



HOME CHARGER

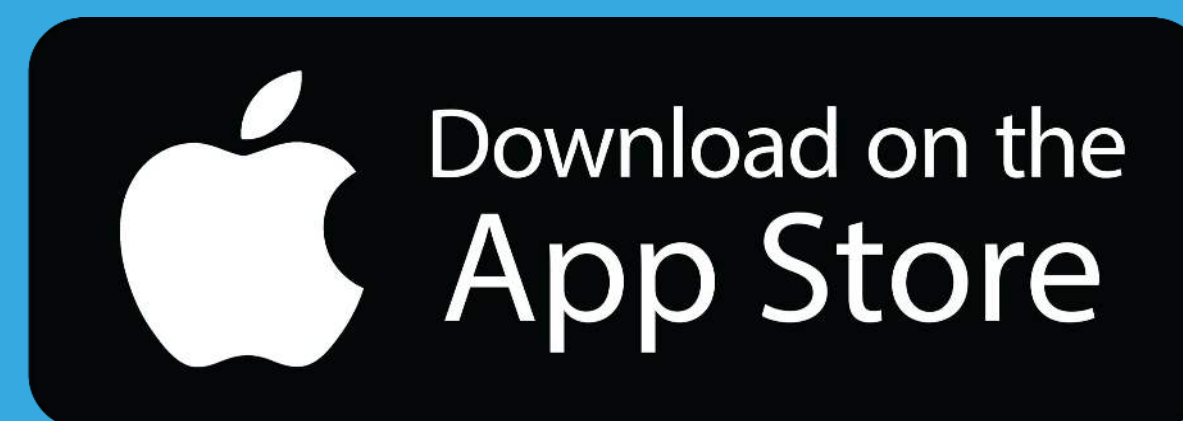
Model no - EVCP-7KW-S-1PH:32A

Quick Start Guide



Download the Sync EV app

The Sync EV app is available to download for Android and iOS:



Once installed, to activate and personalise the App the signup process must be completed.

15:33 English ▾

@ E-mail

🔒 Password

🔑 Login

Forgot password?

or login with:

Or just skip all that and go to the map!

[Sign up](#)

15:34 Register

◀ ● ● ● ● ▶

E-Mail

Password

Terms of use

☐ I hereby confirm that I was informed about the Terms of use and I accept them

Next →

15:35 Contact Details

✕ ● ● ● ●

Fields marked with * are required.

