



EV CAR CHARGER

USER GUIDE

For models:

Single Phase 7.4kW 230V

VEVA TETHERED & UNTETHERED

Electric Vehicles Charge Points

Welcome to your VEVA electric vehicle charging point.

We hope your charge point has now been installed and is ready to use.

If your unit is not yet installed, please ensure it is installed by a qualified electrician and they follow the guidance in the 'Electrical Installers Guide' supplied.

This user guide is for Electric Vehicle (EV) owners and describes how to operate the VEVA charge point in conjunction with the VEVA App. It explains the features of the unit and troubleshooting advice in case of problems. Please read this guide before using the charge point.

FEATURES OF THE VEVA SYSTEM

- Tethered and untethered cable versions
 - Tethered version is designed for wrap around cable storage with an integral holster to hold and protect the charging connector.
- Solar charging mode
 - Allows you to charge using surplus generation from your solar system.
- Scheduled Charging
 - Use economy rate electricity to charge your EV.
- Demand control
 - Prevents an overload of your main supply by reducing the available power to your EV.
- Wi-Fi communications
- Remote control and set-up via the VEVA app
 - Monitor your VEVA unit remotely and change settings as required.
 - View your charging history and costs.
 - Override delays or Boost Charge for a set period. Pause a charge remotely.
- Holiday Mode
 - Locks out the VEVA unit to prevent use while you are away.
- Automatic software updates

VEVA units are available in a Tethered version (with its own charging cable fitted) or Untethered (where the unit has a socket and you use your own charging cable). Both types are designed to charge electric vehicles that are fitted with a type 2 charging socket; this covers most of the vehicles supplied today in the UK and Europe.

The unit will supply a maximum output of 7.4kW and when plugged into your vehicle, will instruct it of the maximum charge it may draw. This communication allows a number of smart charging options to be used, including scheduled charging where a charge is delayed until off-peak electricity is available, or if you have a solar system fitted, allows charging using your own surplus electricity generation.

For some of the features to operate (such as solar charging), a measurement clamp must be fitted around your incoming supply cable to allow the VEVA unit to measure the power flowing into or out of your home. Please check the fitting with your installer.

To use the VEVA app your VEVA unit must be connected to a Wi-Fi network. Your installer may have already connected your unit to your Wi-Fi network during installation, but if not, this guide will show you how to do so.

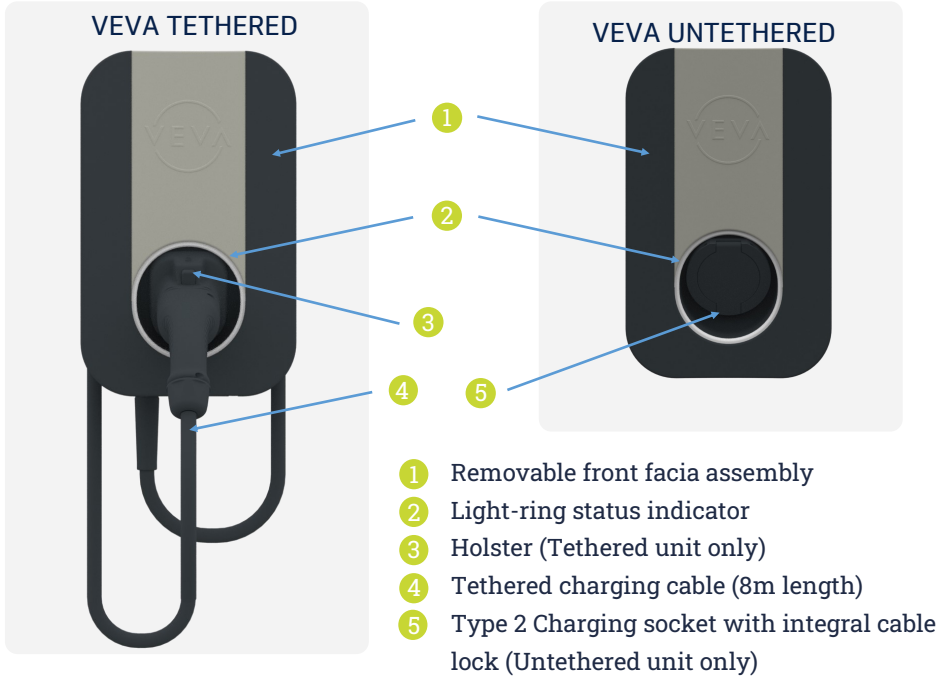
SAFETY ADVICE

Important safety advice when using your VEVA charge point:

- The electrical installation of this device must only be undertaken by a suitably trained and qualified electrician. All work must satisfy Building/IEE Wiring regulations in force at the time. Failure to comply with the installation instructions may result in damage to the unit and invalidate the warranty.
- This appliance may be used by children aged from 8 years and persons with reduced physical or sensory capabilities or lack of experience and knowledge, providing they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning or maintenance of the appliance shall not be performed by children.
- Do not use the unit if it appears broken, defective or otherwise damaged.
- Only use the unit as directed in this and the 'Electrical Installers' guides.
- Ensure the charging cable is stowed away after use and does not present a trip hazard when connected to your EV.

1. YOUR VEVA EV CHARGE POINT...

The main parts of your VEVA charge point:



◆ REMOVING THE VEVA FASCIA PLATE

To join your unit to your Wi-Fi network or reconnect the unit to a new Wi-Fi hub will require you to remove the front fascia panel to access a hidden installation button, see page 12. The fascia is simple to remove as follows:



Loosen the two screws fitted along the bottom edge of the fascia with a no 1 Posi-drive screwdriver ① (no need to remove the screws) and lift the cover away from the base at the bottom ②. Remove cover by pulling upwards and unhooking at the top edge ③.

