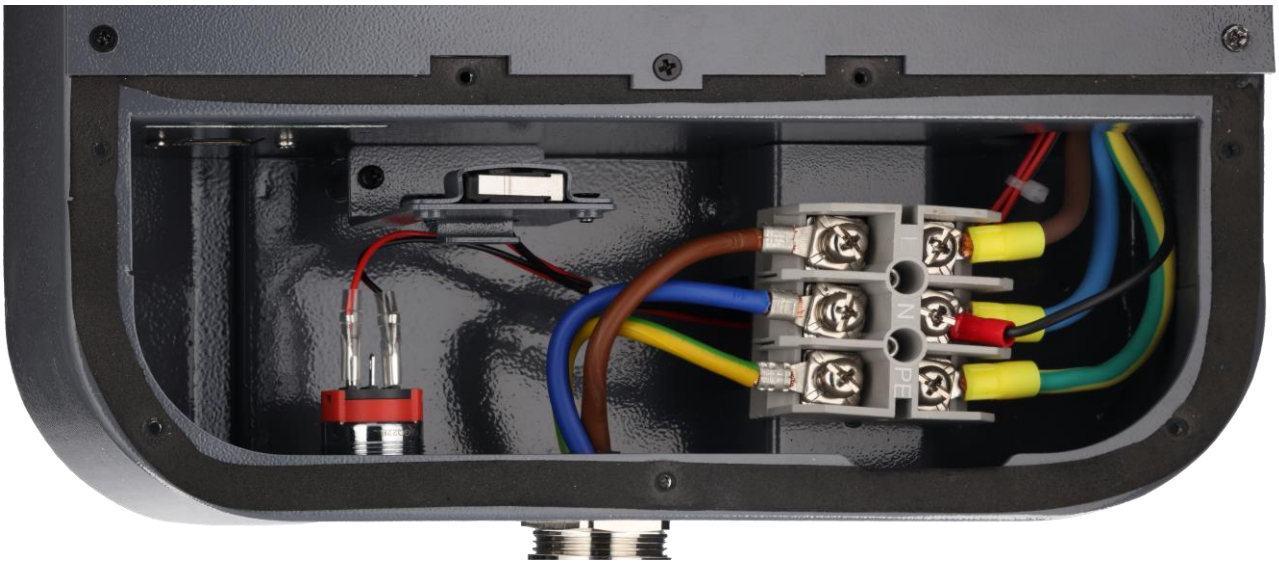
It is IMPORTANT that the cable conductor wires are connected to the correct terminals.

Secure the prepared Mains cable conductor wires to the correct PE, N and L terminals, as shown below.

Protective Earth (PE) = Green/Yellow wire

Neutral (N) = Blue wire

Live (L) = Brown wire



CAUTION: Take care not to over tighten the incoming supply PE, N and L screw terminals, to avoid damage occurring due to over tightening.

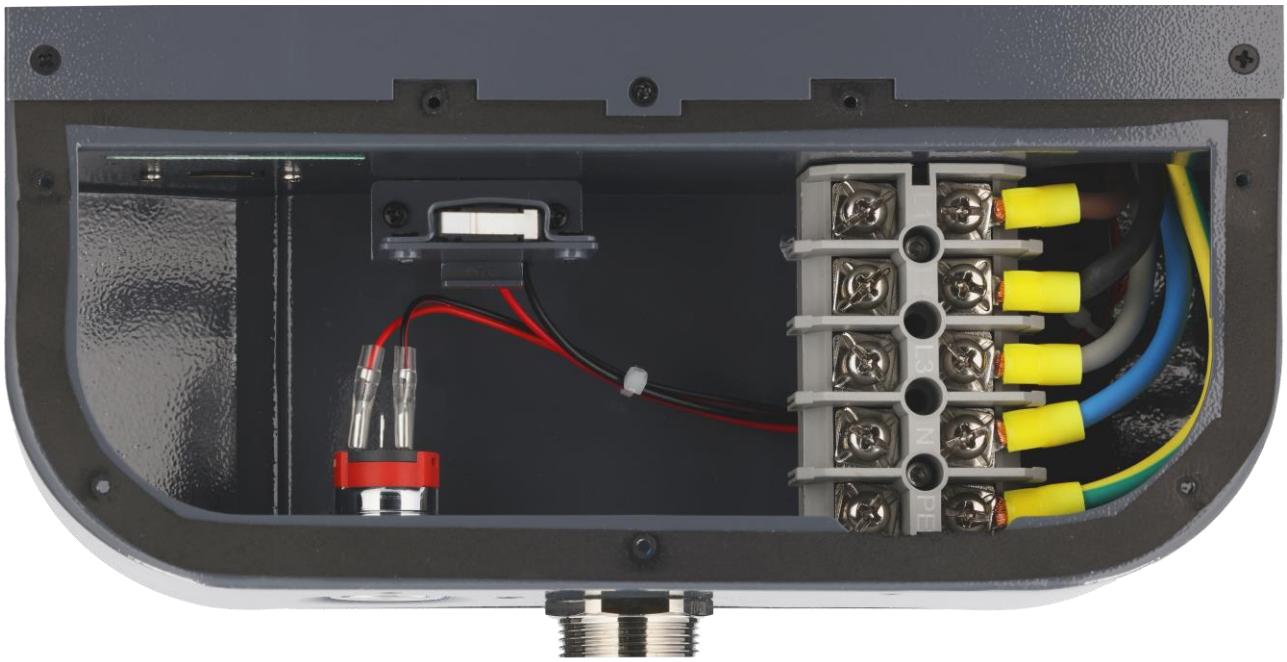
The recommended Torque Setting for the screw terminals is 2Nm.

Three Phase Models (R22)

The 3-Phase charger should be connected to a 400V AC nominal supply.

Access to the incoming Mains Live, Neutral and Protective Earth terminals is via the lower rear panel of the charger unit.

1. Remove the 7 screws that secure the lower rear panel and retain for later use.
2. Remove the lower rear panel to gain access to the wiring terminals. (see below).



3. Feed the Mains cable through the cable gland on the base of the charger unit, ensuring that sufficient cable is fed through the cable gland to avoid any cable strain.

WARNING!

It is IMPORTANT that the cable conductor wires are connected to the correct terminals.

4. Secure the Mains cable wires to the correct PE, N, L1, L2 and L3 terminals.

    Protective Earth (PE) = Green/Yellow wire

    Neutral (N) = Blue wire

    Live (L1) = Brown wire

    Live (L2) = Black wire

    Live (L3) = Grey wire

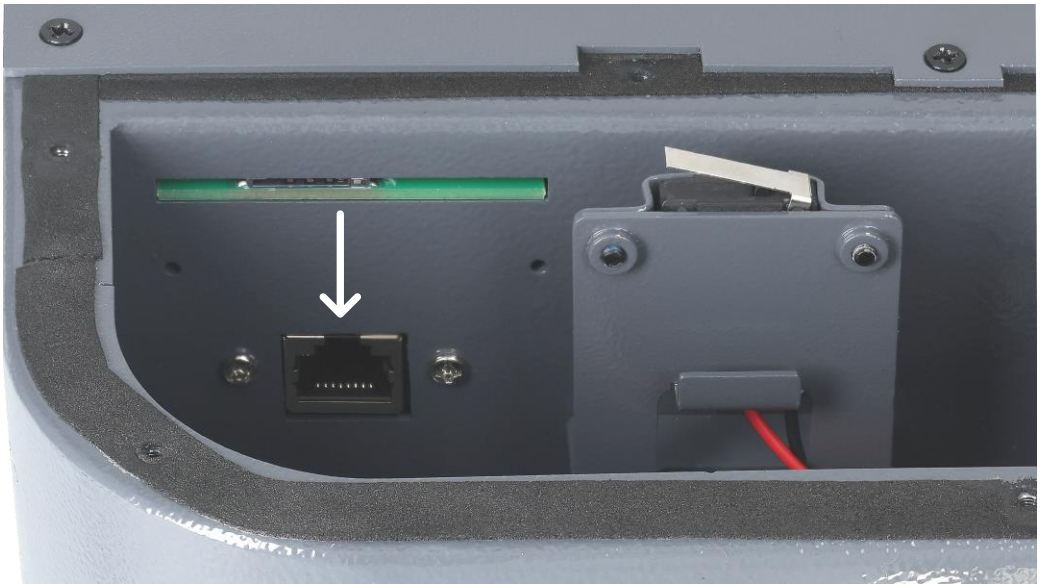
CAUTION: Take care not to over tighten the incoming supply PE, N, L1, L2 and L 3 screw terminals, to avoid damage occurring due to over tightening.

The recommended Torque Setting for the screw terminals is 2Nm.

Internet connection options

Ethernet cable connection

NOTE: An Ethernet connector is located inside the lower rear panel of the charger, for use if required (see below).



If an Ethernet connection is required, consider using a suitable combined Power+Cat5e/6 cable together with an RJ45 plug connector, for ease of access via the charger cable gland.

If using a separate Ethernet cable, an Ethernet Cable access point is provided in the base of the unit adjacent to the Mains Power Cable gland. When not in use, this should be fitted with the plug provided to maintain the IP rating of the charger unit.

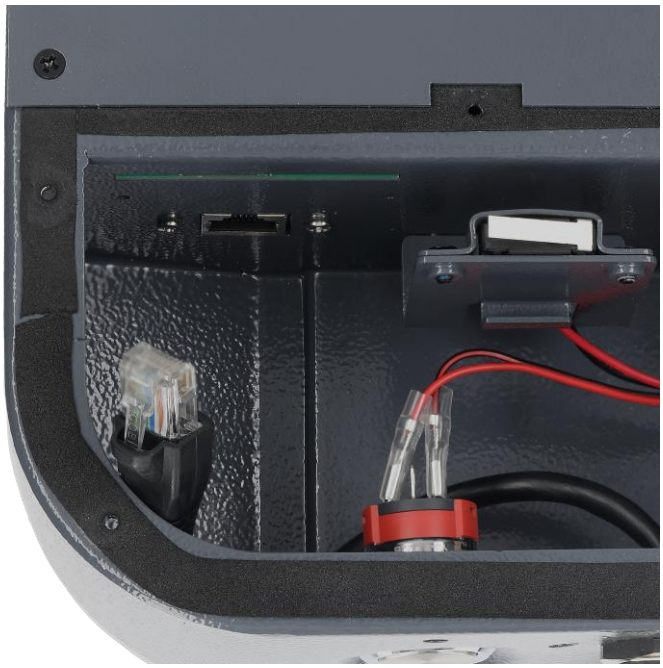
Procedure

1. Feed the Ethernet cable through the Ethernet Cable access point, ensuring that sufficient cable is fed through to avoid any cable strain.

NOTE: If using the combined Power+Cat5e/6 cable, the Ethernet wires will already be inside the unit, from prior fitting of the combined Mains Power cable.