First Name *

Last Name *

Phone

Country ▾

City

Postal Code

Address

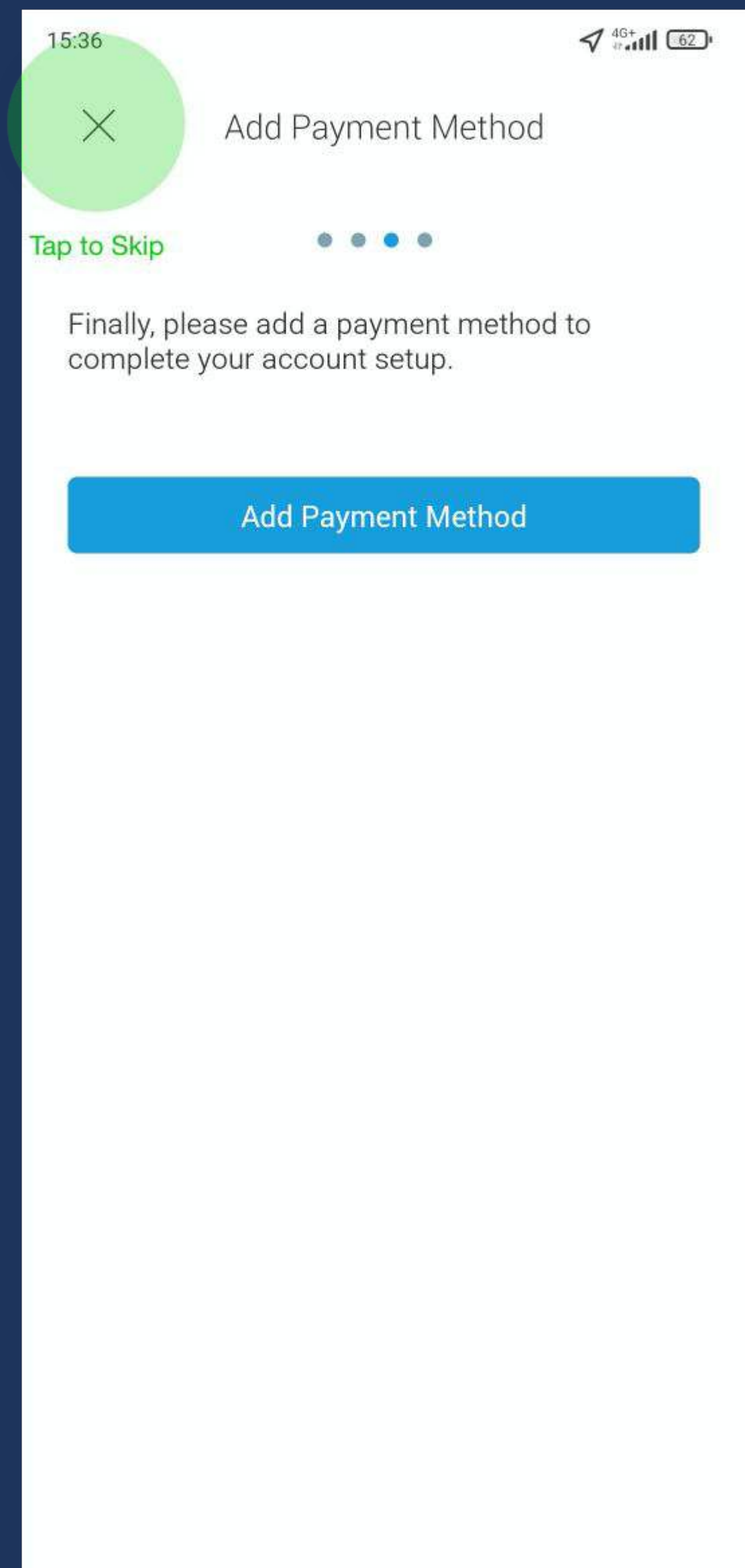
Vehicle number

Personal ID No. *

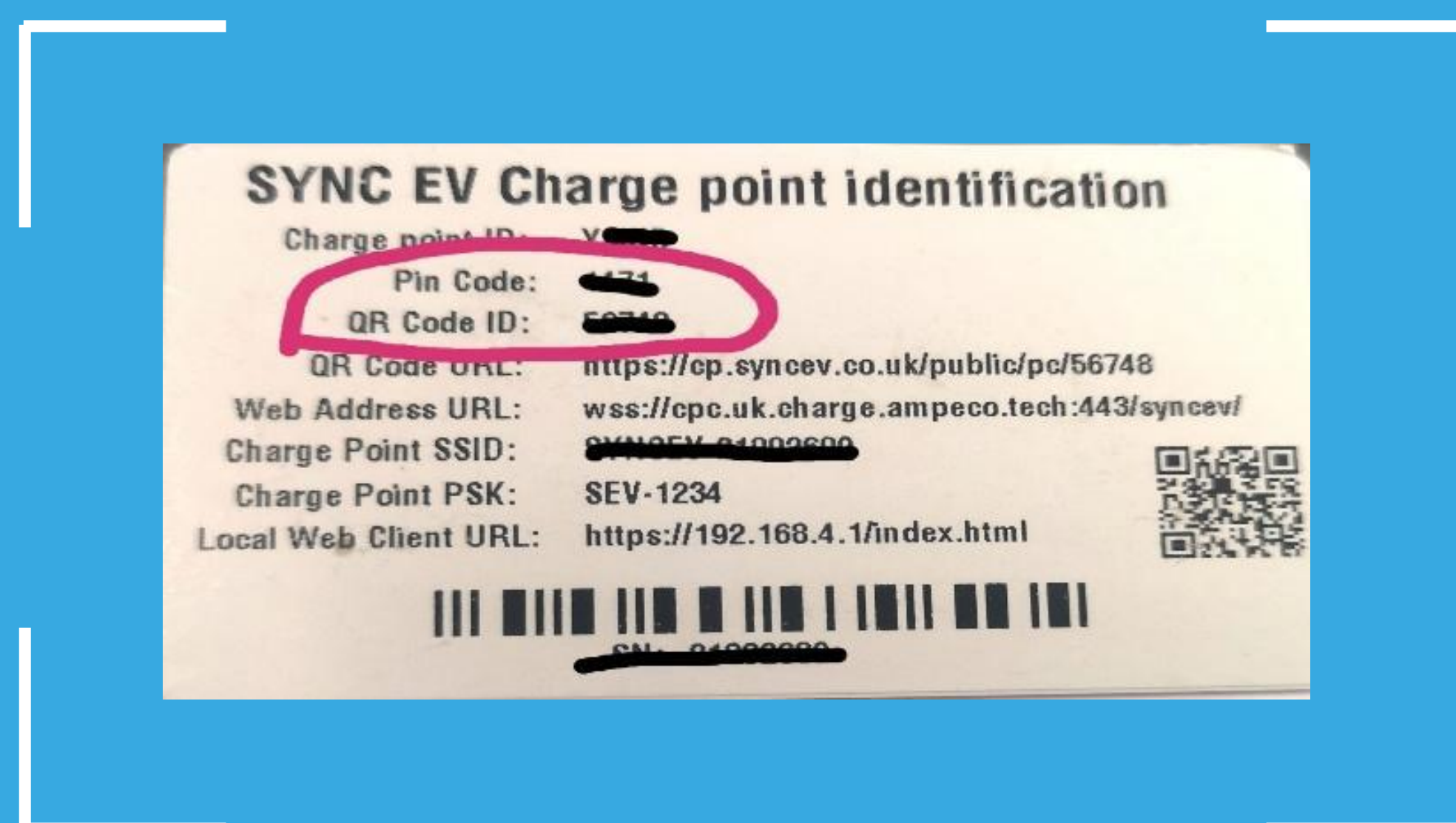
Submit →



The final step during the signup process presents you with an option to input payment card details for Sync EV's future public charging network. This is not mandatory and it can be bypassed by clicking the "X" in the top left hand corner of the screen.



Once you complete the signup process in the app use the built-in QR code scanner to scan the QR code that comes on the Sync EV chargepoint identification card.



The 4 digit PIN code needed can also be found on the card.

After inputting/scanning the QR Code ID and PIN code the charger is registered to your account and the Home charging main screen appears.