BEGINNING CHARGING

Once your VEVA charge point is installed, you are ready to begin charging. Simply plug in your EV.

Please be aware:

The Smart Charge Points Regulations, governing the legal requirements for charge points sold in England, Wales and Scotland, require all new charge points to be initially set to only charge during off-peak hours. In compliance with these rules, the VEVA unit is factory set with the off-peak charging settings, described on page 9. You may change these settings using the VEVA App, or continue to use the settings, however please be aware your charge may not begin immediately.

- USING AN UNTETHERED UNIT

When using an untethered VEVA unit and your own charging cable, always connect the charging connector to the car first, and then the VEVA unit. The charging connector will be locked into the VEVA unit when charging. When finished, remove the connector from the car first.

- TETHERED CHARGING CABLES

The VEVA charger is designed so that the charging cable can be wrapped around the body of the unit for cable stowage:

- When not in use, coil the cable several times loosely around the body leaving sufficient cable to plug the charging connector into the holster within the light-ring.
- Do not wrap the cable tightly as this may break the internal wires.
- When using the charge point always ensure the cable is fully unwound.

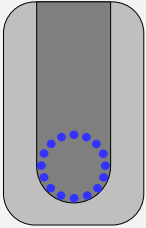
The holster will protect the charging connector and should always be used when the cable is not in use. To remove the charging connector from the holster, simply press on the button at the top to unlatch.

Do not leave the cable trailing on the ground when not in use.

◇ STATUS LIGHT-RING

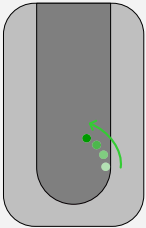
The light-ring surrounding the charging socket or cable holster provides a quick indication of the charge point condition:

STANDBY



When in standby (where no car is connected) the light-ring will be lit blue and the brightness slowly fade in and out.

CHARGING



A rotating pattern indicates charging. The colour may be as follows:

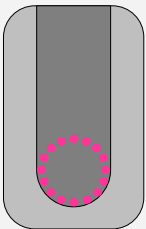
Green - Charging or Boost charge is active

Yellow - Charging using Solar generation (solar schedule active)

Blue - Charging is paused, either car battery is full, there is insufficient supply or charging is paused via the App

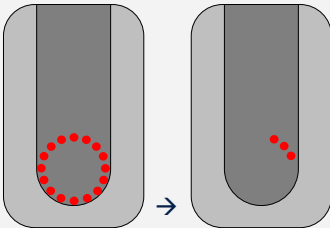
When charging, the higher the charge rate, the quicker pattern rotates.

WAITING



Purple - The charge point is waiting before beginning the next charge session. It may be waiting for the next scheduled charge session to begin or a random delay to complete.

ERROR



Red - A problem has occurred and charging has stopped. The problem will be shown on the app screen but a fault code can also be read by counting the number of lights shown (the indicator will toggle between all red lights and the fault code).

See Trouble Shooting section, page 23.

The day and night-time brightness of the light-ring may be adjusted through the VEVA App. At night the light-ring will automatically switch over to a night-time setting to allow dimming if required.

2. SMART CHARGING

◇ CHARGING OPTIONS

Your VEVA unit offers a number of different charging modes. Charging modes are set up through the VEVA app, see pages 14-16

Anytime Charging

If you simply want to charge your EV whenever you plug-in, set your VEVA unit to Anytime Charging and charging will begin immediately, after any random delay has completed. With Anytime Charging all other charging modes are ignored.

Off-Peak charging

The VEVA unit may be programmed to charge at times when there is less demand on the electricity grid, or if you have a Time-of-Use economy electricity tariff, when the price is lower. Using off-peak electricity is better for the electricity grid and environment.

Solar Charging

If you have your own solar system, you may charge your EV using surplus energy generated by your system. This energy would normally flow out of your home and onto the electricity grid as export energy for little or no gain.

The VEVA unit uses a special measuring clamp, fitted around your electricity meter cable, to measure your supply and detect export energy flow. When using solar charging and export energy is detected, the VEVA unit will dynamically change the charging rate of the EV to balance this out, effectively diverting the energy to your EV. The charging rate will be dependant on the level of surplus generation available and might be slow.

Boost Charging

When using off-peak or solar charging, there may be times when you need to charge at full power for a period, e.g. needing your car unexpectedly. A full power boost can be applied from the VEVA App.

Additional Top-up

The additional top-up charge is flexible and may be set to occur every day, e.g. if you use your car the same time each day, use it to provide a quick top-up just before leaving.

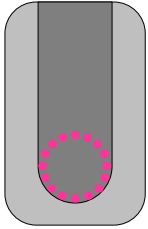
◇ DEMAND CONTROL

The Demand Control function provides overload protection for your main incoming supply fuse and is especially important if you have a smaller fuse rating. A smaller fuse may become more easily overloaded by high power devices in your home.

Demand Control works by monitoring your incoming supply using the measuring clamp connected around your electricity meter cable (as also used for Solar Charging). Your installer will have programmed the rating of your fuse during installation. When charging, the unit will measure the total current flowing into your home and reduce the charge rate if this becomes close to your supply fuse rating. See example over the page.

Demand Control example— Your EV is charging at the full charge rate (taking 32 Amps from your mains supply). You may also have additional appliances on in the home, say taking 20A. The total current drawn from your supply would then be 52A. If your fuse rating was set as 60A and you were then to switch on a kettle (13Amps), the total load would exceed the fuse rating. The VEVA unit will detect the supply current is too high and reduce the EV charge rate to around 27 Amps, lowering the overall current drawn below 60A. When other appliances are switched off, the full charge rate would resume.