2. Fit the RJ45 plug connector to the Cat5e/6 cable.

3. Then connect the Ethernet cable to the built-in Ethernet connector in the charger (see below).

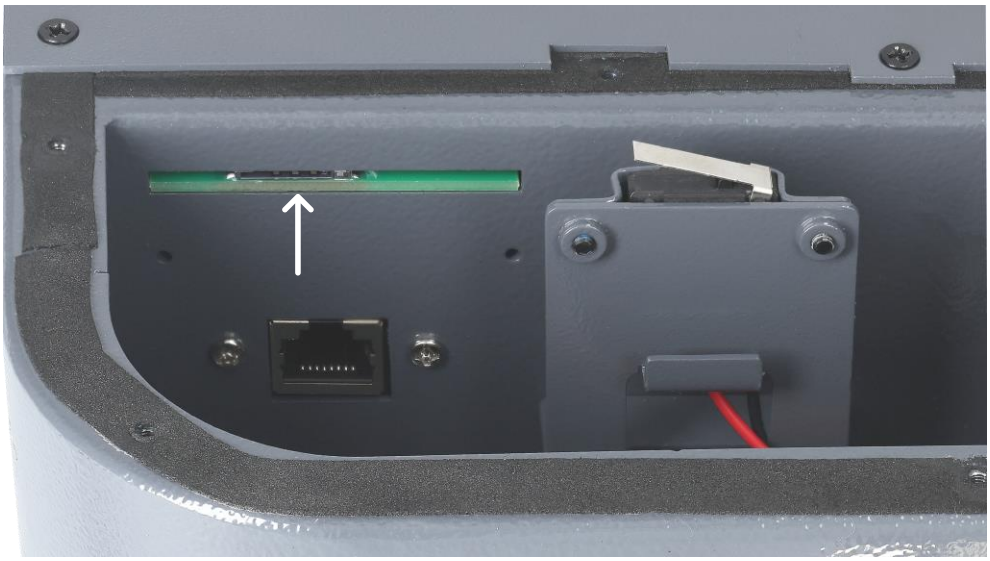


Ensure that the other end of the Ethernet cable is connected to an active router to complete the internet connection process via Ethernet cable.

4G SIM Card

Note: 4G Connectivity is only available in the R7B and R22 models.

A SIM Card Slot is provided in the lower rear panel of the Charger unit to enable 4G Connection of the charger, if required.



A SIM is preinserted at the factory to provide a 4G internet connection and comes with 12 months free 4G. To activate the 4G internet, please instruct the end user to follow the 4G activation instructions found in the Quick Start Guide.

If using your own SIM card:

1. Ensure that you use the Micro SIM card size.
2. Change the 4G APN settings in the installation WEB UI to match the SIM card's network provider APN details.

IMPORTANT:

If a SIM card is inserted into the SIM card slot, the charger will not be able to access the internet via WiFi.

Please remove the SIM card if opting to connect to the internet via WiFi.

WiFi connection

If opting to connect to the internet via WiFi, at this stage you will need to take out the 4G SIM Card as leaving it inside the slot will prevent the charger from using the WiFi.

Securing the cable gland

Once the wiring is complete, tighten the cable gland securely.

The cable entry gland must be tightened properly to prevent any cable movement and seal the cable entry point from ingress of dust and moisture.

Refitting lower rear panel

Refit the lower rear panel and secure in position using the 7 screws removed previously, as part of Incoming Mains Wiring Connections, Step 1.

Power up the charger

Once the charger has been wired-up correctly, in accordance with the latest the IET Wiring Regulations (BS 7671: 2018 + A2 2022), and the rear panel has been replaced and secured in position:

Switch ON the Mains Power to the charger, to set-up the Charger Network/Internet connections and commissioning checks to be completed.

Internet configuration

It is strongly recommended that you read through and understand this complete section before attempting to set-up the Network/Internet Connections to the V-Go Charger.

If connecting via Ethernet cable, then skip this section and move onto ***Installing the DLM System*** section.

The following connection procedures can be used to establish an internet connection for any of the V-Go charger models via WiFi or 4G.

IMPORTANT:

If a SIM card is inserted into the SIM card slot, the charger will not be able to access the internet via WiFi. For models R7B and R22, please take out 4G SIM Card if opting for WiFi connection.

Accessing WEB User Interface

All models are designed so that you do not need to install any mobile phone app to configure the charger. Instead, they are designed to be configured via a WEB based User Interface.

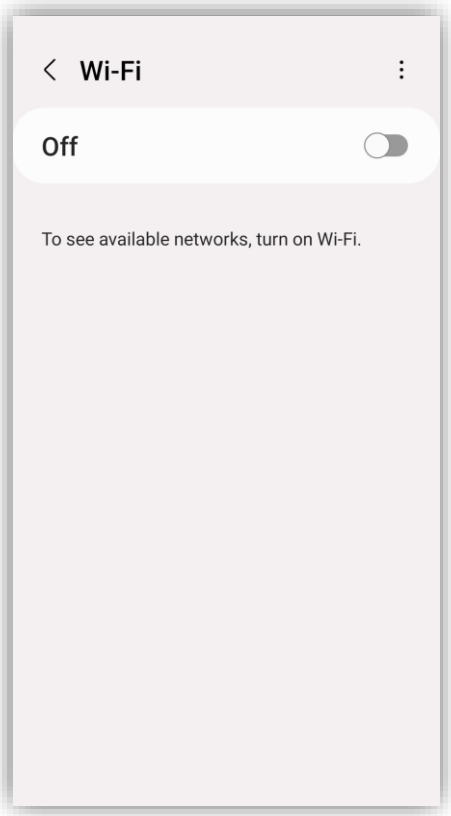
Any device that has WiFi connectivity and a Web Browser (e.g. Phone, Tablet, Laptop) can be used to configure the charger. It is recommended that you use a Laptop as these tend to have the most stable connection – however tablets and phones are equally able to configure the charger.

The instructions to follow are screenshots from an android smartphone, however the steps are the same or similar for other types of devices.

Step 1

Once the V-Go Charger has been installed and powered-up, you can connect its WiFi using your chosen device.

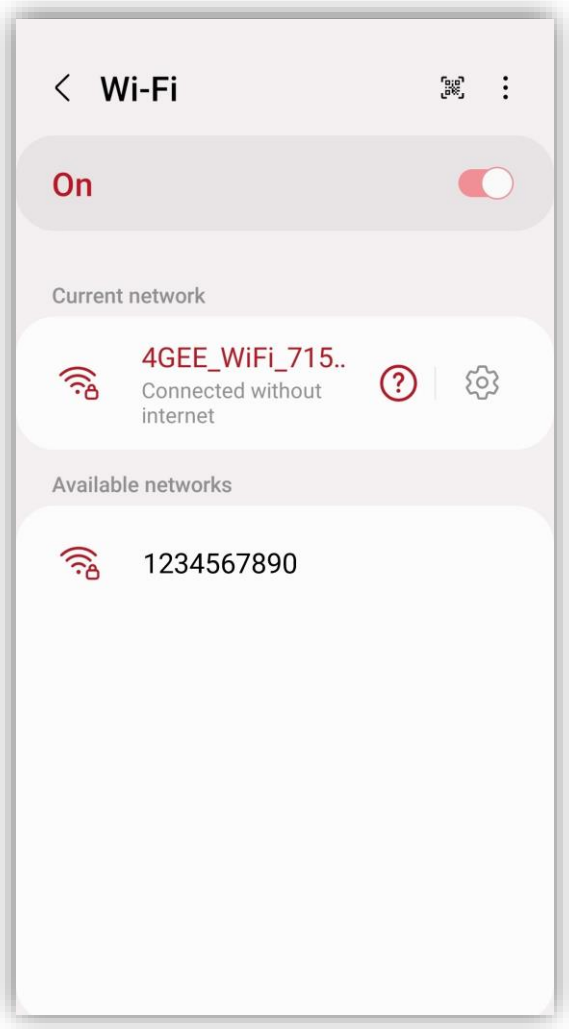
First, switch OFF the WiFi connection and the mobile data if the phone has this setting. It is recommended that you turn the device to **Flight Mode**.



Step 2

After 10 seconds, turn your WiFi back on and wait for all the nearby networks to be detected. Make sure your device is physically near the charger. The V-Go Charger's WiFi network should show up. It may take a minute or two for it to be detected.

The network name displayed will match the Serial Number (S/N) of the V-Go charger (The Serial number can be found on the sticker on the side of the V-Go charger).



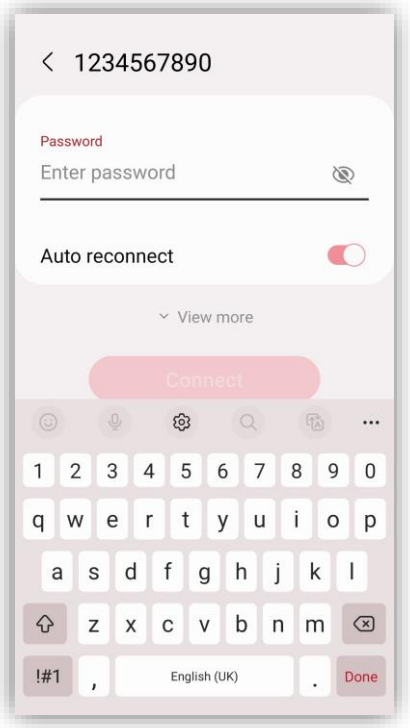
As you can see in the screenshot above, the phone has a saved WiFi network "4GEE_WiFi_715…".

It is important that you ***Forget*** this network or turn ***Auto-Reconnect*** OFF before continuing to the next step. This will prevent your device from switching to the wrong WiFi SSID as you configure the device.

The phone may attempt to reconnect to other saved networks if you do not do this step.

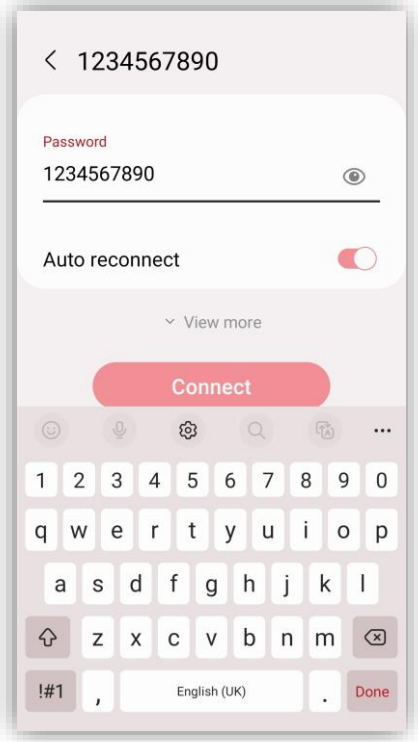
Step 3

Select the network (Serial Number) corresponding to your V-Go charger. You will then be prompted to enter a password:



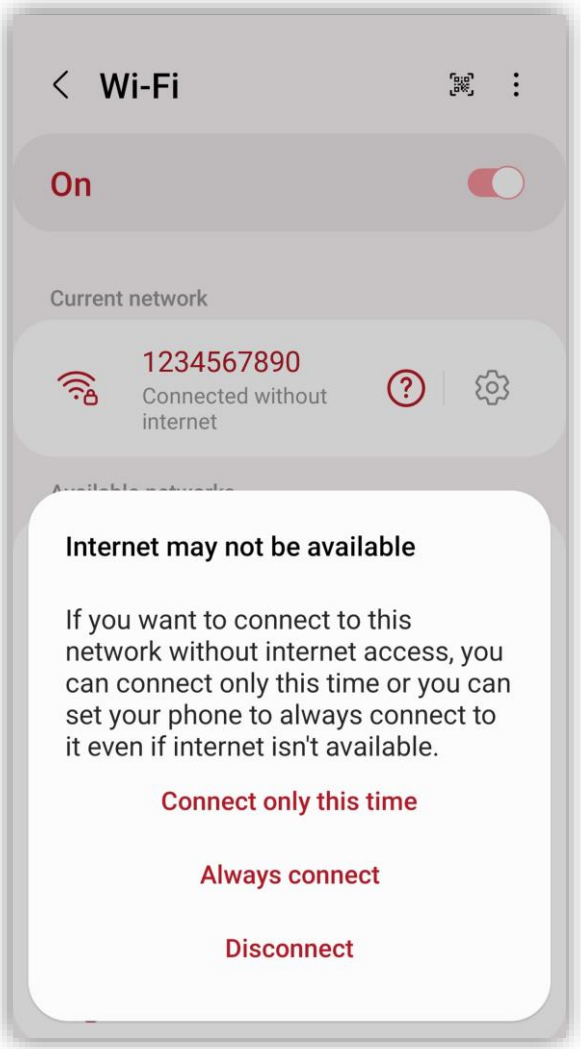
Step 4

Type in the password. The password is the name of the network (the S/N number) as shown below:



Step 5

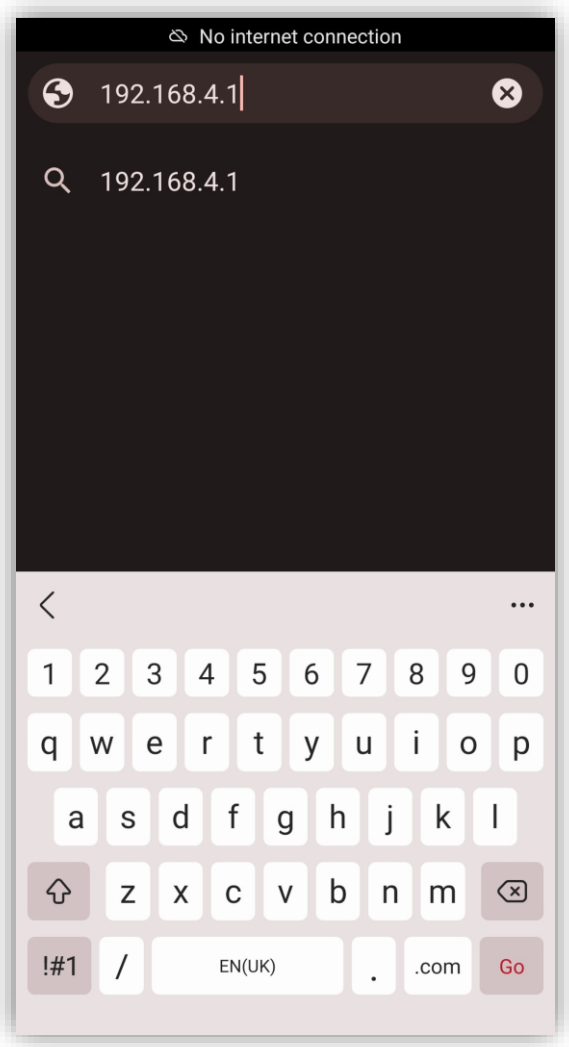
Select “Always Connect” on Android phones (or the equivalent on iPhone) to connect the charger:



Please Note: Because your device is connecting to a network that is not connected to the internet, it may show the WiFi symbol with an exclamation mark next to it implying that there is no real internet connection. This is normal and you should proceed to the next step.

Step 6

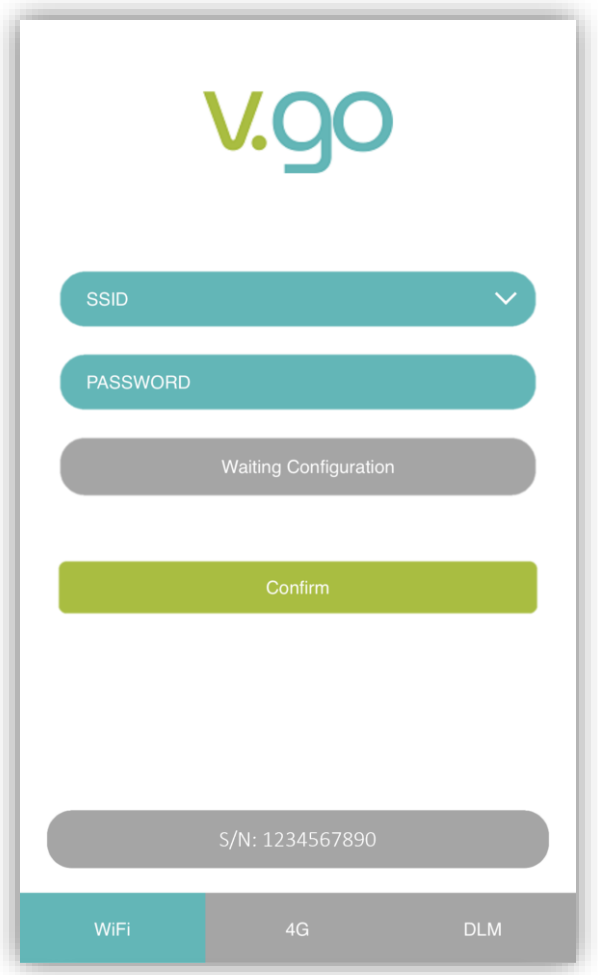
Open your phone's Internet Browser and in a New Tab, Type 192.168.4.1 into the search bar:



As you can see, the browser states "No internet connection". This is expected.

Step 7

After clicking “Search”, the V-Go WiFi Settings page should now be displayed:

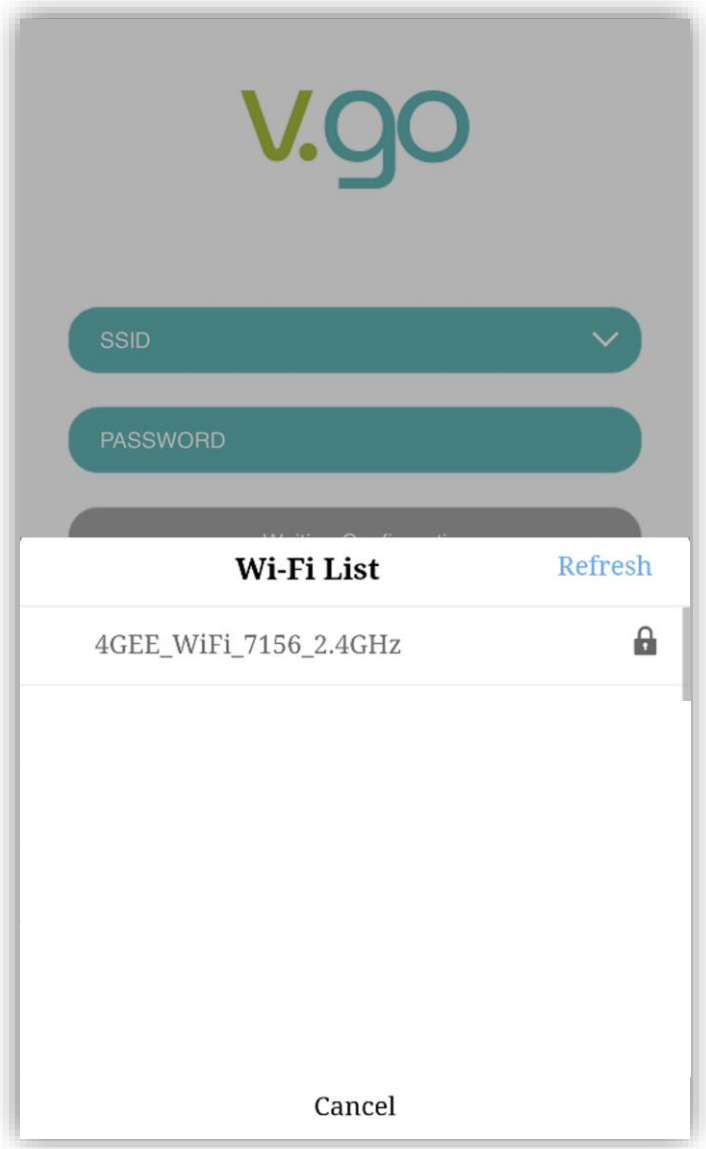


NOTE: If connecting the charger via 4G with a different SIM Card to the factory installed SIM, skip the **Connecting Charger to WiFi** procedure and go directly to **Changing the 4G APN Settings** section.

Connecting charger to WiFi

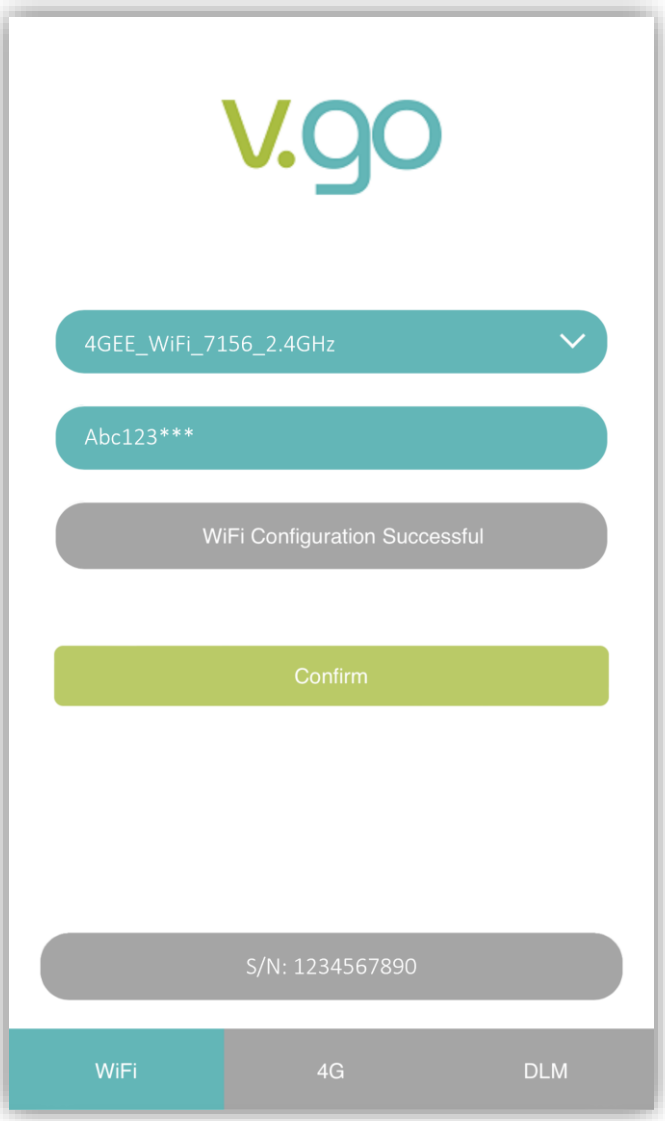
Step 1

On the WiFi page, click on the SSID drop-down arrow and select the required SSID from the drop-down box. This is the WiFi network that you would like the V-Go charger to connect to:



Step 2

In the PASSWORD box, type in the password of the required WiFi router you selected. Select **Confirm** to save the settings:



Once the V-Go charger has successfully connected to the WiFi, a pop-up message **Connection Succeeded** will display on your phone screen.

WiFi Configuration Successful will appear in the grey status bar:

You have now connected the V-Go charger to the Internet via WiFi.

