



Start your
adventure today



Zaptec Go

User Manual



Zaptec Go works with any car

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

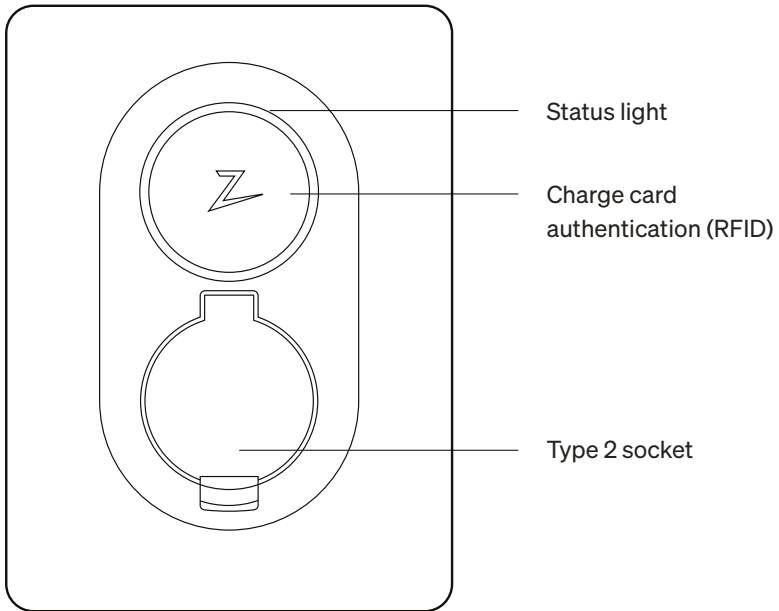
Important information

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

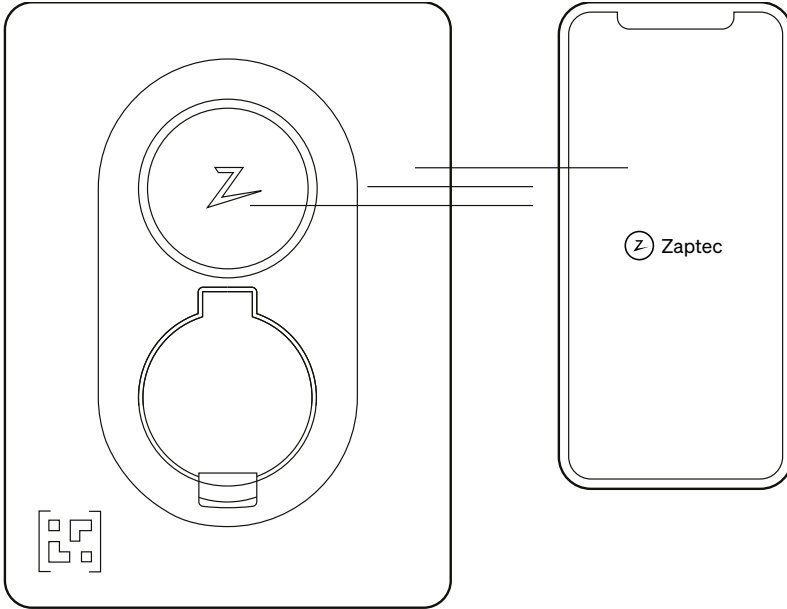
WARNING!

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

Get to know Zaptec Go



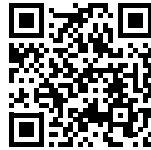
Activate and connect your charger to the Zaptec App



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

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

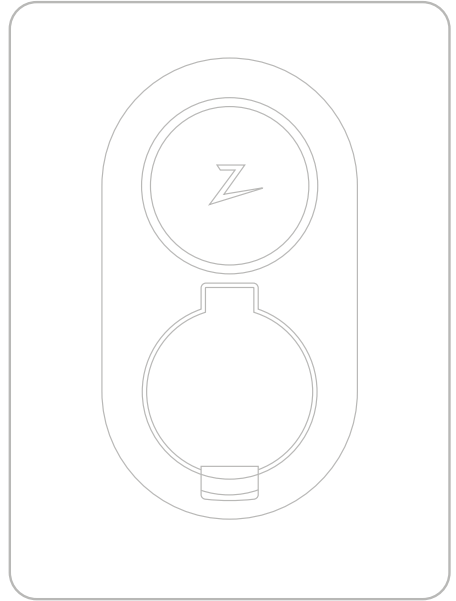
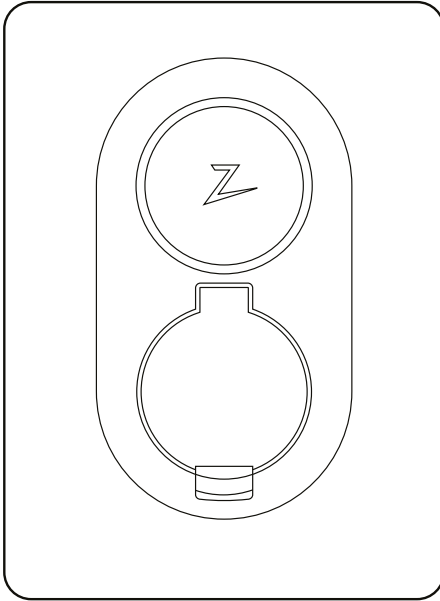
This app will give you access to the complete Zaptec experience! In the app, you can monitor your charging session and speed, lock the cable to the charger, schedule charging, control access for friends and family and keep track of your charging history.