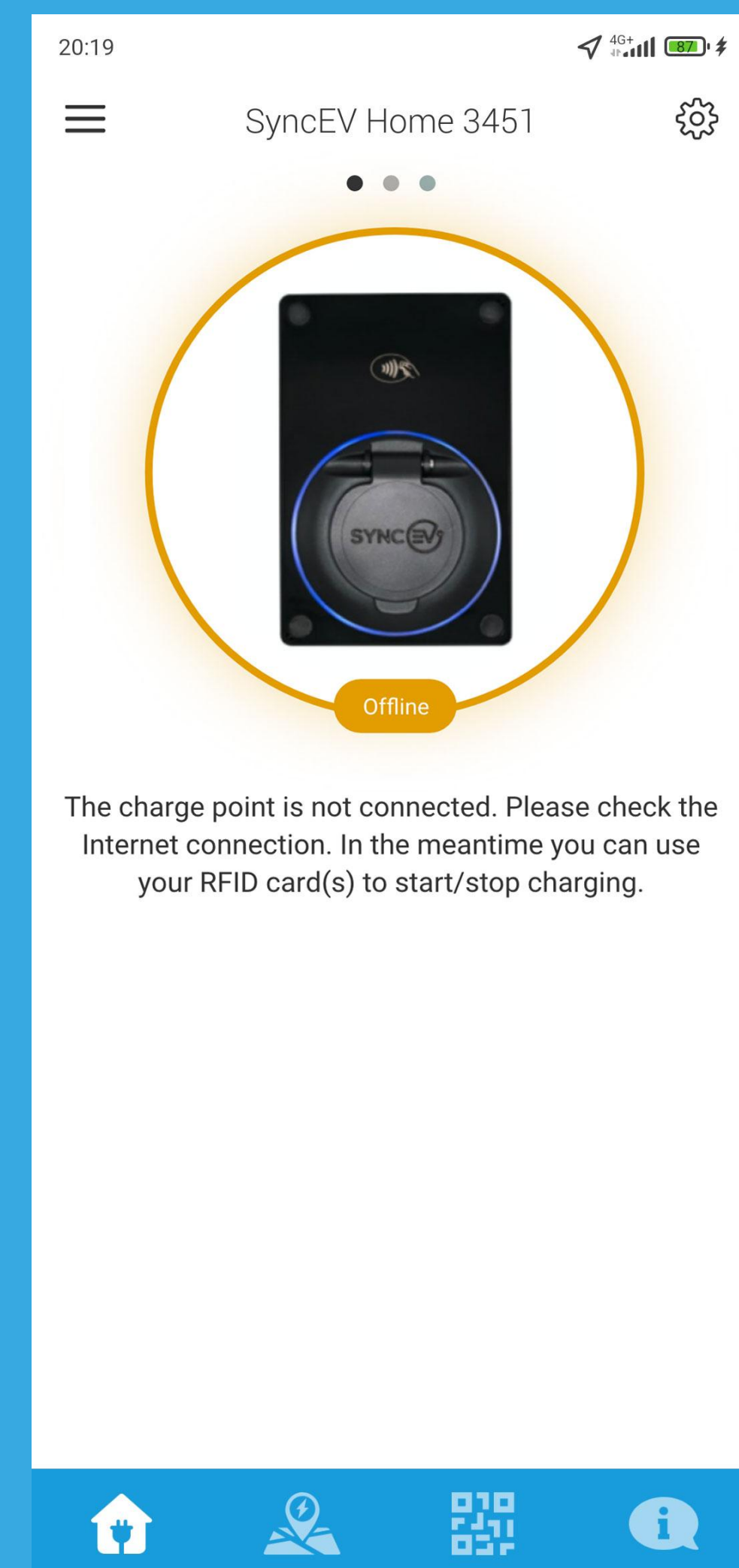


Home Charging Main Screen

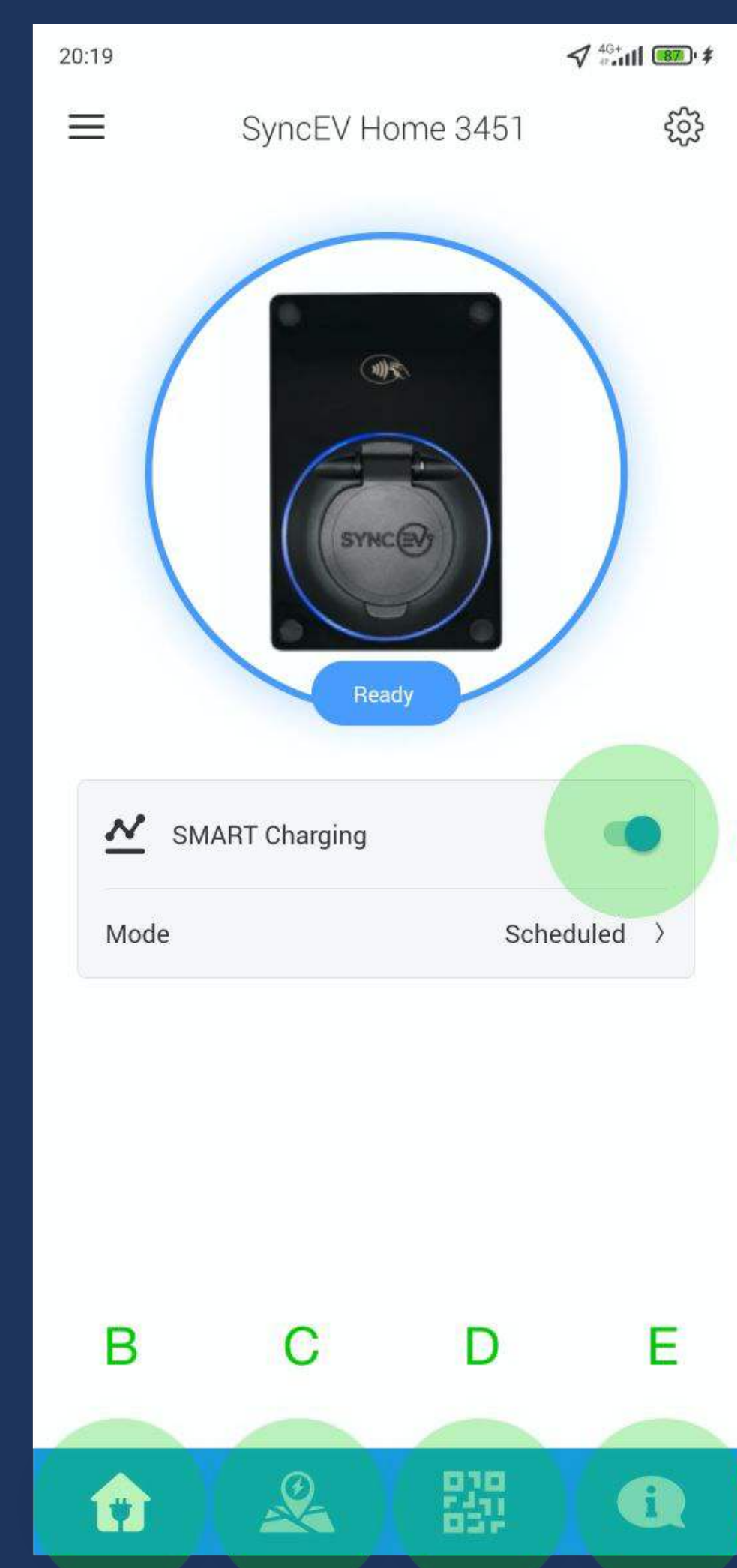
If the charger is already connected to the Internet, the status should show “Ready”.

If the status is “No Connection” this means the unit is not connected to the Internet.