◇ LOCAL OVERRIDE BOOST



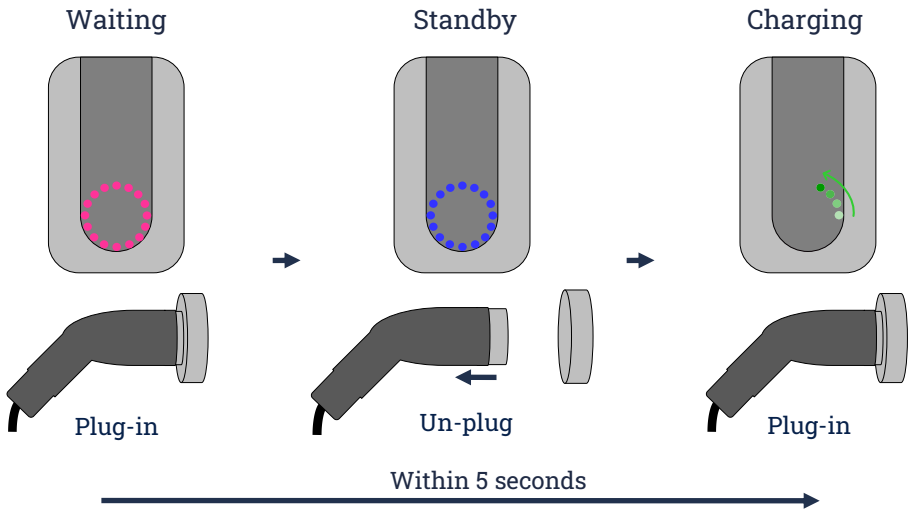
When you plug your EV into the VEVA unit, there may be times where the unit will wait before commencing a charge, such as the period before a schedule charge is set to begin or if a random delay has been applied, see page 9.

Your charger's light-ring will be lit purple during this time.

If you need the VEVA unit to begin charging straight away, you may use the VEVA App to Boost Charge or cancel the Random Delay, see page 20.

Alternatively you may signal the VEVA unit to automatically boost or cancel the delay by using the Local Override feature. The Local Override is signalled when you plug the charging connector into your car, unplug and then re-plug within 5 seconds. When the VEVA unit detects this happening it automatically boosts or cancels the delay.

The sequence is as follows:



Please note: Some cars may require unlocking before allowing the connector to be unplugged.

3. THE (SMART CHARGE POINTS) REGULATIONS

As the demand for Electric Vehicles and therefore electricity rises, the government has set out regulations to which new domestic and workplace charge points must comply. One of the regulation's key areas is for charge points to have smart functionality and prioritise charging during the electricity grid's quieter times, when more capacity is available. Your VEVA charge point is designed to these regulations.

Additionally, the regulations also require that detailed charging information is available to the user, which is available via the VEVA app, along with increased cyber security requirements.

◇ DEFAULT CHARGING TIMES

To help reduce demand on the electricity grid, all new charge points must be pre-programmed to charge outside of peak demand hours. Your VEVA unit is therefore programmed to charge between the following hours:

Weekdays - Midnight to 8am, 11am to 4pm, 10pm thru to midnight

Weekends - All day Saturday and Sunday

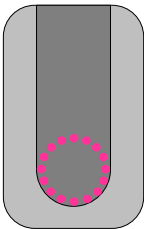
Charging hours may however, be adjusted via the VEVA App. When adding your new charge point to the app, you will be asked whether to keep or alter the charging hours. See pages 14–16 for details on how to set up schedules, the default schedules set in to the unit are:

Weekdays Off-peak schedule 22:00–08:00, Additional Top-Up schedule 11:00-16:00

Weekends Off-peak schedule 00:00– 24:00.

◇ RANDOMISED DELAY

In addition to prioritising off peak hours for charging, all change points must help protect the electricity grid from overload. At the beginning of an off-peak period, or straight after a power outage, many chargers could switch on together, creating a surge in electricity demand.



To help reduce any surge, the VEVA unit will delay the start of a charge with a random delay of up to 10 minutes.

The light-ring will be lit purple during this time.

The delay may be cancelled from the App, see page 20 or by a Double Plug Boost, see page 8.

Please note: A random delay is always applied at the beginning and end of a scheduled charge and at the start of an Anytime Charge.

THE VEVA APP



To use the Smart Charging functions of the VEVA unit, you will need to download the VEVA App...

1. Search for 'VEVA' in the App Store or on Google Play and install the app onto your smartphone
2. Using the App, create an account
3. Add your VEVA unit to your account
4. Connect the VEVA unit to Wi-Fi (if necessary, the unit may already have been connected by your installer)
5. Set up your VEVA unit the way you like, then use the App to monitor your charging



When first using the App, it may request you to accept Location Services. Accept the request as this may help when connecting the unit to Wi-Fi later.

You may still use the VEVA unit without the App but it will only provide charging during off-peak hours, see Smart Charge Points Regulations, page 9

◇ CREATING AN ACCOUNT

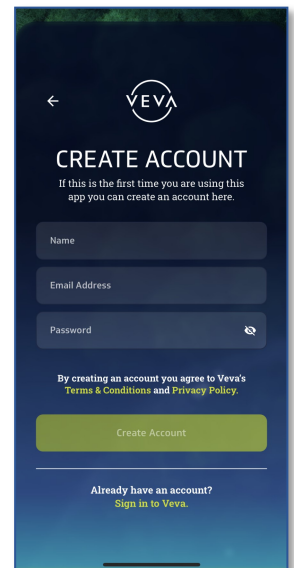
To use the features of the VEVA charger, you will first need to create an account via the VEVA App.

