# ERiS EV FAQ Guide:

## Load Management:

**Where do I connect the CT Clamp cables in a Single Phase ERiS charge point?**

The terminals for the single pair are situated in the small PCB at the bottom right of the charge point. The green terminal block is not polarity sensitive, so it is not important which way the pair is terminated.

**Which direction does the CT Clamp go on the main incoming Live supply?**

The CT Clamp is nondirectional sensitive so it can be installed around the main Live supply cable in any direction. It is important to ensure the CT Clamp clasp is secure around the main Live Supply.

**Where do I connect the CT Clamp cables in a 3-phase ERiS charge point?**

The terminals for the three pairs are situated in the small PCB at the bottom right of the charge point. The three pairs of green terminal block are not polarity sensitive, so it is not important which way the three pairs are terminated. Whatever sequence the first pair is terminated the second and third pair must follow the same sequence.

**Which direction does the CT Clamp go on the main incoming Live supply?**

The L1, L2 and L3 CT Clamps are nondirectional sensitive so can be installed round the main Live supply cables in any direction. Whatever direction the first CT Clamp is installed the second and third must be installed in the same direction. It is important to ensure all three CT Clamp clasps are secure around the main Live Supply.

**What cable should I use to connect the CT Clamps?**

ERiS EV advises the use of an EV Ultra cable for ease of installation. Should an EV Ultra cable not be maintained an additional CAT5 screened cable will suffice.

Further instructions on how to connect the CT Clamps are included within the charge points packaging.

## LAN Connection

**Do I have to maintain the external RG45 socket on the underside of the charge point?**

The external RG45 socket is included for rapid convenient installation. Should security be a concern the Cat5 cable can be plugged directly into the charge points server which is located within the unit on the right-hand side of the main PCB. Simply remove the small Cat5 link cable inside the unit, remove the external RG45 socket module and replace this with a 20mm nylon dome top gland. Once the Cat5 cable is inserted into the charge point, connect an RG45 plug and insert the plug into the charge points server. It is important to select the LAN option on the TFT interface when a hard LAN connection is required.

## Wi-Fi Connection

**My ERiS charge point will not connect to my Wi-Fi?**

To connect the charge point to the Router via Wi-Fi, the Wi-Fi option must be selected on the TFT interface. It is important to ensure that the Wi-Fi Network Name (SSID) and the Wi-Fi password is input correctly into the TFT interface using the dropdown keypad.

**I have correctly input the details into the charge point via the dropdown keypad within the TFT interface and I still have no Wi-Fi connection?**

Should the details be correct, and the charge point is still refusing to connect ERiS EV recommend the use of an additional Wi-Fi extender.

**I refuse to invest in a Wi-Fi extender, what are my other options?**

ERiS EV cannot be held responsible for the lack of Wi-Fi signal. Should a charge point be installed in such a location where Wi-Fi connection may be a challenge, ERiS EV recommend the use of a Wi-Fi extender or a hard LAN connection.

**I have a Wi-Fi signal on my mobile phone, why does my charge point not pick up a similar signal?**

ERiS EV charge points comply with the protocol based on the 802.11 IEEE network standard. Mobile phones may operate under a different protocol which will result in them having a stronger signal for true mobility.



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# ERiS EV FAQ Guide:

## 4G SIM Connection

**I have no 4G connection on my charge point?**

Has the micro-SIM been removed from the SIM card holder and inserted into the SIM module with its contacts face down? The location of the SIM module is inside the charge point at the top right of the unit. Further instructions on how to insert the SIM are included within the charge points packaging.

**The micro-SIM is inserted but still the charge point has no connection?**

To activate the 4G SIM you will need to scan the QR code on the back of the SIM card holder. Once scanned using your smart phone camara, a Yesss Electrical portal will appear. It is the installer's responsibility to complete all fields within this portal ensuring that customers contact details have been input correctly. Once completed the submit button is selected. When submitted a notice will appear to confirm the details have been received and the SIM has been activated.