The Sync EV charger will still charge when not connected, however the charger's smart features would not be usable.

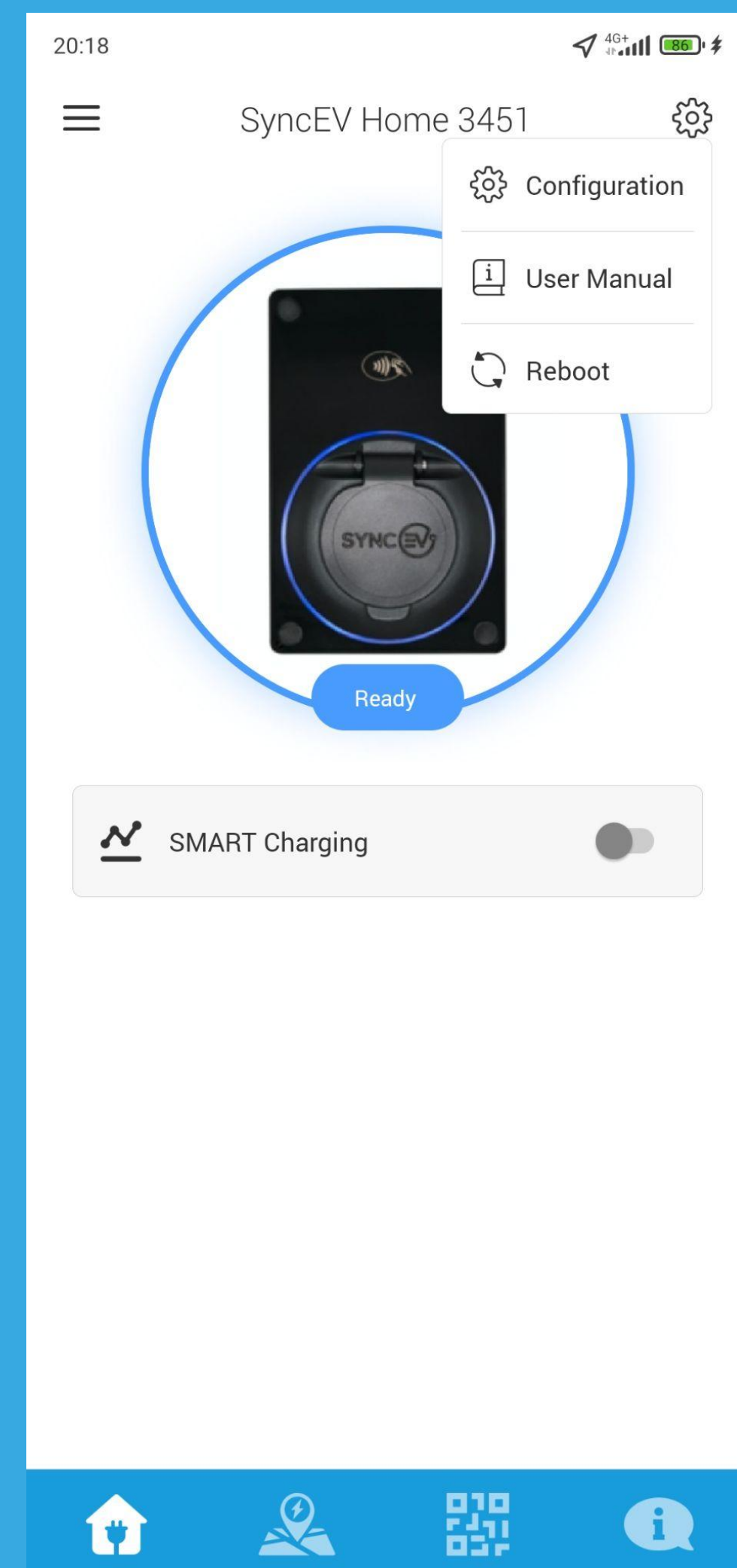


- A. Enable SMART Charging
- B. Home Charging Main Screen
- C. Public Charging Map
- D. QR Code Scanner
- E. Help Center



The settings icon can be found at the top righthand corner of the Home Charging Screen..
When selected, 3 options are displayed:

- Configuration
- User Manual
- Reboot



Configuration

Opens the configuration options. See below for more information.

User Manual

Download the User Manual.

Reboot

Reboots the charger. Helps to resolve a temporary fault on the charger.



Configuration Menu

Name

Personalise the name of your charger. This helps if more than one charger is installed in the location. The name is displayed on the Home Charger Screen above the photo.

Location

The location your charger can be set on the Sync EV map. This information can then be shared with other Sync EV users only if chosen to be made public.