If the password entered is incorrect, **WiFi Configuration Failed** will be displayed in the grey status bar:

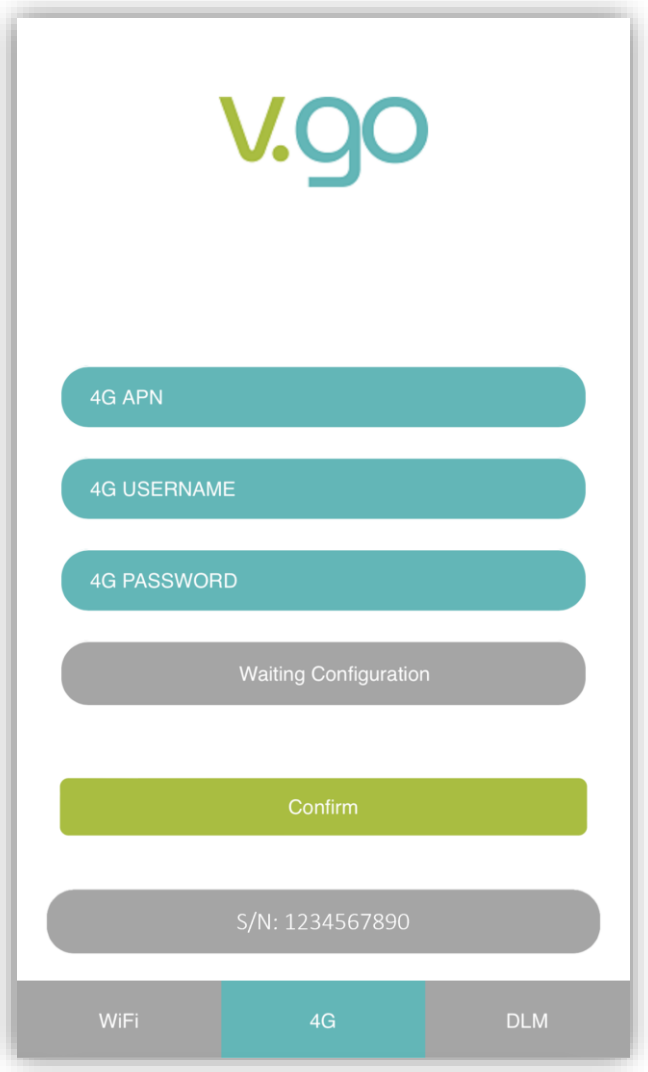
Changing the 4G APN settings

IMPORTANT:

If using the factory installed SIM Card, DO NOT change the 4G APN settings as they are already preconfigured by default.

Step 1

Select **4G** at the bottom of the screen. The V-Go 4G Settings screen will now be displayed:



Step 2

Fill in the following fields on the screen:

4G APN (Access Point Name)

4G USERNAME

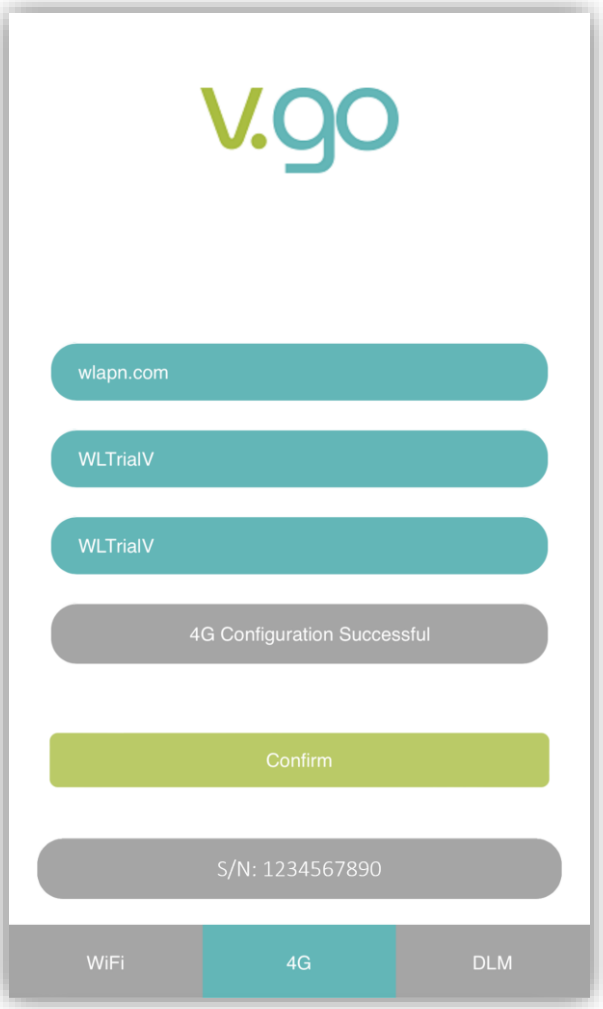
4G PASSWORD

NOTE: Depending on your 4G SIM provider, the 4G Username and 4G Password is not always required.

Step 3

Check that the 4G details entered above are correct, then select **Confirm**.

The Loading screen will be displayed, while the 4G settings are saved.



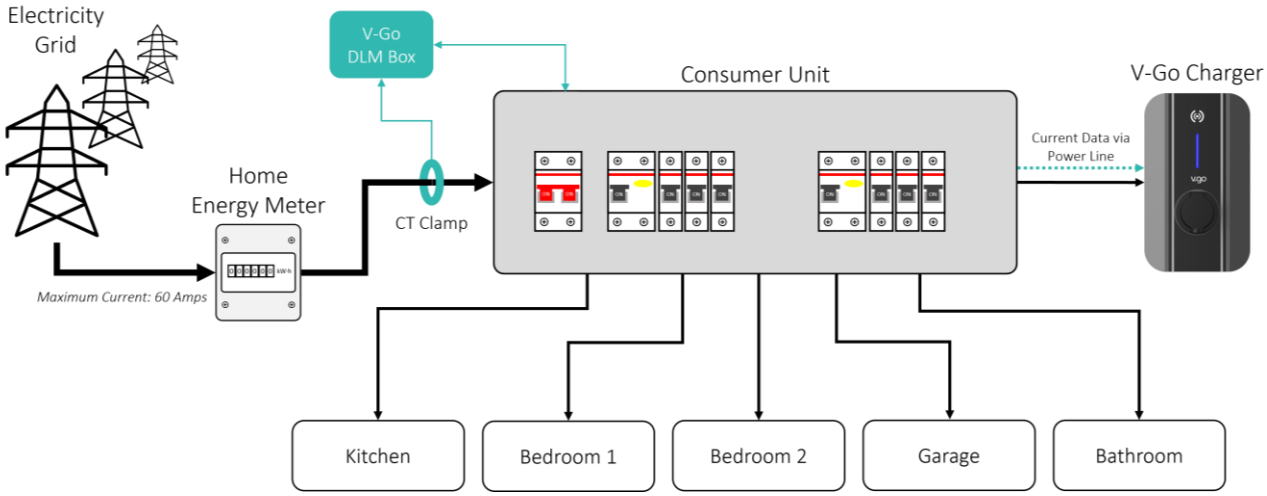
Installing the DLM System

How it works:

We recommend that you watch the Setup and Installation video prior to installing the DLM Box

Scan the **QR Code** to watch!

https://youtu.be/GWgpGMzeHv4



The above schematic shows how the V-Go DLM system works.

Instead of the output terminals of the CT Clamp being directly connected to the charger, the CT Clamp terminals are connected to a small communication box called the “DLM Box”.

This is in turn powered by and connected to the mains circuit via the consumer unit.

The DLM box will send the V-Go Charger the current data being measured by the CT Clamp via the Power Lines.

The V-Go charger will automatically read the data coming from the power lines when the DLM box is installed.

Pre-installation notes

1. CT Clamp Direction

Every CT Clamp has an arrow indicating the direction of current flow. The CT Clamp must be positioned so that the arrow matches the direction of the current flow.

2. Single or Three Phase System:

For single phase wiring, only 1 CT Clamp is required. For Three Phase systems, three CT Clamps are required.

3. Position of CT Clamp:

Upon installation of the charger, you may deem it necessary to install an additional mini-consumer unit outside of the main consumer unit to feed the V-Go charger.

This does not change the required position of the CT Clamp. The CT Clamp must always be placed around the Live wire (or L1, L2 and L3 for three phase wiring) at the earliest convenient location.

We recommend that you position the CT Clamps around the wires between the Energy meter and the input to the consumer Unit. This ensures that the CT clamp is measuring the total current coming into the property.

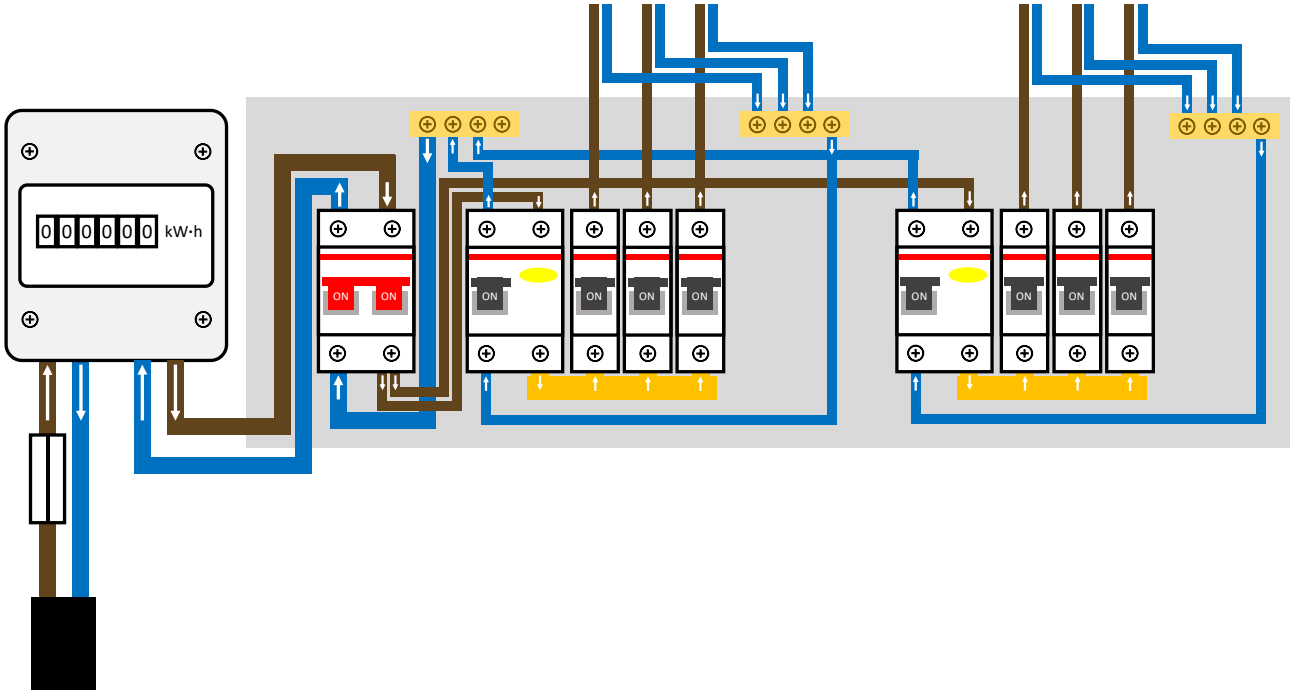
4. Use of the Neutral Wire

If there is no space or not enough clearance to fit the CT Clamp around the Live Wire, then it is suggested that you position the CT clamp around the neutral wire exiting the consumer unit. If this is the case, then ensure that the direction of the CT Clamp matches that of the current. This method is not suitable for three phase systems.

WARNING! – Risk of ELECTRIC SHOCK

When working in and around the consumer unit, please ensure all power is shut off and that you follow all necessary regulations.