**I have submitted the details within the Yesss Electrical portal and still I have no 4G connection?**

The initial connection may take more than 15-20 minutes. Once connection has been achieved the LED light on the front of the charge point will flash green and a fan signal will appear on the TFT touch screen monitor. Whilst the charge point is locating the strongest signal from the Dual band 4G SIM, the LED indicator on the front of the charge point will flash Red, Green and Blue.

**What happens to the connection if the charge point loses its power?**

When re-energized the 4G connectivity is automatically restored within 2-3 minutes.

**Despite following all the above, the charge point is not gaining a 4G connection?**

The SIM module may have become loose during transportation. Isolate the charge points power supply and very carefully remove the SIM module ensuring not to bend or break the contact pins. Remove the micro-SIM from the module, carefully wipe the SIM contacts and place the SIM back into the SIM holder ensuring the locking panel is securely fastened. Carefully line up and replace the SIM module ensuring not to bend or break any of the contact pins. Once in position press the SIM module down ensuring it is firmly in place. Reenergize the charge point and wait approximately 15-20 minutes for a connection to be gained.

## Connecting MONTA

**How do I connect the charge point to the clients smart phone?**

Using the clients smart phone scan the digital QR code that is displayed on the TFT touch screen monitor. When prompted download the MONTA app, complete the relevant field within the app and open a MONTA account. Once the account is open follow the below instructions to connect the charge point to the clients smart phone.

1) Open the MONTA app

2) Select Map bottom left of the screen

3) select the small QR code on the top right of the maps screen

4) Select Take a picture of QR at the bottom of the screen

5) Align the white square on the smart phone with the digital QR code displayed on the charge points TFT touch screen.

6) Charge point will be recognized

7) Name the charge point and insert the postcode location of the charge point

8) finally select connect to MONTA

9) The charge point will now be listed under the header at the bottom of the home screen Chargers

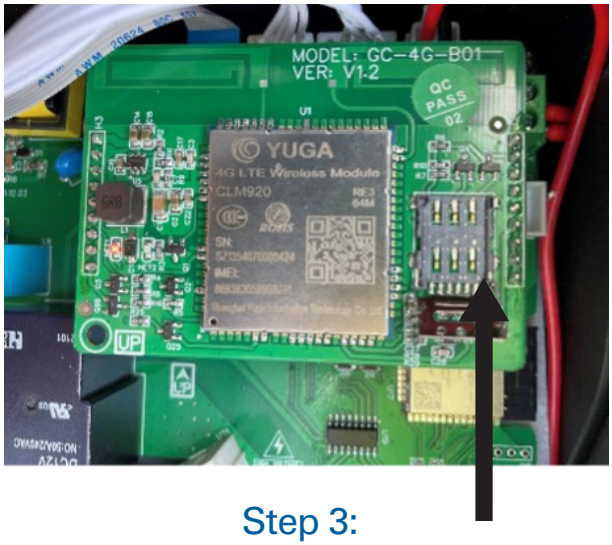
# ERiS EV 4G SIM Card Install:

## Step 1:

Remove entire SIM Card from outer packaging ensuring to pop out the Micro SIM Card

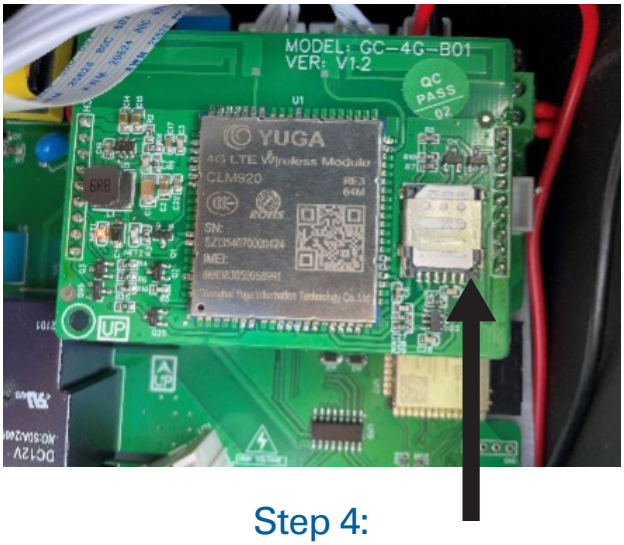

## Step 2:

Whilst Charge Point access door is open, locate the 4G module and SIM card holder




## Step 3:

Slide SIM Card holder access door and open SIM card holder




## Step 4:

Place Micro SIM into the SIM card holder, close access door onto the SIM and slide access door in lock position. When access door locked back in place you will hear / feel a slight click.