Photo

Personalise the picture of the chargepoint in the app. Again, this can help with Identification.

Smart Charging

See the Smart Charging section of the guide on page 5.

Authentication

When Authentication is enabled the registered app user will receive a notification to start a charging session once the cable has been inserted. This prevents unwanted use of the charge point. When disabled the unit will charge immediately after cable is inserted.

Power Management

Charge rate can be adjust from 6A to 32A

Keep-awake Mode

Please see Smart Charging section on page 5

LED Ring Brightness

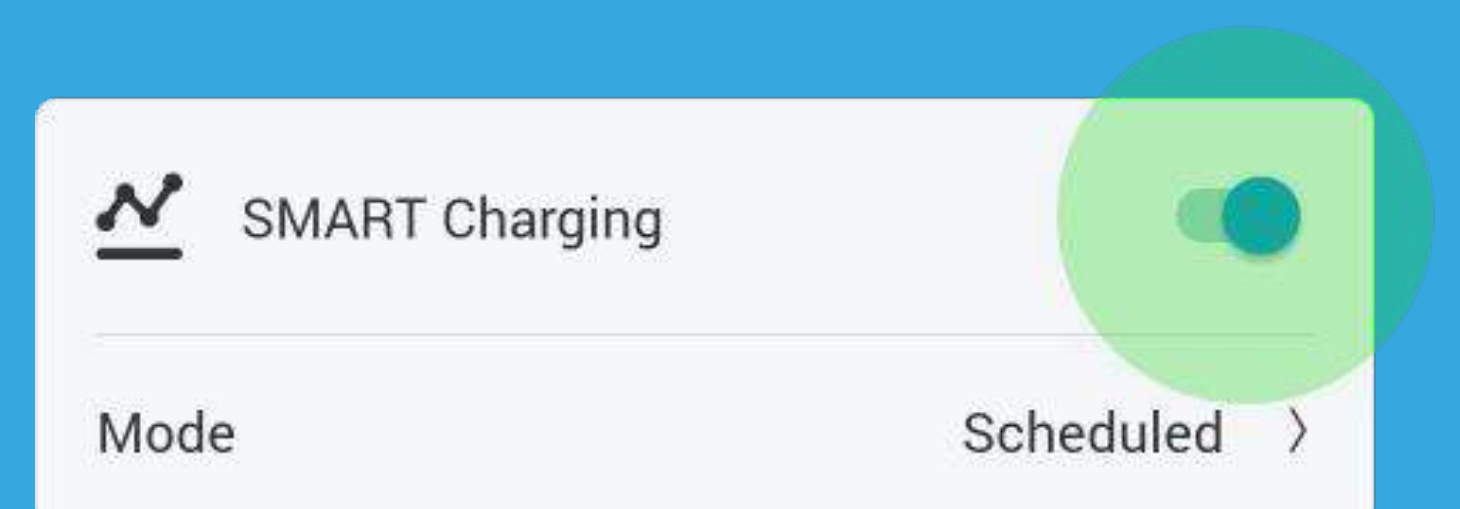
Adjust the brightness of the chargers light between High, Medium & Low.



Smart Charging

To enable Smart Charging please activate the button highlighted.

You can then tap on the selected “Mode” to adjust the SMART charging mode and schedule.



WARNING

Electric vehicles revert to sleep mode if no communication is made with them when connected. The Sync EV charger utilizes a keep-awake mechanism to overcome this.



SMART Charging Modes

Disabled

Disables SMART charging. The charger works at full power without any scheduled charging.