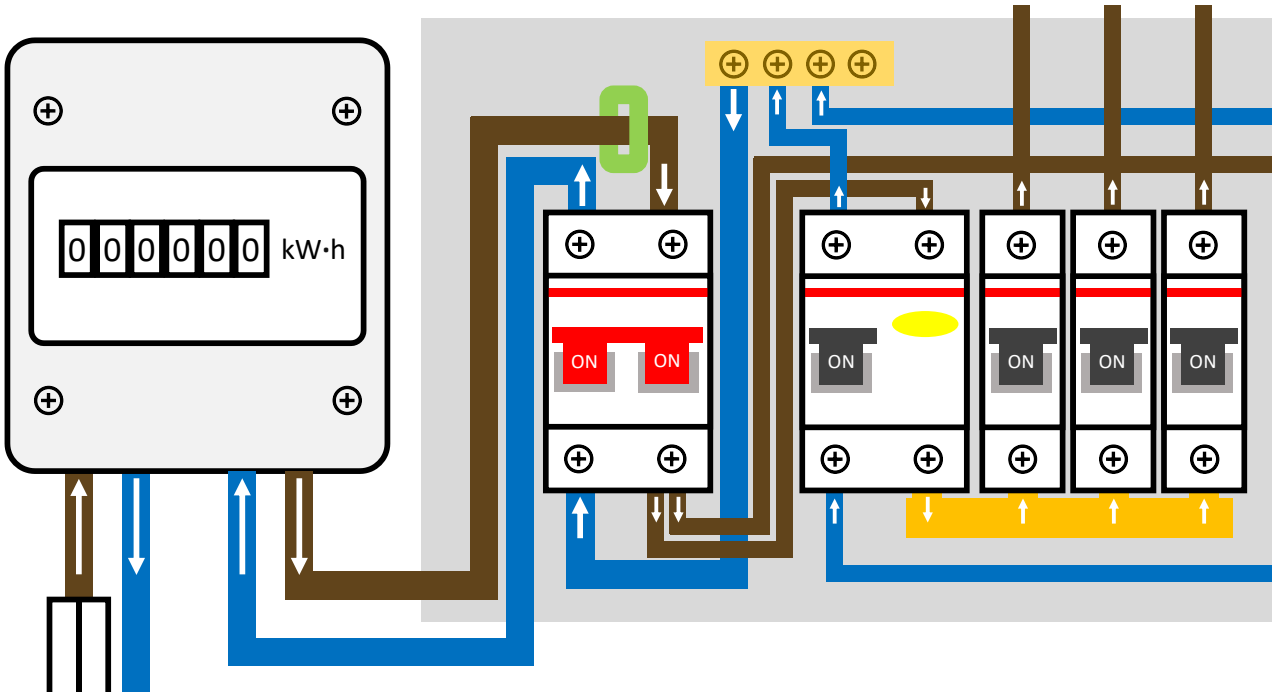
Installation process



Above is an example UK consumer Unit. These instructions will refer to this diagram to explain each step. However, not all consumer units will look like this. You (the qualified installer) will need to use your judgement to adapt these instructions for other types and designs.

Step 1 – Position the CT Clamps:

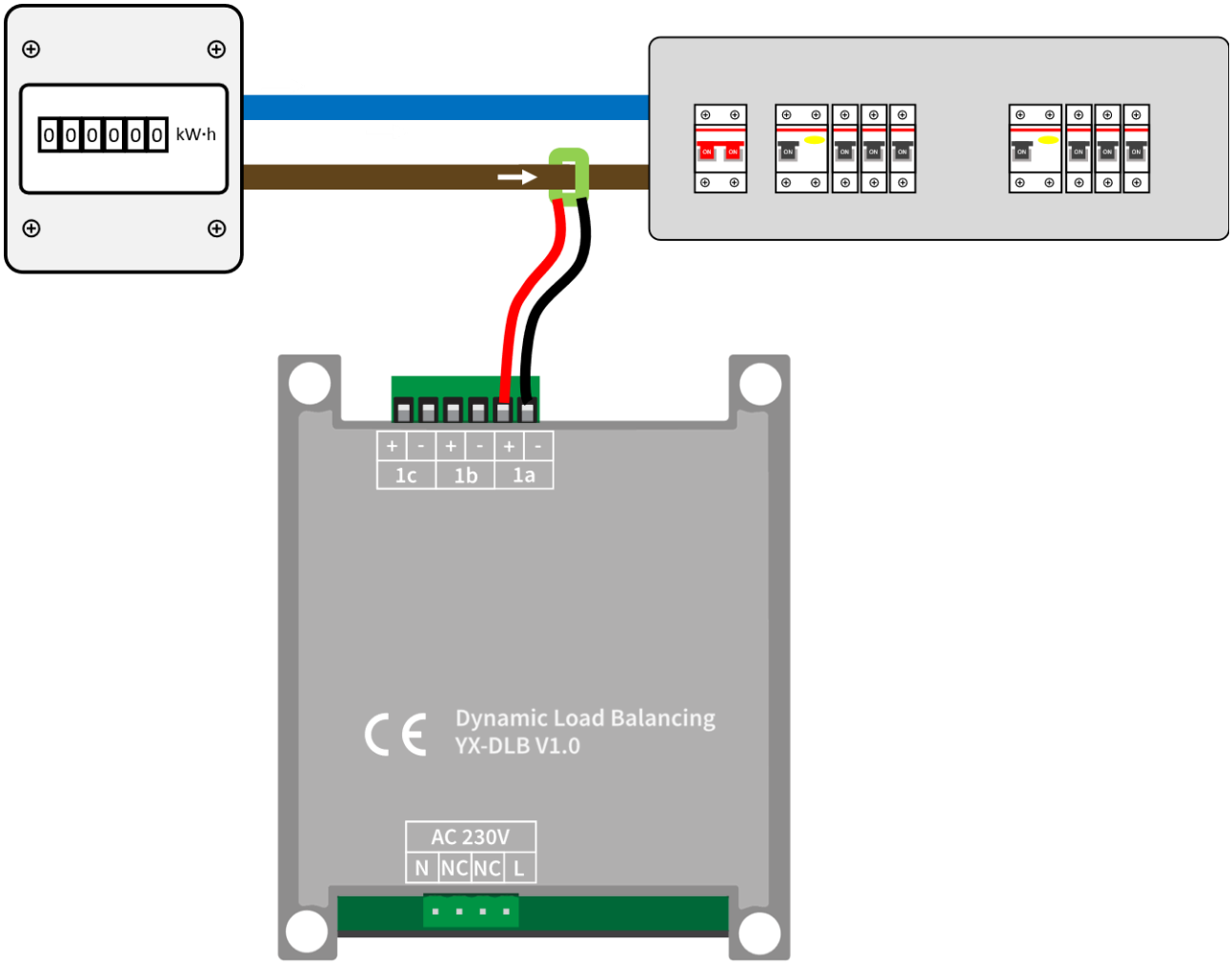
Position the CT Clamp around the inlet power line as show by green loop in schematic below (or around L1, L2 and L3 for three phase systems).



Step 2 – Connect the CT Clamps:

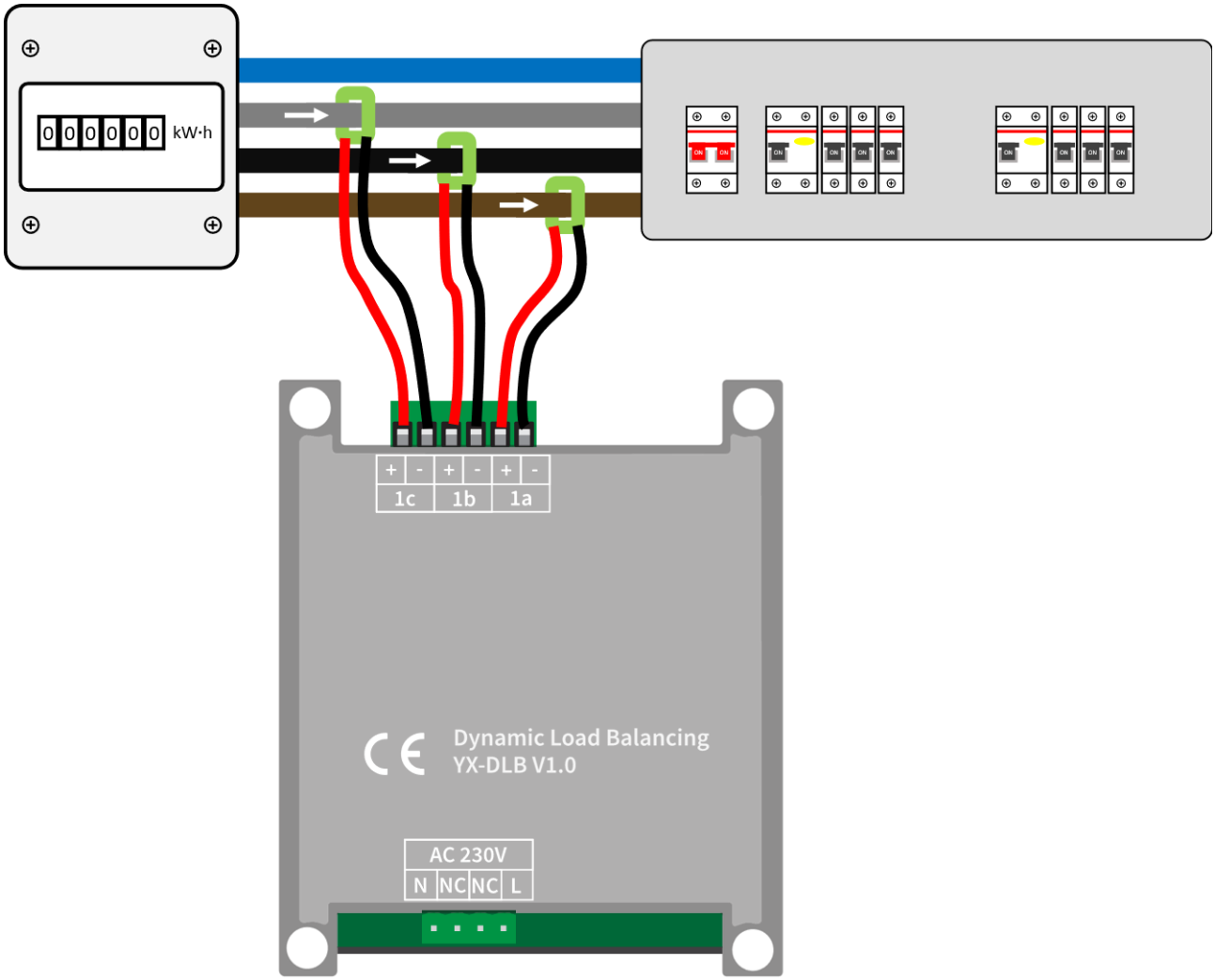
Connect Terminals of the CT Clamp to the DLM Box as shown in the diagram below:

Single Phase



CT Clamp Terminals	DLM Box Terminals
L1 CT Clamp BLACK	1a -
L1 CT Clamp RED	1a +
	1b -
	1b +
	1c -
	1c +