When creating an account, enter your name, email address and password.

After creating your account you will need to verify your email address. Simply check for your email account for a verification mail and click on the link supplied. It is important we have your correct email address as we will use this to notify you of any upcoming changes, including new software upgrades for your VEVA unit.

Please note: Your email address must be verified within 7 days of creating your account otherwise the account will be deactivated. Please check your email for reminders.

Please keep your email address up-to-date. You can update account information from **Settings > My Account**.



◇ ADDING A CHARGE POINT TO YOUR ACCOUNT

After creating an account, you will be asked to link your VEVA unit. Click on the + **Add new charge point** button.

You may add a VEVA unit by either typing in the serial number of the unit or by simply scanning the QR code on the label fitted to the side of the unit or box.

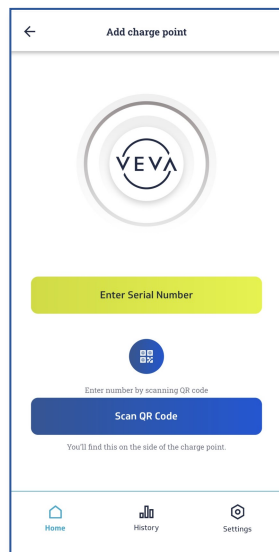
If the label can't be read for any reason, a second label can be found under the front fascia plate, see page 4 for how to remove the plate.



To scan the QR code, press the **Scan QR Code** button and allow access to your camera.

Position the serial number label QR code in the centre of the screen.

The App will automatically read the code and connect the unit to your account.



Once added to your account, the App will notify you if you need to connect the VEVA unit to your Wi-Fi. If you need to do this, follow the instructions on the App and pages 14 & 15.

You can view your connected unit, give it a name, and add further units using - **Settings > My Charge Points & Scheduling**.

You may connect several VEVA units to your account. A list of your chargers will be shown in **My Charge Points & Scheduling**. You can swipe across on the Dashboard and History to view different units.

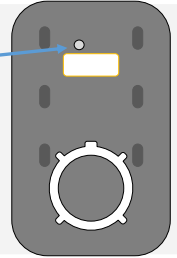
CONNECTING THE VEVA UNIT TO Wi-Fi

Follow this process if the VEVA app asks you to connect your unit to Wi-Fi, or if your Wi-Fi network changes anytime e.g. your Wi-Fi hub is replaced. It will help later if your smartphone is connected to your home Wi-Fi before starting. However, ensure the network you are connected to, and wish to connect the VEVA unit to, is a **2.4GHz** Wi-Fi network (the VEVA unit will only connect to 2.4GHz networks).

1. Remove the front fascia from the VEVA unit.

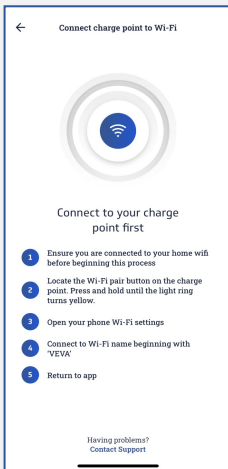
See page 4 for help to do this.

Wi-Fi
Access
button



2. Push the Wi-Fi Access Point button on the unit front (shown) and hold for **two seconds**. The light-ring will change colour to yellow to indicate the unit has entered installation mode.

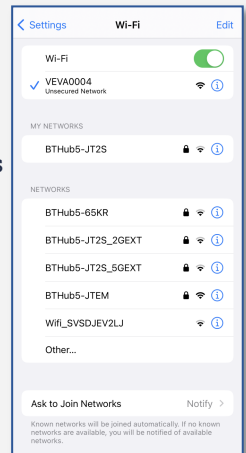
Please note: Installation mode will time out after 3 minutes.



3. Select Wi-Fi Setup. On the VEVA app, press the **Settings** icon at the bottom of the App and select **Wi-Fi Setup** from the Settings list. The instruction page (opposite) will be shown.

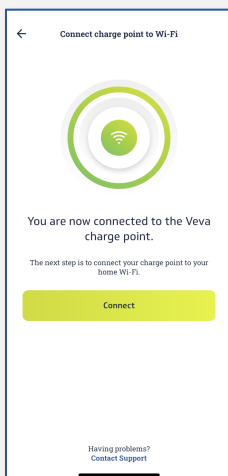
4. Join to the VEVA hotspot. The VEVA unit will have created a temporary Wi-Fi hotspot named VEVA, plus the last 4 digits of the serial number.

Leave the App and go to the Wi-Fi Settings page of your smartphone and select the VEVA hotspot from the list of networks available. The VEVA network may take a few seconds to appear depending on your device.



Your smartphone will connect to the unit's Wi-Fi hotspot.

Once joined to the network, return to the VEVA App.

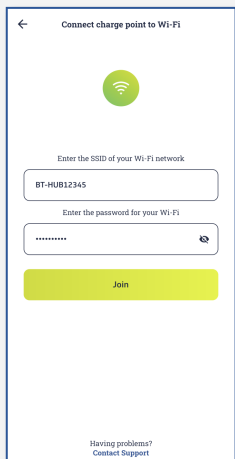


5. Connected. When returning to the VEVA App, it will automatically attempt to connect to the VEVA unit and confirm connection on the screen. Press **Connect** to Continue to the next section.

If the App does not connect, return to the home screen then retry the process. Try turning off mobile data or disable Wi-Fi assist.