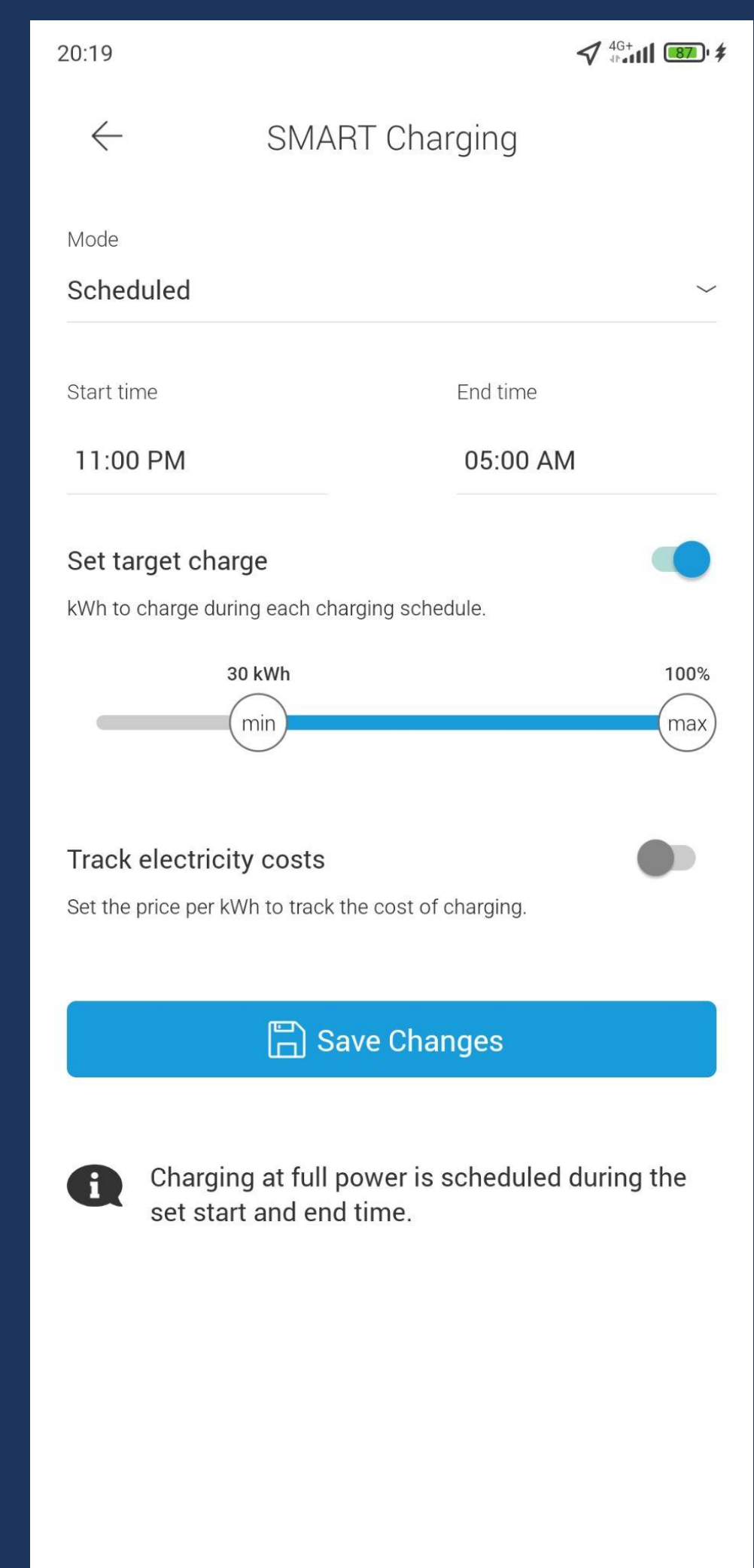
Scheduled

The Scheduled mode allows you to set your Start time and End time to match your off-peak electricity tariff or otherwise preferred charging time.

In this mode, after you plug the car, the charger doesn't just start charging at full power but instead schedules the charge to happen during the set Start and End time while in the meantime keeping the car awake with Pulse Charging (this can be changed in the Keep-awake mode menu).

Optionally, you can set a desired Target charge - a minimum and optionally - maximum kWh to be charged during each charging cycle. To ensure the set minimum kWh the charger may schedule charging not only during the set Start and End time but also include a charging period at full power at the start of the charging cycle.

Optionally, you can also enter the electricity cost during standard and off-peak periods, to be tracked and used in reports (coming soon).



Agile Octopus

If you are on the Agile Octopus tariff, choose this option to optimise your charging schedule based on the current price per kWh.

You can set your price threshold (p/kWh) to instruct the charger to charge during times when the price is below that.