Three Phase

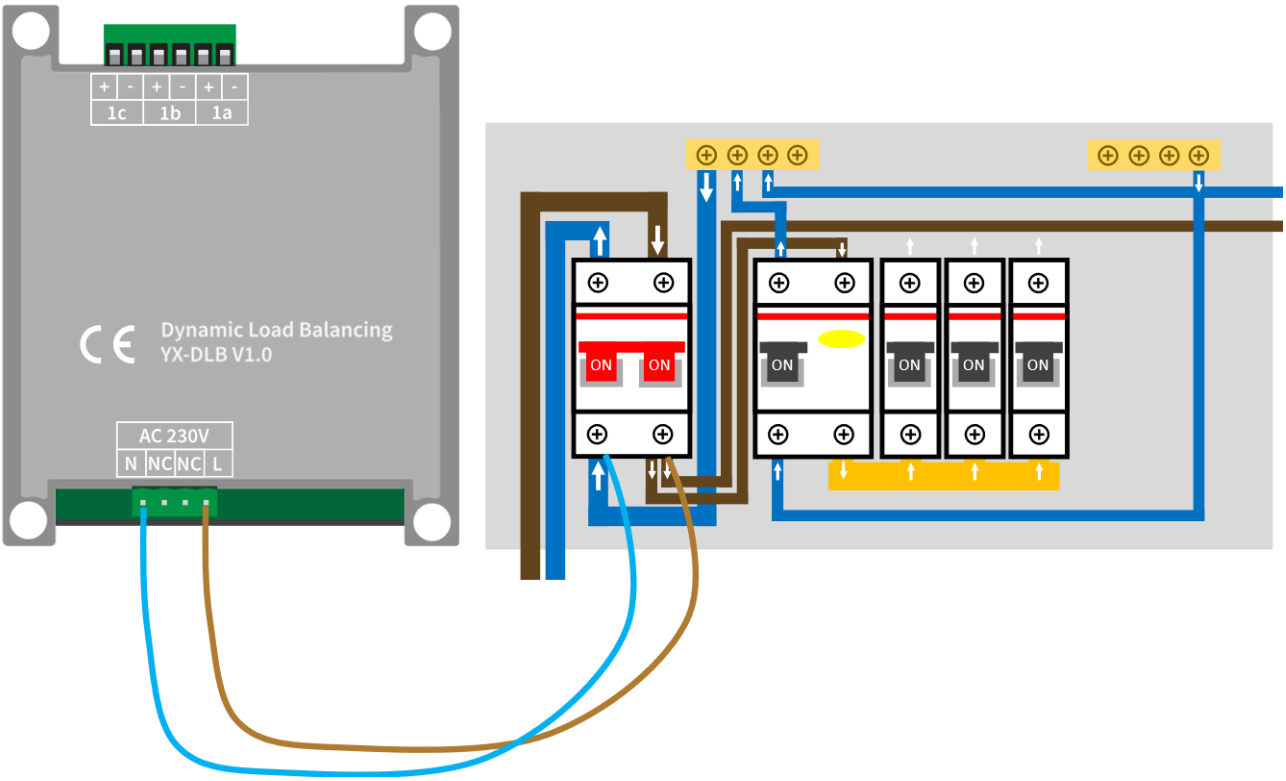


CT Clamp Terminals	DLM Box Terminals
L1 CT Clamp BLACK	1a -
L1 CT Clamp RED	1a +
L2 CT Clamp BLACK	1b -
L2 CT Clamp RED	1b +
L3 CT Clamp BLACK	1c -
L3 CT Clamp RED	1c +

Step 3 – Power the DLM box:

Option 1- Via the consumer unit

Connect the DLM Box to any live and neutral position within the consumer unit. Ensure that the Live and Neutral positions used share the same phase as the V-Go charger.



IMPORTANT:

It is not necessary for the terminals to be connected immediately after the Mains Switch (although this is recommended).

The Live and Neutral terminal of the DLM Box can be connected anywhere in the consumer unit **as long as the V-Go charger is powered by the same phase that the DLM box is powered by**.

It is recommended that you do not connect the L and N terminal of the DLM Box to the L and N terminal of a subcircuit that does not feed to the V-Go charger.

However, you may choose to connect the L and N terminal of the DLM Box to the subcircuit that feeds the V-Go charge point.

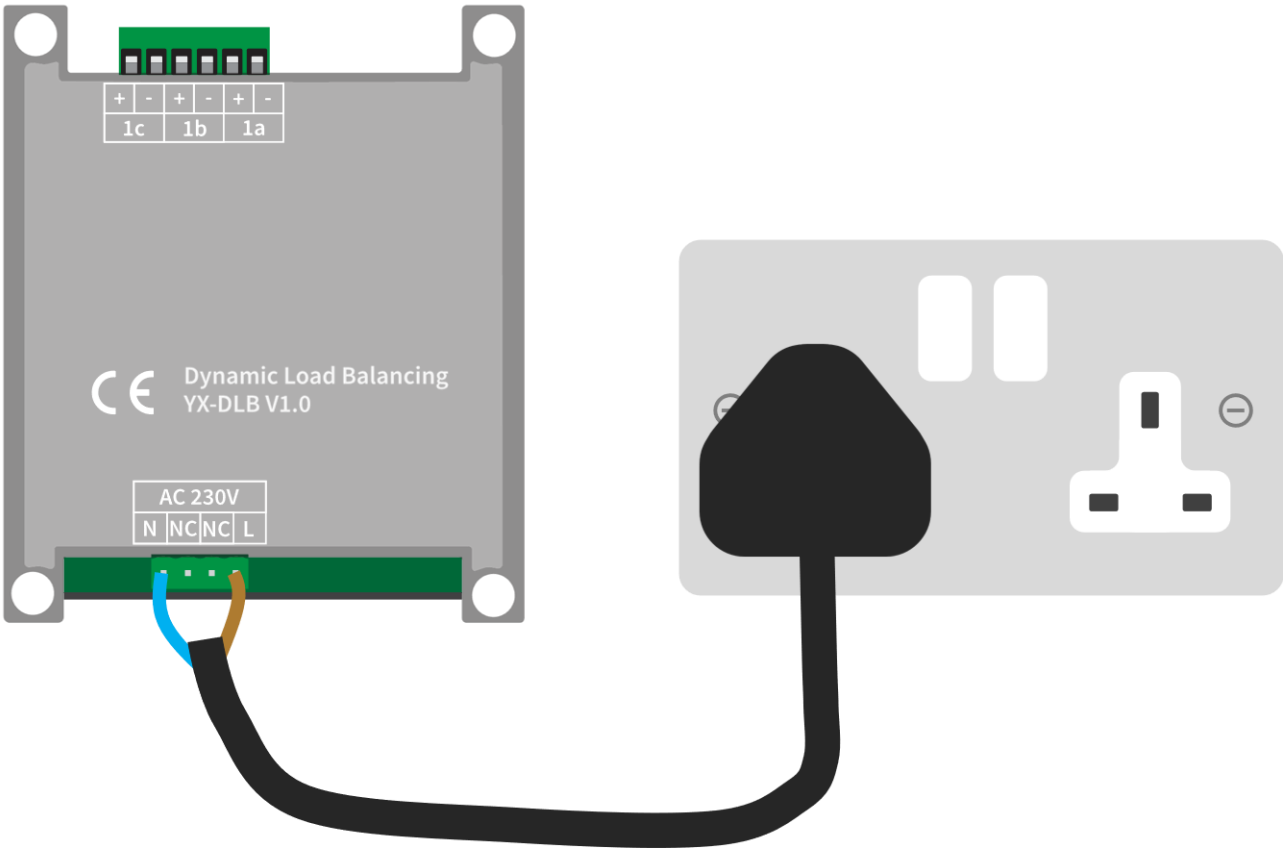
For three phase circuits, follow the same rules as explained above, but in addition:

always connect L1 for the L terminal of the DLM Box for three phase circuits.

Option 2- Via 3-pin plug

Alternatively, you can power the DLM box using a 3-pin plug.

Simply connect the 3-pin plug and wire to the L and N terminal of the DLM box and connect the plug to a nearby wall socket.



IMPORTANT:

It is important to ensure that the socket powering the DLM Box is connected to the same phase that powers the V-Go charger.

Step 4 – Secure DLM Box to wall:

Drill and secure the DLM Box to the wall using the four corner holes in the case ensuring that there is no cable strain on any of the connections.

DLM Box configuration

The purpose of this step is to let the System know the maximum current that the property can withdraw so that the charger does not exceed this.

If the Maximum current that the property can withdraw from the grid (i.e. the property's fuse) is 60A or 63A then it is recommended that you do not change the settings. By default, the DLM Box is set to 60A.

To configure the DLM Box, you need to connect to it in the same way as connecting to the V-Go Charger.

You will require any WiFi enabled device (phone, tablet or laptop) and a web browser. Please refer to Internet configuration section of this manual for more detailed instructions on how to access the Web User Interface.

SSID of the DLM Box:	"dlb_softap"
Password:	N/A
Address to search once connected:	192.168.4.1

Step 5 – Configure the DLM box:

a) Once connected to the SSID of the DLM Box, type 192.168.4.1 into the search bar.

b) Once the page is loaded, click on the DLM page in the bottom right-hand corner to access the DLM configuration.

c) Define the maximum current that the property can withdraw (i.e. 80A/100A depending on the property's inlet fuse) and click confirm.

The DLM Box configuration is finished and complete.

Monta

Monta integration

Recommended for residential installations, when the charger has been installed and the internet connection has been made, scan the QR code found on the side of the V-Go charger:

This QR code will give you the option to download the app, or if you already have the app, it will ask you to open the app to integrate your new charge point.

The QR code will autofill the serial number, make and model of the charge point.

NOTE: For other types of installations (workplace, commercial, public) it is recommended that the customer contact Monta Support services to get set-up.

Charging using the Monta App

Monta **App** Help Centre

https://monta.com/uk/help-center/category/app/

Monta **Portal** Help Centre

(Commercial Users only)

https://monta.com/uk/help-center/category/portal/

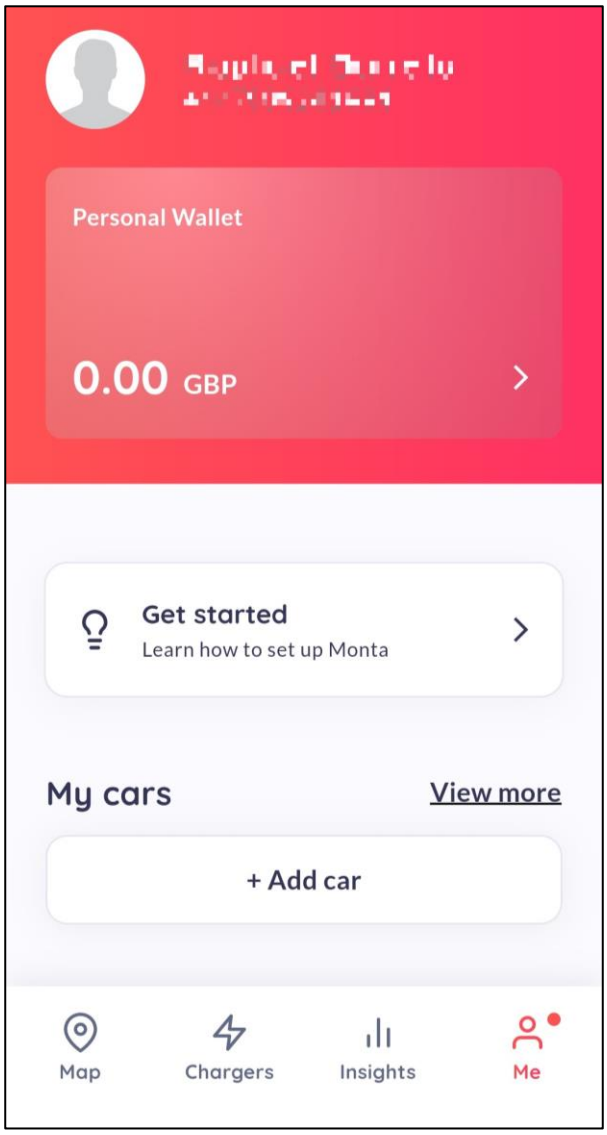
Once you have successfully integrated your charger, you are now ready to start charging your electric vehicle.