6. Select the Wi-Fi network you want to connect the VEVA unit to and add the password.

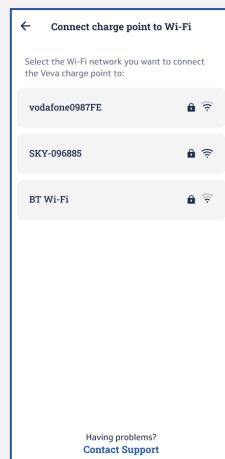
Android devices – See right, select the desired network from the list of networks found. Enter the Wi-Fi password at the next page.



Apple iOS devices – Privacy rules prevent a list of networks being shown. However, if Location Services have been accepted (when first using the App) and the smartphone is connected to your Wi-Fi network, the App will automatically suggest the Wi-Fi network you were last connected to and just require the password.

If a network is not suggested, type in the SSID (name) of the Wi-Fi network to be used, together with password, see left.

Press **Join** and the VEVA unit will attempt to join to the Wi-Fi network selected.



7. Check that the VEVA unit has successfully joined the network.

The light-ring on the VEVA unit will indicate whether the unit has successfully joined the network. When connecting, the right half of the ring indicates Wi-Fi connection success, the left half indicates connection to the VEVA cloud.

Check the final colour as follows:

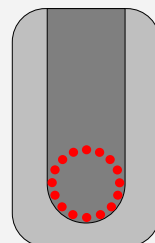
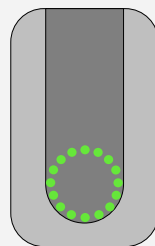
All Green

The unit has successfully connected to the Wi-Fi network and can communicate with the VEVA cloud. Wi-Fi set up is fully complete.

All Red

The unit has unfortunately not connected. This could be :

- An incorrect password or SSID name was used (both halves Red);
- Insufficient Wi-Fi signal strength at the VEVA unit (both halves Red), a Wi-Fi extender may be required in this case;
- The Wi-Fi network being connected to is a 5GHz network. The VEVA unit will only connect to 2.4GHz networks (both halves Red);
- No internet connection and the unit cannot communicate with the VEVA cloud (initially right half of ring shown Green, before fully turning Red). This indicates Wi-Fi has connected but no internet).



Check the internet connection and retry the Wi-Fi set up.

SETTING UP YOUR VEVA UNIT...

◇ CHARGING MODES AND SCHEDULES

Read about the different smart charging options on page 7.

ANYTIME CHARGING

To set your VEVA unit to Anytime charging, go to **Settings > My Charge Points & Scheduling**, select your VEVA unit, then go to **Charging Schedules**.

Switch on Anytime charging.

Anytime Charging

Begin charging whenever you plug your vehicle in.



SETTING SCHEDULE TIMES

Off-peak, Solar charging and the Additional Top-up charging modes are enabled by setting Start and End time schedules. All three charging modes are set this way:

1. Select Schedule. Schedules are programmed through **Settings > My Charge Points & Scheduling**, select your VEVA unit, then go to **Charging Schedules**.

Select the mode you wish to use from the schedules shown. Anytime charging must be switched off to use schedules.

2. Enable selected schedule. After selecting a particular schedule it must first be enabled, see right. The schedule settings and other options for the mode will then be shown.

3. Set Start & End times. Each schedule may be set separately for weekdays and weekends. You may wish to alter the hours at weekends.

Press on the start or end time you wish to change and edit the hours and minutes as shown. Press on the start or end time again when finished.

To set the time to midnight at the end of a day use 24:00, 00:00 will set the start of the day.

Schedules may be set to begin before midnight e.g., 23:00.

 Off-Peak Charging Schedules >

 Solar Charging Schedules >

 Additional Top Up Schedules >

Off-Peak Schedule Settings

Allows a charging schedule to be set for your vehicle to charge using off-peak electricity.



Weekday schedule

You can set your weekday charging schedule here. You can change this any time you want.

| | |
|------------|-------|
| Start Time | 00:00 |
| End Time | 07:00 |

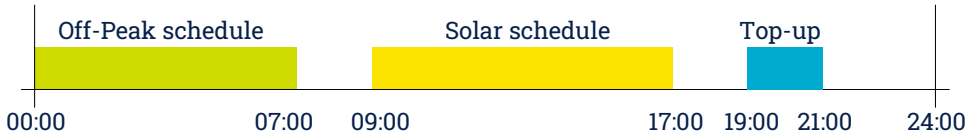
04
05
06
07 00
08 01
09 02
10 03

Weekend schedule

You can set your weekend charging schedule here. You can change this any time you want.

| | |
|------------|-------|
| Start Time | 00:00 |
| End Time | 07:00 |

The different charging modes may be set to operate together across a day, such as the example below where the VEVA unit is programmed to charge during off-peak hours after midnight, provide a Solar charge during the day and a Top-up in the evening:



Scheduling is very flexible and any of the schedule types may be disabled and not used. Schedules should not overlap but if they do, priority is given to the Off-Peak schedule, then the Top-up schedule.

The VEVA unit will be set with default Off-Peak and Additional Top-Up settings according to the Smart Charge Point regulations, see page 9.

OFF-PEAK CHARGING

If you have a Time-of-Use electricity tariff (such as Economy 7) you can use the off-peak schedule to begin charging when your cheaper low rate electricity becomes available. Time-of-Use tariffs normally offer a number of hours of low-rate electricity every day during the night, as an example, 00:00 to 07:00. Some tariffs may also have different hours during the weekends.

To make use of low rate electricity, match the VEVA Off-Peak schedule to your low rate tariff hours. You may need to check your electricity meter or bill for your hours.

Many electricity meters operate in Greenwich Mean Time (winter time) all year round. This means that in summer, your low-rate hours will seem shifted forward one hour by the clock change due to British Summer Time, e.g. if your low rate is set as 00:00 to 07:00, in the summer time this will operate 23:00 to 06:00.