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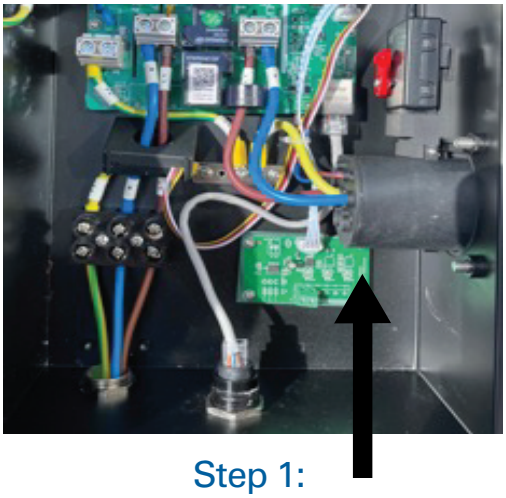
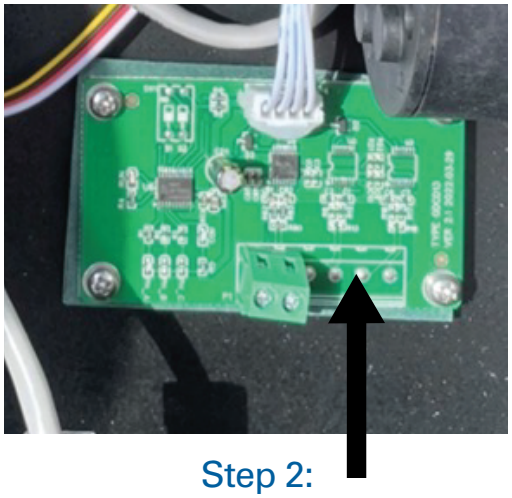
# ERiS EV CT Clamp Install:

ERiS EV recommend the use of an EV Ultra cable when maintaining the CT Clamps for the Load Management feature. It is important to ensure the CT Clamps are placed around the L1, L2 and L3 Live supply cables in the same direction when installing a 3-phase charge point.



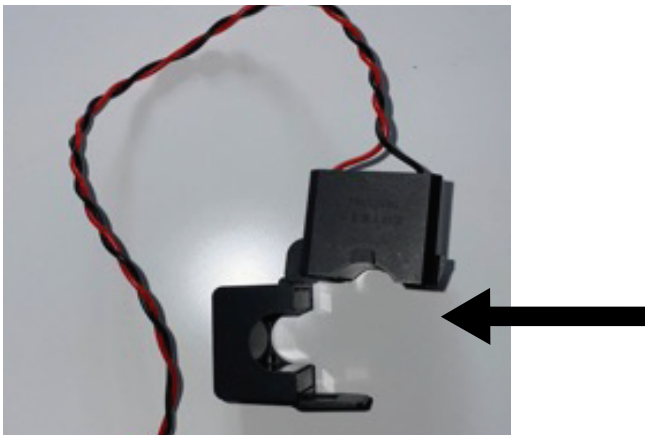
## Step 1:

CT Clamp connection terminals are located on the PCB bottom right of the Charge Point.



## Step 2:

CT Clamp terminals are not polarity sensitive so it is not important which way round + - are connected. Single Phase Charge Points will only have a single pair green terminal block (+ and -). 3-Phase Charge Points will have 3x single pair green terminal blocks to cater for L1, L2 and L3 CT Clamps.



## Step 3:

CT Clamps are included with the ERiS Charge Point, 1x for Single Phase and 3x for 3-Phase. The hinged CT Clamps are not directional sensitive so can be placed around the Live supply in any direction.



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