Please use the QR codes above to find out how to start using your brand-new V-Go charge point.

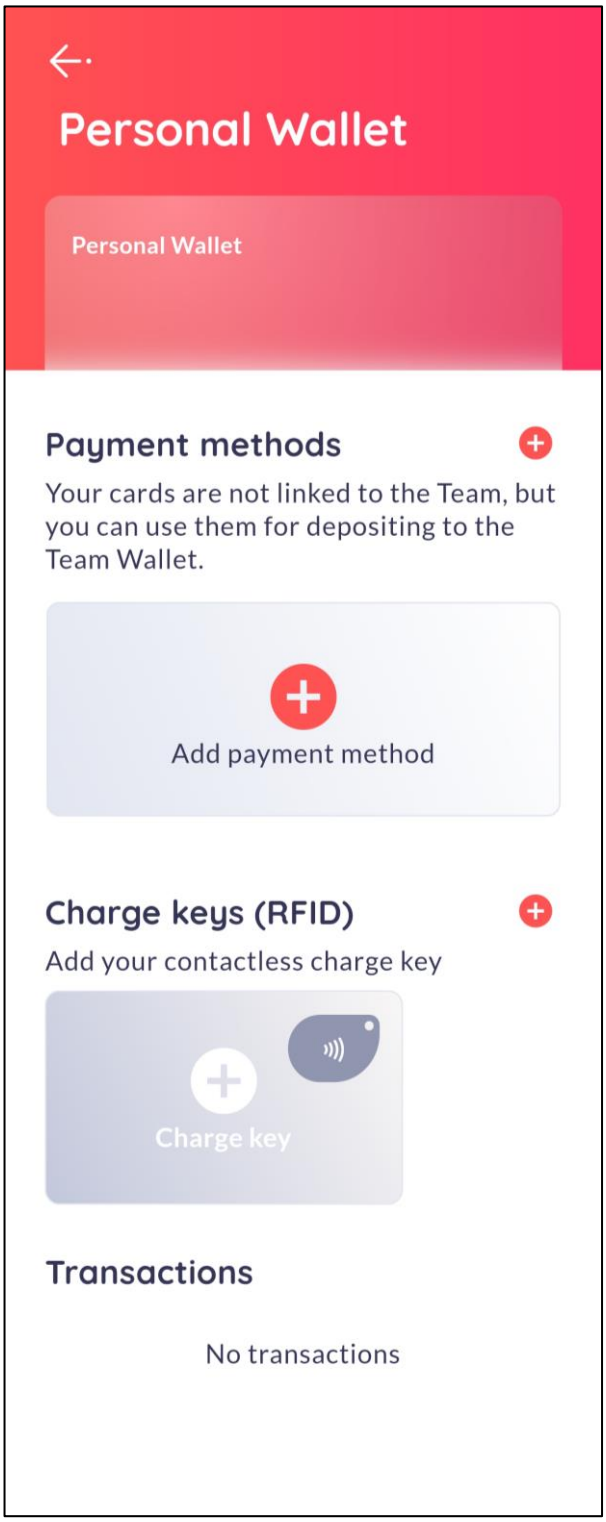
Setting up an RFID Card/FOB

Follow these steps to link the RFID cards provided in the contents of the R7B and R22 models.

1. Open the Monta App and navigate to the Me screen, by selecting **Me** at the bottom right of your device screen. Then select the pink **Personal Wallet** card at the top of the screen:

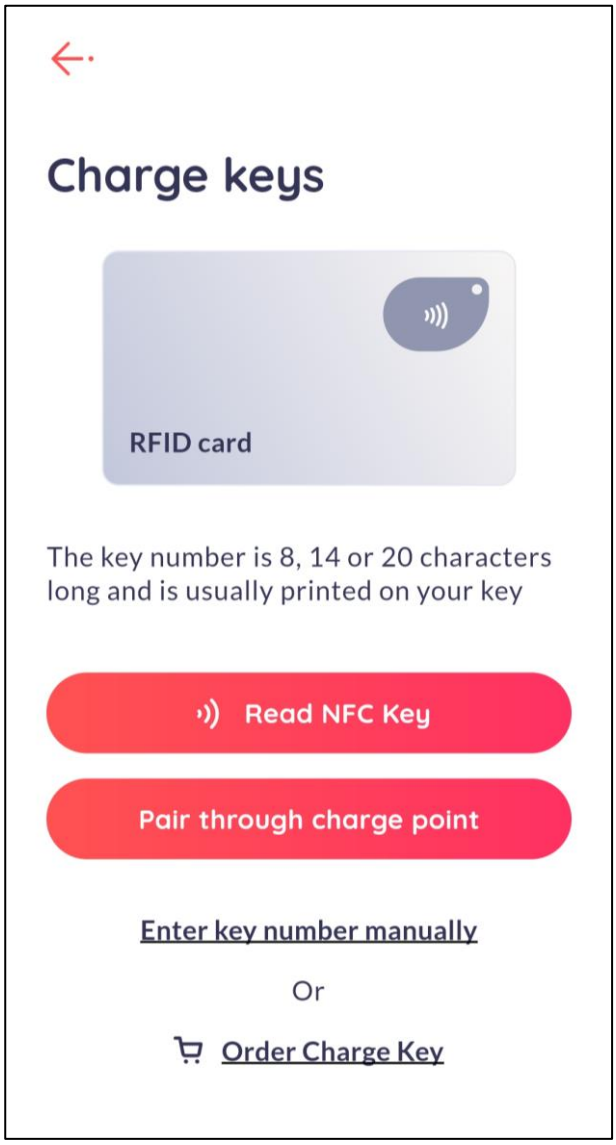


2. Click on the small Plus (**+**) symbol in the Charge keys (RFID) section of the screen to add an RFID key:



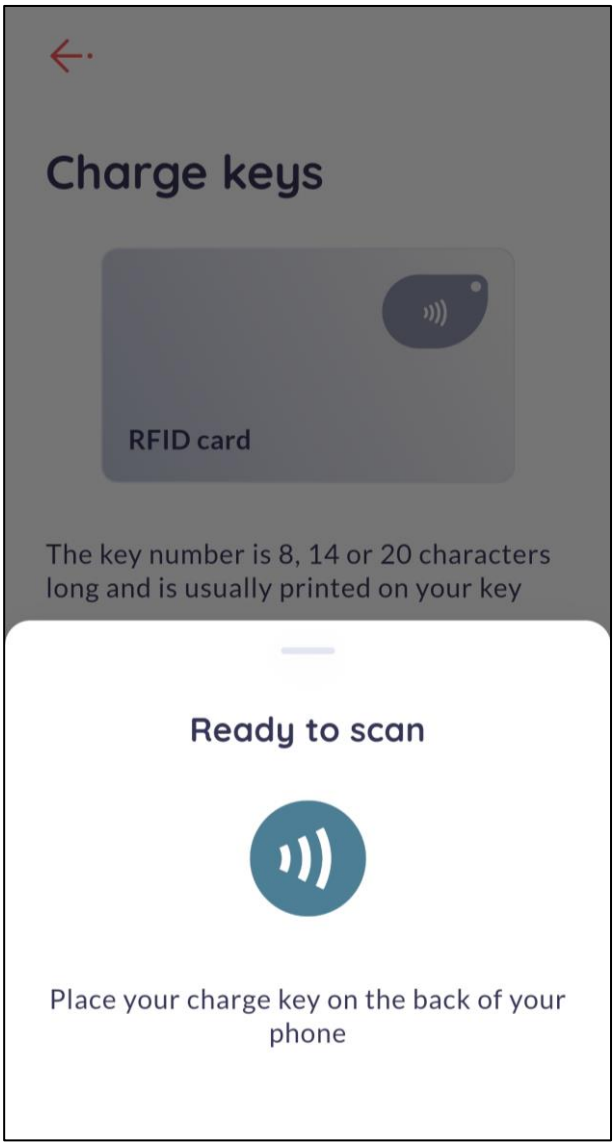
3. If your phone has NFC reader built into it, you will be able to add the RFID card/key by scanning it on the back of your phone. If you do not have this functionality on your phone, you are able to enter the RFID key number manually.

   Click on **Read NFC Key**:



4. A pop-up should say **Ready to scan**.

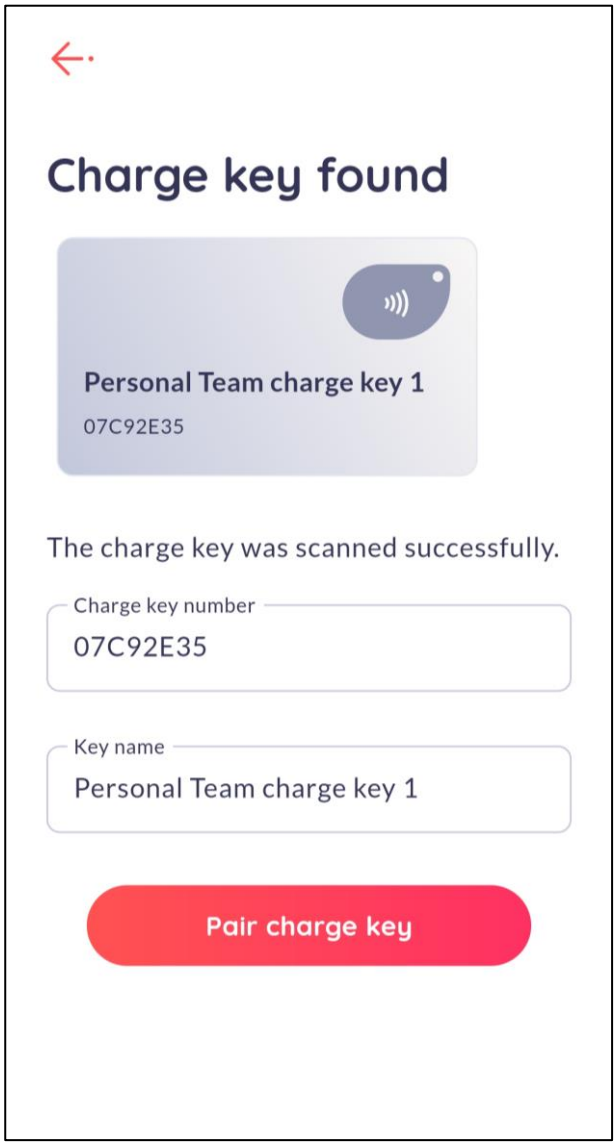
   Follow the instruction and place the RFID card/key to the back of your phone:



5. Monta will Auto-fill the details when the RFID card/key is scanned successfully.

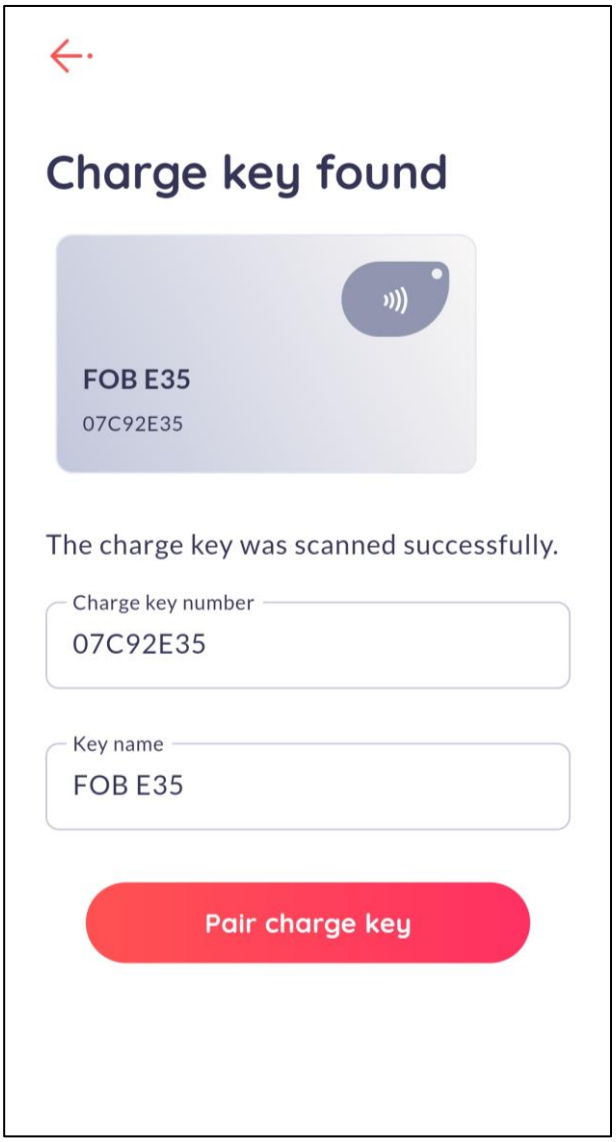
   Do not change the Charge key number.