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

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

Add more chargers to your address



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

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

Status light indicator



No light

Check charger power.



White

Standby.



Blue

Charging.



Green

Charging complete or charging is waiting for scheduled start.



Yellow

Waiting for authentication.
Authenticate with your app or key fob.



Orange

Waiting to be configured by an authorized installer.



Red

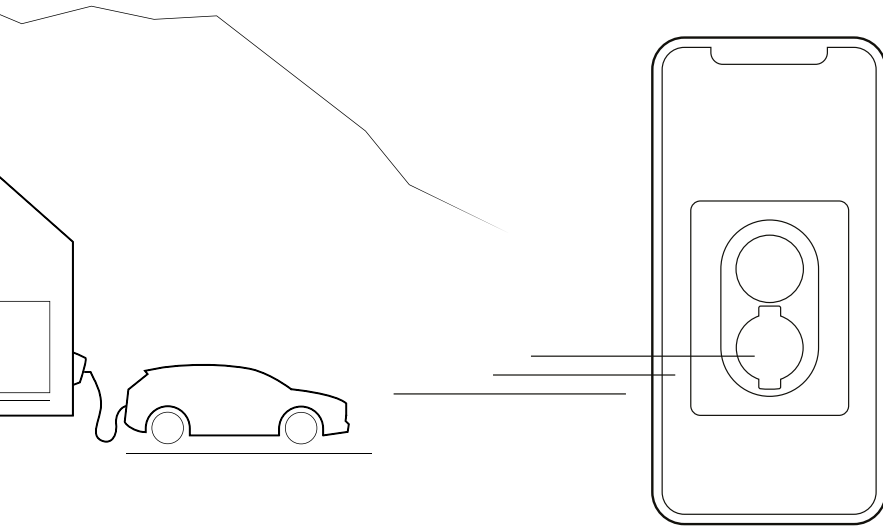
Error detected. Unplug vehicle and restart the charging station. If this does not clear the red light, contact your installer.



Purple

Updating firmware.
This normally takes a few minutes.

Start/stop charging



Start charging.

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

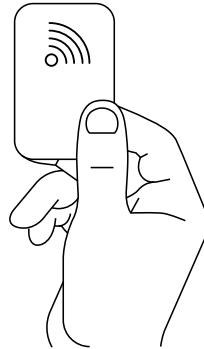
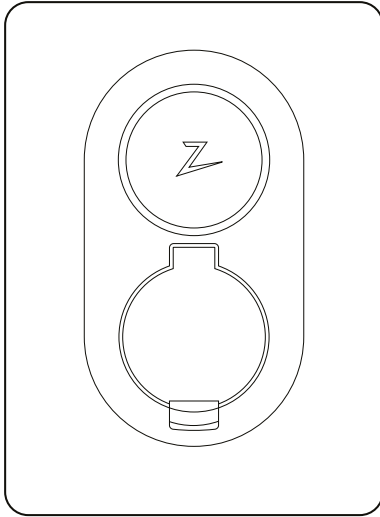
If the indicator is green, this means that charging is paused according to the schedule.

Stop charging

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

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

Be in control of who can use your charger



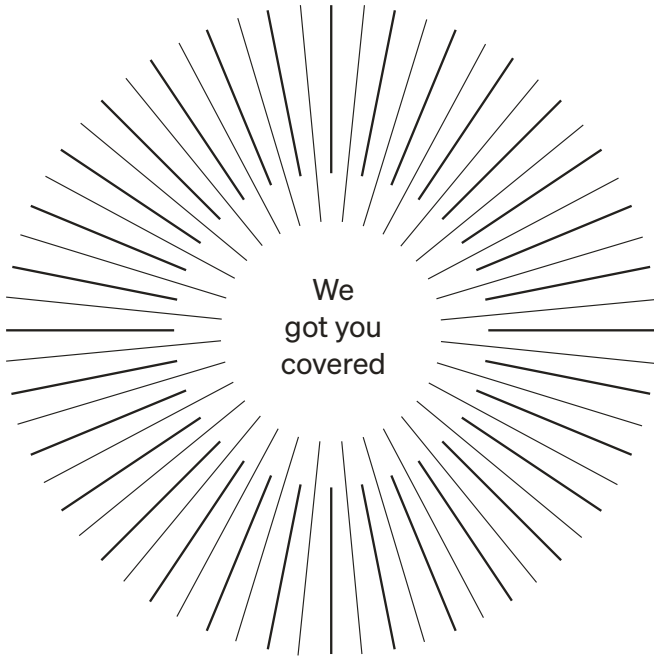
You can give permissions to multiple users to access your Zaptec go via the App.