To help synchronise your off-peak schedule with a GMT electricity meter, a special option can be selected which forces the VEVA unit to operate the schedule in GMT time all year round.

Use GMT time all year round



Match the off peak schedule times to a GMT only electricity meter.

Switch on the **Use GMT all year round** setting if your electricity meter remains in GMT. You may be able to check the meter's time display to investigate this further.

Even if you don't have a time-of-use tariff, you can still use the schedule to shift your charging times to when there is less demand and help balance the electricity grid.

ADDITIONAL TOP-UP

The Additional Top-up schedule may be used to add an additional charge at any time for any duration. It is totally flexible how and when this may be used.

CHARGING WITH SOLAR

By setting a solar charging schedule, you may charge your EV using the surplus energy generated by your solar system during the start and end times set.

The VEVA unit uses a special measuring clamp fitted around your electricity meter cable to measure your supply and detect when your home is exporting energy. When exporting, the VEVA unit dynamically varies the charge rate to balance out any export energy, your EV is then able to charge without using grid energy, just the electricity that would otherwise have been sent to the grid.

ELECTRICITY GRID CHARGE SUPPORT

An EV requires a minimum charge rate to enable it to charge, which is typically 1.4kW (6 Amps). Depending on the size of your solar installation and weather conditions, there may be times when there is insufficient excess generation above the minimum level for the EV to charge. At these times the charge would have to pause, causing any available energy below this threshold to be wasted until sufficient export energy is available.

To help with this, the charge rate may be assisted by allowing some energy to be taken from the grid. The amount may be selected, between 0 and 6 Amps which will help ensure that a level of charge takes place. Although some grid energy may then be used in the charge, it does prevent any excess generation being wasted.

Grid Power Support

When solar output is low, there may be insufficient surplus generation to charge your vehicle. To ensure you receive a charge, solar generation may be supported with power from the grid. Select the amount of grid power to be used to support the charge.

No Grid

Always Charge



The level of charge support can be altered using the **Grid Power Support** sliding scale shown above in the Solar Charge schedule settings. To set no grid support move the slider to the left, to provide up to 6 Amps support, move the slider to the right. You may need to adjust the level over time to find the most appropriate level for your system.

Please Note: When setting Grid Power Support to Always Charge, the charge point will always 'trickle charge' your EV at 6 Amps. If there is little generation available, the Solar percentage shown in the History pages, may show 0% from Solar.

BATTERY STORAGE SAVE MODE

If you have a solar system with battery storage, there are circumstances where the battery unit may clash with the VEVA unit in trying to capture your export energy. This may result in the stored battery energy inadvertently being used to charge your EV.

To prevent this, a special **Battery Storage Save Mode** is available which backs off the VEVA unit when measuring the export energy. This allows the battery storage to have priority.

Battery Storage Save Mode

Prevents draining of solar battery storage for vehicle charging.



The mode can be switched on in the Solar Charge schedule settings.

◇ LIGHT-RING BRIGHTNESS

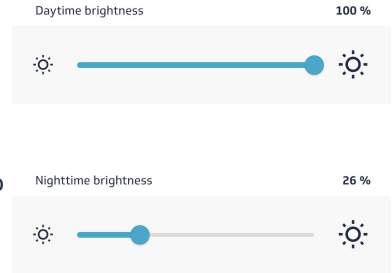
The light-ring brightness may be adjusted to suit your VEVA unit's local environment.

As an example, when situated outside, full brightness may be required during the day, if installed in a garage, the brightness may need to be dimmed.

Adjust the light-ring brightness using the sliding scales found in your charge point's **Light Ring Settings**.

The VEVA unit is programmed with average dawn and dusk times for each calendar month. During the evening and night the unit will automatically switch to the Night-time brightness setting to allow dimming.

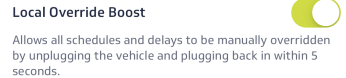
The light-ring may be switched off by setting to 0%



◇ LOCAL OVERRIDE BOOST

The Local Override boost feature, see page 8, may be disabled.

Go to **Settings > My Charge Points & Scheduling**, select your VEVA unit, then **Local Override Boost** selection.

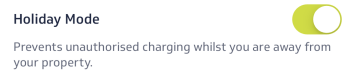


You may wish to disable the feature to prevent unauthorised charging if you are using a schedule setting to restrict the hours your VEVA unit will operate, e.g., a business that wishes to restrict charging to office hours.

◇ HOLIDAY MODE

To prevent unauthorised charging while you are away from your property, a Holiday Mode may be enabled temporarily which locks out the VEVA unit from charging when an EV is plugged in.

Go to **Settings > My Charge Points & Scheduling**, select the charge point required and turn on **Holiday Mode** from the selection at the bottom of the screen.



Please note: Holiday Mode can only be disabled via the App once enabled. Always ensure you have a means to disable it when you return. There is no manual override.

ELECTRICITY PRICING

The VEVA Dashboard and Charging History screens show the cost of your charging activity. To allow your charging costs to be calculated, the price(s) of your electricity must be entered. The App will notify you if no pricing has been set.

Go to **Settings > My Charge Points and Scheduling**, select your VEVA unit, then go to **Set Electricity Pricing**. Enter the prices for your electricity from your electricity bill.

Off-Peak pricing

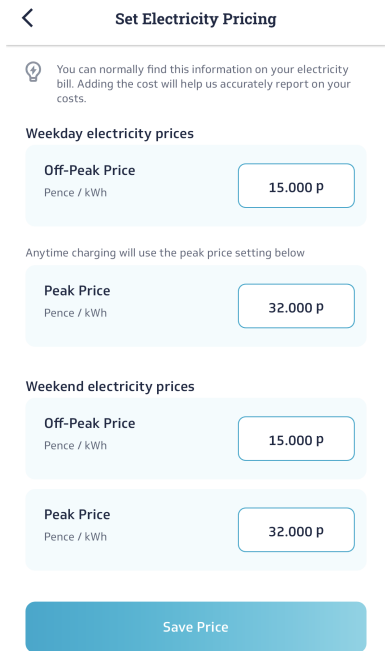
Off-peak prices are applied when an off peak schedule is active.