   You may change the **Key name** to something more meaningful:

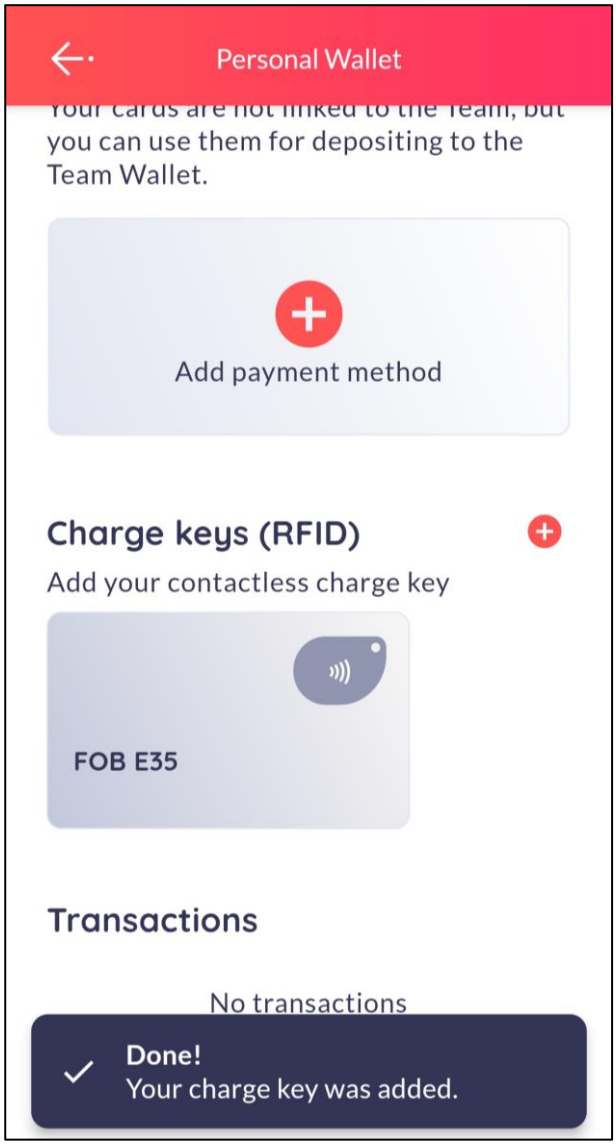


6. In this next screenshot, you can see that the **Key name** has been changed.

   Click **Pair charge key** to complete the process:



7. You will now be able to see the RFID key listed in your **Personal wallet**. You can now use the RFID to charge your car.



Charging using the RFID Card/FOB

You can start and stop charging your vehicle using any RFID key or FOB listed in your personal wallet.

1. **Connect the Type 2 Charging** cable from your vehicle to the charger socket. The light bar on the front panel lights up green to indicate that the charger is ready to charge.

2. To **start charging**, scan the RFID key across the **Scan symbol** on the front panel of the charger.

3. The light bar on the front of the charger flashes green to indicate that charging has commenced.

4. To **stop charging**, re-scan the RFID key across the **Scan symbol** on the front panel of the charger.

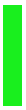
Installation Set-up Checks

Under normal operating conditions, the LED Light bar on the front of the Charger Unit provides the following indications:

Blue light = Power On

Green Light = Vehicle Charging

Status light indicators

	Description	Meaning
	No light	Power off
	Solid Blue	Standby
	Flashing Blue	Charging Complete Ready to unplug from car
	Solid Green	Connected to car Ready to charge
	Flashing Green	Charging Cable is locked in
	Solid Red	Emergency Stop Button pressed
	Flashing Red	Error encountered Reboot charge point
	Flashing Red + Blue	Internet not connected
	Flashing Red + Green	Updating Firmware Do not Power Off

Fault indicators

Check that the following Fault Indications detailed in the table below, are given in the event of each type of fault occurring.

Fault	Cause	Front Panel Light
Earth Disconnected	Earth connection broken or disconnected	Flashing Red: 6x fast flash, 5 seconds OFF, Repeat. **Note:** This light pattern will continue until the fault is rectified. Once the earth connection is re-connected correctly, the Light bar illuminates solid Green.
Protective Earth Neutral (PEN) Fault	Charger detects a break in the Earth Neutral connection	Flashing Red: 2x fast flash, 5 seconds OFF, Repeat.
PME Fault	Voltage drops below 207V or rises above 253V during charging. The charger will stop charging.	Over 253V → Flashing Red: 1x fast flash, 5 seconds OFF, Repeat. Under 207V → Flashing Red: 2x fast flash, 5 seconds OFF, Repeat.
RCD Trip	Internal RCD trips during charging. The charger will stop charging.	Flashing Red: 8x fast flash, 5 seconds OFF, Repeat.
Earth Leakage Current Protection Activated	AC current leakage to earth is detected while charging. The charger will stop charging.	Flashing Red: 8x fast flash, 5 seconds OFF, Repeat.

Mounting the charger

WARNING! – Risk of ELECTRIC SHOCK

Ensure that the incoming Mains Power is Isolated/Switched OFF at the Consumer Unit before mounting the Charger Unit, and that it remains Isolated/Switched OFF until mounting of the Charger unit is complete.

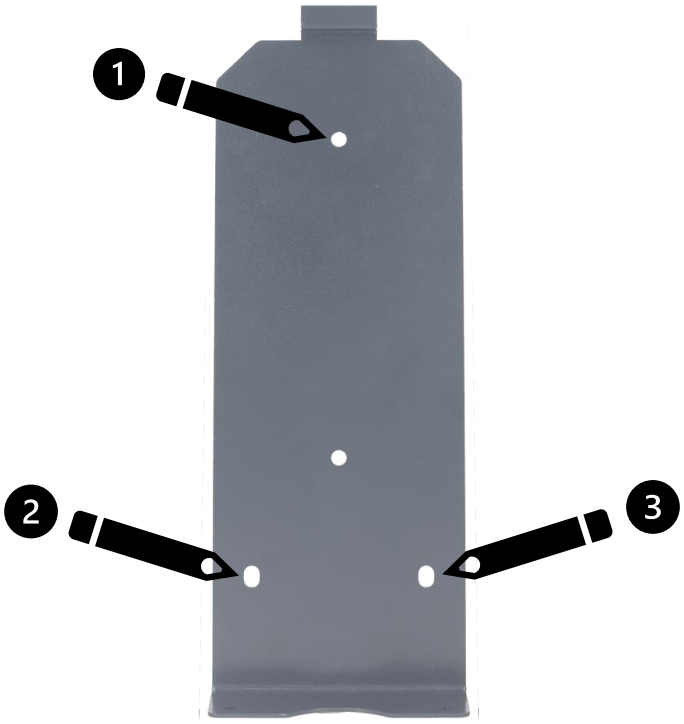
The V-Go Charger unit has an IP rating of IP54 and is Suitable for Indoor or outdoor location. If siting outdoors, selecting a sheltered site is recommended.

The charger is designed to be wall (or surface) mounted and should be mounted at a minimum height of 750mm above the ground, to minimise any risk of electric shock or other hazards. You may find that siting the charger unit a bit higher (up to 1200mm) makes connecting and disconnecting your charging cable easier.

All three models are designed to be compatible with the EV Tower Pedestal Mount. If the user has opted to mount it via the pedestal, please go to the next section where it indicates which holes to use for the installation onto the pedestal.

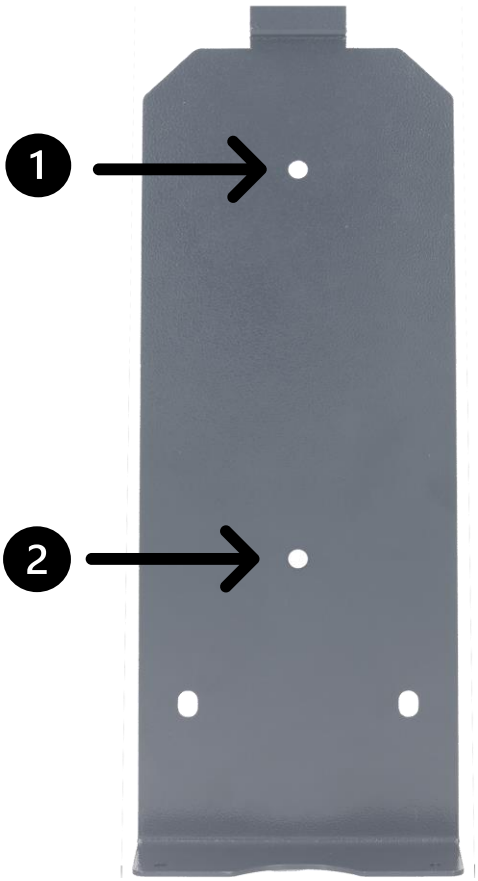
Wall mount procedure

1. Use the wall mounting plate as a template to mark the three required hole positions on the wall. (Use a spirit level to ensure the unit is level once fitted.)



2. Fit the charger to the wall mounting plate and secure the wall mounting plate to the base of the charger, using the three screws supplied, as shown below.

EV Tower pedestal mount procedure



By using the two holes indicated in the above diagram, all V-Go chargers can be mounted onto the EV Tower Pedestal.

Follow EV Tower Installation manual to complete mounting procedure.

Final Checks

In addition to testing the V-Go Charging unit in accordance with the wiring regulations:

- Ensure that all wires/terminals on the EV charger and DLM Box are secure and not loose.
- Ensure that there is no wiring offcuts or material fragments left inside the EV Charger mains supply enclosure.
- Ensure that the rubber seal has not been damaged during installation to ensure the IP54 rating of the device.

Upon powering on the charger:

- Switch ON the power to the Charger and check that the LED Light bar on the front of the Charger Unit provides the following indication:

Solid Blue light = Power On

- Connect the Charge Cable to the Charger and initiate a charge. Check that the LED Light bar on the front of the Charger Unit provides the following indication:

Solid Green Light = Vehicle Ready to Charge

Note: *The R7A model will default into plug and play mode if there is no internet connection for longer than 15 mins. To avoid a falsely assuming that the R7A is internet connected, upon reboot the R7A indicator light should turn to a solid blue colour in under 10 minutes.*

Note: *To verify the functional operation, you will need to integrate the charge point to the Monta App.*

Powered by

MONTA

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