



CHARGING EQUIPMENT

# User manual

ICU EVe

## Congratulations with your new ICU Eve

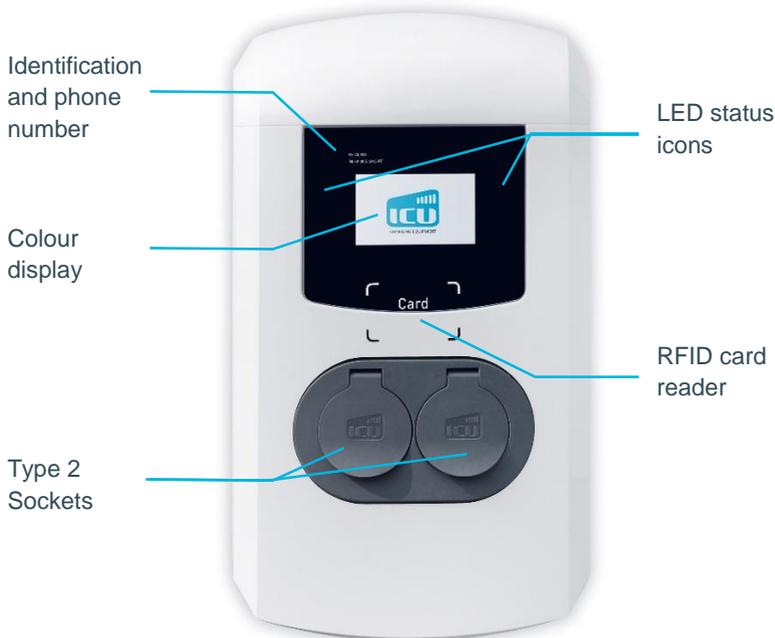
This high-tech product has been carefully developed, assembled and tested by engineers of ICU in the Netherlands to charge your electric vehicle.

This user manual is intended to provide assistance in regards to the operation and functionalities of your charging station. Before using your new charging station, please read this manual carefully.

We wish you many safe and pleasant electric kilometres

ICU Charging Equipment

## The ICU Eve



## Getting started

Your charging station has been installed according to the installation guidelines. The charging station is therefore ready to charge your electric vehicle. If, for any reason, your charging station has not been turned on, please follow these steps:

1. Make sure the group in your meter box, to which your charging station is connected, is turned on;
2. The LED icons will first light up red shortly, then turn to constant red. Hereafter, the other three LED symbols will light up (green, light blue, blue) and finally, red again. The start-up process takes about 10 seconds;
3. The ICU Compact is ready for use.

## Status of the charging station

The ICU EVE is equipped with status LEDs on the front, which indicate the status of the charging point. Below, you will find an overview of the different statuses that the charging station can display.

Status LED	Description
Off	Available
	Available, temporary status to indicate that the connection between vehicle and charging station has been made.
	Communication between the vehicle and the charging point is taking place.
	The vehicle is being charged.
 Flashing rapidly	There is a possible user error or the charging card is not authorized.
	The charging station has detected an error. Please refer to the 'Frequently Asked Questions' in this manual.
	The indication of the card reader lights up to indicate that it is active.
 +  Flashing	The presented charging card is not authorized.

## Operating your charging station

The ICU EVE is available in three different types of authorization. Below, you will find a description of the charging process for each type.



*Plug & Charge*

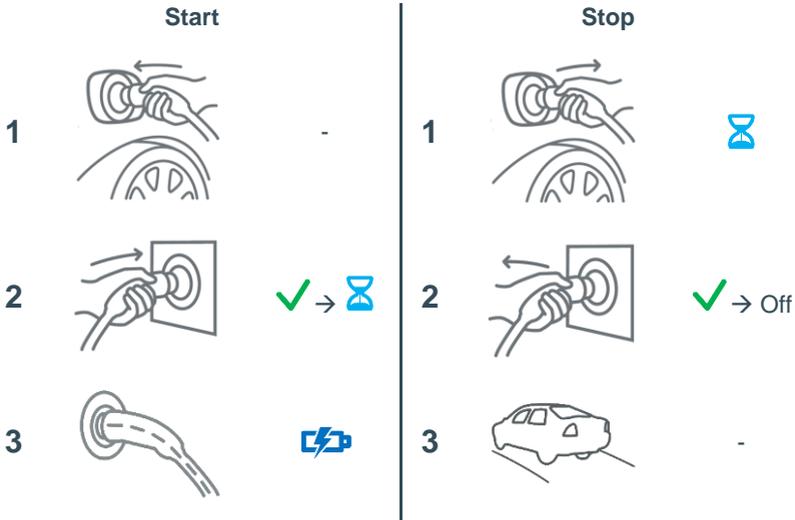


*RFID without display*



*RFID with display*

## Plug & Charge





**Please note:** After authorizing a charging card, you have 2 minutes to insert the plug. Has the plug not been inserted after this time? Then the charging session will be ended for safety reasons and to prevent that other users can charge with your card. You can restart the charging process.

### Load Balancing (optional)

Your charging station is optionally equipped with the ‘Load Balancing’ functionality. When two vehicles are connected that demand more energy than the electrical installation can provide, the charging station will adjust the charging process to protect the installation. This allows for a cost efficient installation of a charging station offering a high capacity without risking an overload or having to invest in an expensive grid connection.

When load balancing is activated, it is possible that your vehicle will temporarily charge at a lower speed. You can recognize load balancing in the following ways:

Status LED	Description
 /  Flashing blue slowly	Load Balancing is enabled, the vehicle is temporarily charging at a lower speed. When enough power is available, the charging session will automatically be continued at full speed.
 /  Flashing alternating	Load Balancing is enabled. Insufficient power is available and the charging session has been paused temporarily. When enough power is available, the charging session will automatically be continued at full speed.

## Frequently Asked Questions

Below is a list of frequently asked questions about the ICU EVE with their corresponding answers.

Description	Possible cause and solution
<p><b>Where do I hold my charging card and for how long?</b></p>	<p>Located on the front of the ICU EVE is the card reader indicated with the text 'Card' (see illustration). The EVE remembers which card belongs to which socket. Hold your card still and horizontal between the borders of the reader for 3 seconds until you hear a signal.</p> 
<p><b>The charging station does not start up</b></p>	<p>The charging station is possibly not supplied with power. Check if the group in your meter box is enabled.</p>
<p><b>The car does not charge</b></p>	<p>Check if the plug has been properly inserted in the car and/or charging station.</p>
<p><b>After a few minutes, the charging session is ended abruptly</b></p>	<p>The vehicle indicates when the charging session can start. The car's battery is possibly full or the charging session is postponed</p>
<p><b>When holding the charging card in front of the card reader, the card reader icon flashes red</b></p>	<p>The charging card is not authorized. Please contact the reseller from whom you have purchased the charging station.</p>
<p><b>The display on the EVE (optional) indicates that only 3,7kW is available while it is a 11kW charging station.</b></p>	<p>The EVE checks the grid connection and supplies the maximum amount of power based on this information.</p>
<p><b>The display flashes once at startup and after that, the station is unresponsive</b></p>	<p>There may be a cable fault. Ask your installer to check the connection.</p>

## Contact

Do you have a different question than the ones described in this manual or would you like to learn more about the functionalities of your ICU Eve? Please contact your installer or the reseller from whom you have purchased the charging station. For the quickest support, please keep the serial number of your product at hand. This number can be found at the bottom of the charging station.



[www.ICU-charging-equipment.com](http://www.ICU-charging-equipment.com)

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