- If you have a time-of-use electricity tariff (e.g., Economy 7) and have set an off-peak schedule, enter your low rate price in the off-peak weekday and weekend prices and normal rate price in both peak prices. Any additional Boosts or the Additional Top-up schedule will use the peak price.
- If you have a Weekday/Weekend tariff you can apply different prices for weekdays and weekends.


Peak Pricing

- If you are using Anytime charging, enter your electricity price into the Weekday peak price.
- Use the peak price to enter your day rate if you have a time-of-use tariff.
- Peak prices are applied to Boosts and the Additional Top-up schedule.

Always remember to use the **Save Price** button after setting or Editing.



< Set Electricity Pricing

 You can normally find this information on your electricity bill. Adding the cost will help us accurately report on your costs.

Weekday electricity prices

Off-Peak Price
Pence / kWh 15.000 P

Peak Price
Pence / kWh 32.000 P

Anytime charging will use the peak price setting below

Weekend electricity prices

Off-Peak Price
Pence / kWh 15.000 P

Peak Price
Pence / kWh 32.000 P

Save Price

MONITORING YOUR VEVA...

◇ HOME SCREEN - DASHBOARD

The Home Screen provides an up-to-date dashboard style display of the status of your VEVA unit.

The screen will indicate whether the unit is at standby with no vehicle connected, connected and charging, waiting for a scheduled charge to begin or if charging by solar etc.

The screenshot shows the VEVA Home Screen dashboard. At the top, it displays '(⚡) Charging' with a callout: 'Your VEVA unit's present charging condition'. Below this is a large green circular progress indicator with the VEVA logo in the center, flanked by left and right arrow callouts: 'If you have more than one charge point assigned to your account, use the arrows to move between your charge points.' Underneath the circle is the text 'My VEVA' and a row of five dots. A blue button labeled 'Pause Charge' has a callout: 'Boost, Pause or Cancel button (shown dependant on the charging condition). See page 20.' Below the button are two columns: 'Vehicle Status: Connected' with a car icon, and 'Charge Rate: 7.33 kW' with a plug icon, both with callouts: 'Your EV's connection state and charge rate.' A rounded rectangle below contains three rows of data: 'Charge duration: 02:52:03', 'Charge added: 19.88 kWh', and 'Cost: £5.86', with a callout: 'During charging, information on your current charging session is shown and continuously updated. When in standby, the last charging session information is displayed.' At the bottom, there are three navigation icons: 'Home', 'History', and 'Settings'. A purple pill-shaped button at the bottom right says 'Scheduled Charge Start: 23:00'. A callout points to it: 'If your VEVA unit is Waiting before beginning a scheduled charge, the start time of the next charge is shown.'

When charging by Solar, there may be times when there is insufficient solar power available to charge your EV. At these times an **Insufficient Supply** screen is shown. You may wish to alter your **Electricity Grid Charge Support** setting if this becomes regular. Setting grid support to 'Always Charge' will resolve an insufficient supply issue and the charge point will immediately begin 'trickle charging' your vehicle. See page 16.

If the VEVA unit detects a problem, a warning message is displayed, together with information on how to try to resolve the issue. The warning message will show a fault code which is useful if having to report the problem. See page 23, Troubleshooting.

PAUSING, BOOSTING A CHARGE AND CANCELLING A RANDOM DELAY

Pausing

Pause Charge

During a charge session there may be times when you may wish to pause a charge.

If your VEVA unit is charging while configured to Anytime Charging mode or if a scheduled charge is underway, a **Pause Charge** button will be shown on the dashboard. Pressing the Pause button will temporarily halt the session. A Restart Charge button then allows you to continue the session.

Boosting a charge

Activate Boost

When charging by Solar or when your EV is connected but the VEVA unit is waiting for a scheduled charge to begin, a boost option is offered.

The boost will charge your EV at full power for the duration you select.

To activate a boost select the **Activate Boost** button and a **Set Boost Duration** time screen will be shown. Select the number of hours and minutes you wish to boost charge your EV.

You may cancel a boost at any time.



Set Boost Duration

The vehicle will be charged at full power while the boost is active.

| Hours | Mins |
|----------|-----------|
| 0 | 0 |
| 1 | 15 |
| 2 | 30 |
| 3 | 45 |
| 4 | |

Done

Cancelling a Random delay

Cancel Delay

When plugging in your EV and the VEVA unit is ready to charge, a random delay will be applied. See page 9, Smart Charge Regulations, Random delay.

If you do not wish to wait for the random delay to complete you may cancel the delay and start charging immediately by pressing the **Cancel Delay** button.

CHARGING HISTORY

The **History** page illustrates your charging sessions with daily and monthly views.

DAILY VIEW

Select the date you wish to view

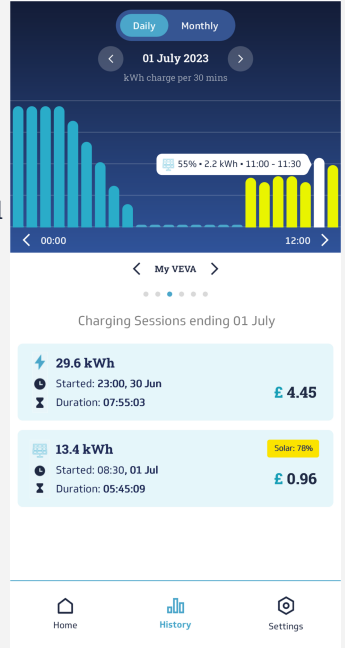
- The graph shows the charge provided every 30 minutes.
- Move between AM & PM by the arrows on the time axis.
- Click on a bar to see more detail.
- If a solar charging session was active the bar is coloured yellow. The percentage of energy produced by solar during the period is shown.