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

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

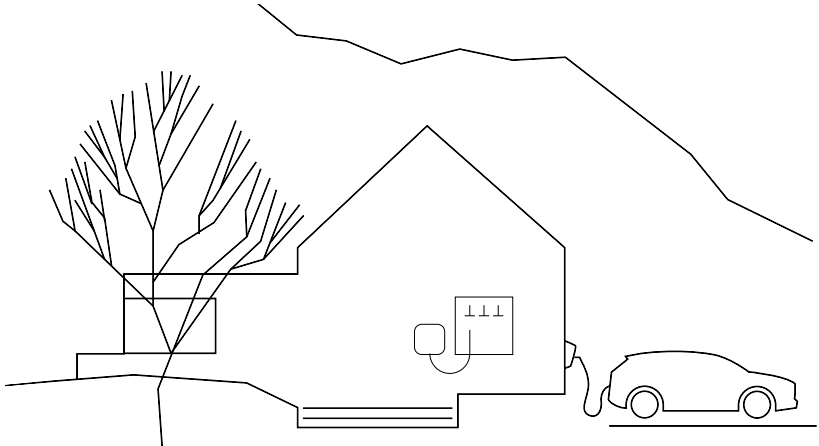
You can use a device that is equipped with RFID technology to start charging as well, such as a Zaptec Key. Any RFID enabled device can be easily added to an account using the Zaptec App.

Over-the-air software updates.



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

Scheduled charging



Smart charging

Scheduled charging helps the environment by avoiding electricity use at peak times. It also lets you take advantage of lower tariffs.

In accordance with UK Smart Charging legislation, your charger is supplied pre-configured with a schedule that prevents charging between 8am and 11am and 4pm and 10pm on weekdays. During these times, charging will be paused.

Adjusting the charging schedule

From the Advanced settings page in the Ziptec App, you can easily disable scheduling, or alternatively you can set the charging schedule to your preferred time.

Storage and Maintenance

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

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

Keeping you secure

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

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

To ensure your charger remains secure, Zaptec will continue to provide software updates for your charger for a minimum of five years from the date of purchase. You can check for updates and install them using the Zaptec app or Zaptec portal.

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

Technical specifications

Mechanical and installation					
PARAMETER	TEST CONDITION	MIN	TYP	MAX	UNIT
Dimensions			H: 242 W: 180 D: 75		mm
Weight			1.3		kg
Altitude				2000	m
Input wire cross section		1.5		6	mm ²
Input cable diameter		9		18,5	mm
Degree of protection		IP54			
Charging mode		Mode 3, case B			
Mechanical strength		IK08			
Pollution degree	Installation environment	4			
Support for ventilation	According to EN IEC 61851-1 6.3.2.2	No			
Access	According to EN IEC 61851-1 5.4	Restricted and non-restricted access			

Technical specifications

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

Connectivity	
PROTOCOL	SUPPORTED STANDARDS
4G	LTE Cat M1
Wi-Fi	802.11b/g/n (2.4 GHz)
Bluetooth	Bluetooth v4.2 (BR/EDR/BLE)
RFID	ISO/IEC 14443 A (Type A, 13.56 MHz)
	ISO/IEC 15693 Type A (Mifare Classic, 13.56 MHz)
OCPP	1.6J Core (cloud to cloud)

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

Technical specifications

Integrated RDC-DD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual DC operating current	$I_{\Delta dc}$		0.006		A
Operating characteristics		RDC-DD according to IEC 62955			
Making and breaking capacity	I_m			500	A
Residual making and breaking capacity	$I_{\Delta m}$			500	A
Rated conditional short-circuit current	I_{nc}			3	kA
Rated conditional residual short-circuit current	$I_{\Delta c}$			3	kA

Upstream circuit breaker and RCD					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Residual operating current	$I_{\Delta n}$		0.03		A
Rated current	I_n			40	A
Operating characteristics		Curve C with RCD Type A according to IEC/EN 61008-1 / 61009-1			

Integrated open PEN fault detection					
PARAMETER	SYMBOL	MIN	TYP	MAX	UNIT
Operating characteristics		According to BS 7671:2018 Amendment 1:2020 clause 722.411.4.1 (iv)			
Operating voltage	Phase-neutral	207		253	V





Zaptec Charger AS
Professor Olav Hanssens vei 7A
4021 Stavanger
Norway

Made in Norway



zaptec.com