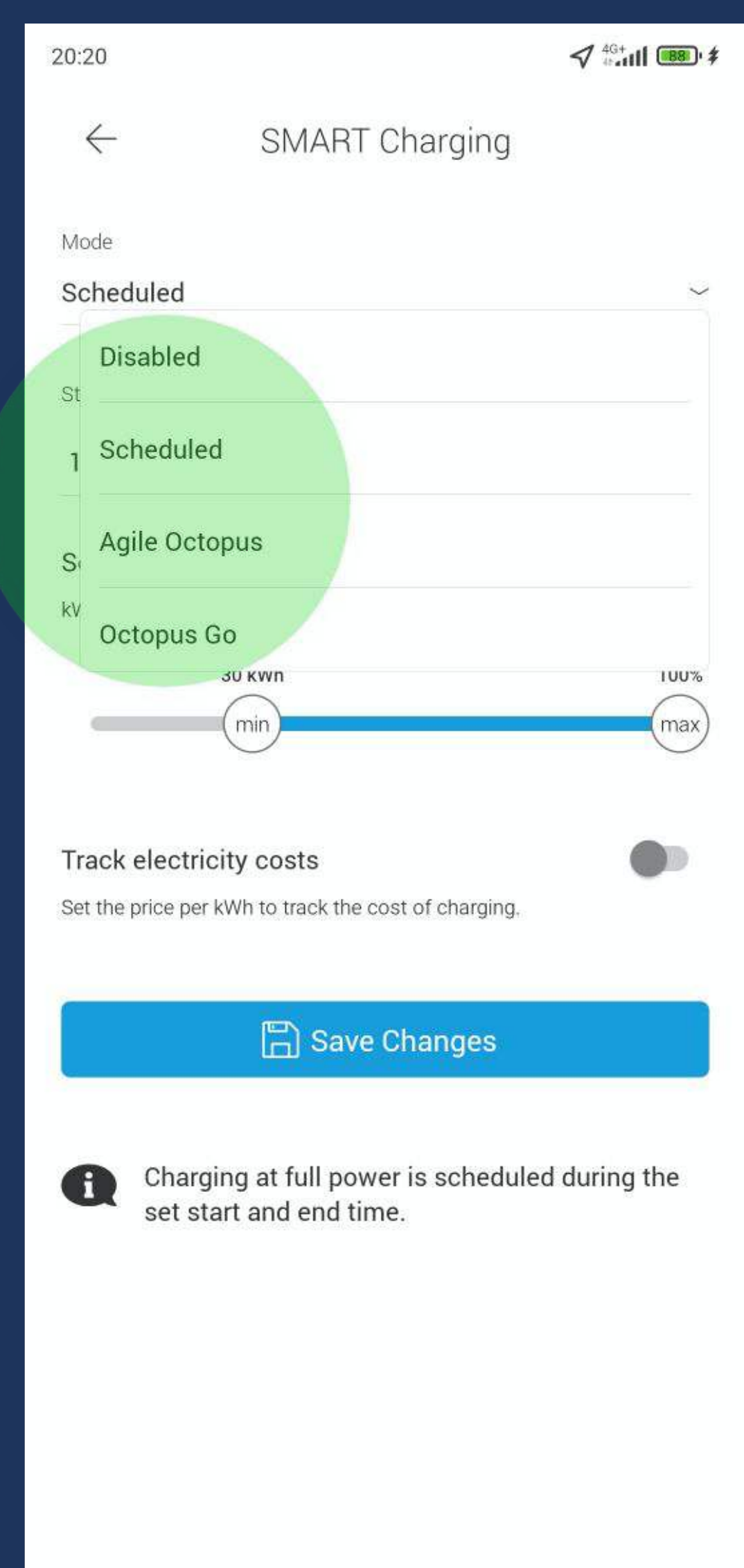
Octopus GO

If you are on the Octopus GO tariff, choose this mode to have the charging scheduled during the times with discounted price per kWh.

Set Target Charge

You can set a target charge to ensure that you get a certain minimum amount of kWh charged during every charging cycle, at the lowest cost possible.

If you also set a limit (max kWh), charging will stop after this amount of kWh is charged.





During the signup process an option to input payment card details for Sync EV’s future public charging network. This is not mandatory and it can be bypassed by clicking the “X” in the top left hand corner of the screen.

Solid Yellow	Indicates unit has power but is not connected to the Sync EV network.
Flashing Yellow	Indicates charging session has ended successfully and/or vehicle battery is fully charged.
Solid Blue	Indicates unit has power and is connected to the Sync EV network.
Flashing Blue	Indicates vehicles is connected and unit is awaiting instruction for operation. (i.e. scheduled start time or manual start via Smart App)
Solid Green	Indicates vehicle is currently in charging programme (Slight Pulse).
Pulsing Blue/Green	Indicates unit is in scheduled charging mode.
Red	Indicates unit is in fault mode.



Quick fault rectification guide

Step 1

Remove the charging cable from the unit

Step 2

Isolate the charger power at the main fuse board (relevant circuit will be labelled) for a minimum of 30 seconds.

Step 3

Switch units power back on, units Halo ring should be solid yellow and provided the internet signal is sufficient the Halo ring should turn solid blue within two minutes.

Step 4

Reload the Sync EV App on your mobile device and the unit should now revert to programmable mode and be ready to use.

Should this simple process not resolve the issue then our technical team are available to assist on [0044 1293 227523](tel:00441293227523).

Should your unit frequently revert to fault mode the likelihood is poor WiFi connection. Our optional GPS connectivity SIM card solution is one option, offering on average 3 years use or an Ethernet solution is possible.