All charging sessions ending on the day selected are shown. A charging session is recorded from the time your EV is plugged in, to the time of disconnection.

Information provided on each session includes - total charge supplied, session start time, the duration and cost.

If a solar schedule was active during a session, the percentage of energy provided by solar is shown.

The cost figure is calculated from the set pricing. Energy from your solar system is calculated as zero cost.



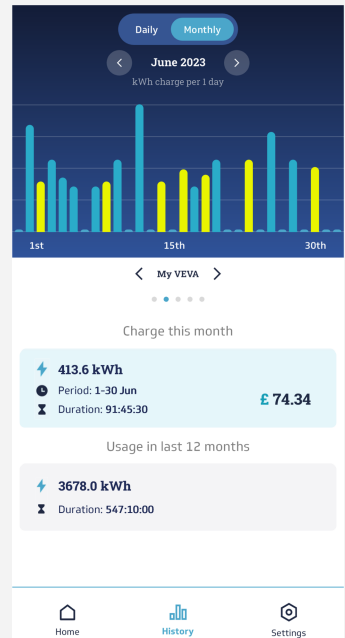
MONTHLY VIEW

Choose the month you wish to view

- The graph shows the charge provided on each day of the month.
- Bars are again coloured yellow if a solar charging session was active during a particular day
- Clicking on a bar provides more detail and will show the charge sessions ending on that day.

If no day bar is selected, the total charge supplied for whole month, duration of charging and total cost is shown. The total charge and duration for the previous 12 months is also provided.

When a day bar is selected, charging sessions ending that day are shown. If a solar schedule was active during a day, the percentage of energy provided by solar during the day is shown.



◇ ADDING OTHER USERS

After you have connected a charge point (or number of charge points) to your account you may assign others to view and control the units. This is useful if you have a number of workplace chargers that you want to share control of, or a single home charge point that is used by more than one person.

To assign a charge point to a user they must first create and verify an account.

From the Settings page, go to **My Charge Points and Scheduling**. Select the charge point you wish to grant others access to. Select **Users** then **+ Add New User**. Add the name of the person and the email address associated with their account.

The new user will receive a welcome email and access to your charger. You can remove them at any time.

◇ DELETING CHARGE POINTS OR ACCOUNTS

When moving out of a property it is important to delete your charge point from your account so that the next owner or tenant is able to register the VEVA unit to their account.

When deleting a charge point or account we will:

- Delete the charge point data and charging history from the VEVA unit and our systems
- Remove any access to the charge point granted to other users
- Allow the charge point to be registered to a new user

Additionally, when deleting your account, we will remove all your personal data such as login details and email address from our system.

To delete a charge point but keep your account, go to **Settings > My Charge Points and Scheduling**, select the charge point to be deleted, then **Delete Charge Point**.

To delete your account, go to **Settings > Delete Account**.

◇ TROUBLESHOOTING

When the VEVA unit detects a problem it will show a fault indication on the light-ring. The number of lights shown define an error type, see page 6 and the table below. Additionally, the App will also show any errors on the Dashboard with a description of the issue. When reporting an issue, the error code will provide more detail to the VEVA support team.

| Lights shown | Problem type | Action |
|--------------|--|---|
| 1 | Protection Fault - voltage is outside of allowable range. Error code - E1 | An issue has been detected with the incoming supply. The charge point will automatically reset when safe to do so. |
| 2 | Measurement clamp not fitted or disconnected. Error code - F1 | The charge point cannot detect a measurement clamp. Ensure the clamp is wired correctly and fitted around supply cable. Error automatically resets once clamp is connected. |
| 3 | Problem detected with the vehicle's charging port. Error Code - A3 | Please unplug the cable and try again. If the issue persists it's likely there's a problem with your vehicles charging port. |
| 4 | A Tamper event has been detected. Error Code - J1 | The front cover of the charge point has been removed. Error will reset once the front cover has been replaced. |
| 5 | Problem detected with the charging cable connection. Error codes - A1, A2 or A3 | Unplug the cable, check for any dirt on the plug connections and retry. If the problem persists there is a possible fault with the unit. |
| 6 | Earth leakage current detected. Error Code - D3 | Unplug the vehicle and try again. If the problem persists there is either earth leakage within the electrical installation or a possible internal sensor fault. |
| 7 | The charging current has exceeded the maximum rating of the charge point. Error Code - K1 | Charging has stopped to protect the charge point. Unplug the cable from the vehicle and retry. |
| 8 | Problem detected with the charging cable. Error code - B1 or B2 | Unplug the cable, check for any dirt on the plug connections and retry. Possible problem with the cable. |
| 9 | Error detected with temperature sensor or RCD trip device. Error Codes - C2, C3, C4 or D1 | Try switching the supply off and on to the charge point. If the problem persists there is a possible internal fault. |
| 10 | Problem with an internal relay. Error Code - H1 | Try switching the supply off and on to the charge point. If the problem persists there is a possible internal fault. |
| 11 | Overheat Error Code - C1 | Temporary overheat. Unit will reset and automatically resume charging when cooled. |



If there's anything you'd like help with or to send us feedback on how to improve our services and devices, please don't hesitate to contact us:

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