

Model	Question	Solution
EVCOMP	How to start the charging process?	<p>1. Connect the cable first to the charging station and then to the car. 2. Check if the contour led changes from steady blue to blinking blue. The charging process should start.</p> <p>For further information please refer to the user manual: http://www.cabur.it/files/Cabur_EV_PLUS_Installation_Instruction_Manual_ENG.pdf</p>
EVCOMP	How to stop the charging process?	<p>Charging is interrupted either via the app, by selecting the "stop charge" button, or through the interruption system of the auto vehicle.</p> <p>Note: The connector cannot be disconnected during the charging process (a mechanical interlock prevents the connector from being detached).</p>
EVCOMP	How to connect a terminal (PC, Tablet, Smartphone) to the WIFI network?	<p>1. Enable Wi-Fi. 2. Select the SSID, "the name of the Wi-Fi network", generated by the device. (The SSID should be easily identifiable and of the type: ECxxxxx-xxxxx)</p> <p>Note: if a password is required to connect to the APP, the pre-set password is the same as the name of the SSID.</p>
EVCOMP	How to access the application?	<p>1. If the terminal (PC, tablet, smartphone) is connected to the WiFi generated by the charging station, connect to the following URL: http://192.168.1.1.</p> <p>Note: If a pop-up appears on the display specifying that the WiFi network does not have access the internet, please stay connected to the network.</p>
EVCOMP	The charging station is not charging the car.	<p>If the device has been configured correctly, the charging process does not start because of the following reasons:</p> <ul style="list-style-type: none"> - The connector has not been inserted correctly. - The available power is less than 1.4 kW (6A) - A system error has occurred.
EVCOMP	How to make sure that the cable is connected to the charging station?	<p>First connect the cable to the charging station and then to the machine, as specified in the manual. If the charging station and the car are communicating correctly, the contour LED changes colour from green to blue.</p>

EVCOMP	Can the system be installed without PE?	The PE connection is mandatory. Otherwise, the charging station reports a system error ERR PE.
EVPLUS	How to start the charging process?	<ol style="list-style-type: none"> 1. Connect the charging station to the car via the cable. If the charging station does not have an integrated cable, first connect the cable to the wallbox and then to the car. 2. If the cable is connected correctly, the blue "connected cable" icon lights up and the four corners of the RFID recognition area light up, indicating that you can proceed to the next step. 3. Bring the RFID card close to the RFID recognition area and wait for few seconds. The charging station emits a single sound and the contour LED changes state, going from fixed blue to flashing blue, the charging station starts charging the battery. <p>Please consult the manual for more information regarding the charging station at the following link: http://www.cabur.it/files/Cabur_EV_PLUS_Installation_Instruction_Manual_ENG.pdf</p>
EVPLUS	How to stop the charging process?	<p>Charging is interrupted or via the RFID card, bringing it close to the RFID recognition area, or through the interruption system of the auto vehicle.</p> <p>Note: The connector cannot be disconnected during the charging process (a mechanical interlock prevents the connector from being detached). Therefore, the charging can't be interrupted by unplugging the connector.</p>
EVPLUS	How to connect the terminal (PC, Tablet, Smartphone) to the WIFI network?	<p>Please refer to the user manual: http://www.cabur.it/files/Cabur_EV_PLUS_Installation_Instruction_Manual_ENG.pdf</p>
EVPLUS	How to access the application?	<ol style="list-style-type: none"> 1. If the terminal (PC, tablet, smartphone) is connected to the WiFi in Access Point mode generated by the charging station, connect to the following URL: http://192.168.1.1. <p>Note: If a pop-up appears on the display stating that the WiFi network does not have internet access, please also stay connected to the network even if there is no internet</p>

EVPLUS	The charging station is not charging the car.	<p>If the device has been configured correctly, the charging process does not start because of the following reasons:</p> <ul style="list-style-type: none"> - The connector has not been inserted correctly. - The charging was not activated through an RFID card. - The available power is less than 1.4 kW (6A) mono-phase or 4,1 kW three-phase - A system error has occurred.
EVPLUS	How many RFID cards can be used for each charging station?	A maximum of three RFID cards can be used for each installed device.
EVPLUS	Is it possible to enable or disable the charging without the RFID card?	The charging can only be enabled or disabled using an RFID card.
EVPLUS	The charging does not start even if the RFID card is passed.	<p>In most cases, this situation can occur when:</p> <ul style="list-style-type: none"> - the charging station is in Wi-Fi Client mode (Wi-Fi led is green instead of blue). In this case, open the front cover and hold down the WiFi mode configuration button for three seconds until the LED turns blue. - the RFID card has not been configured correctly. In this case, check the correct registration of the card on the station. <p>Please consult the manual for more information regarding these configuration operations at the following link: http://www.cabur.it/files/Cabur_EV_PLUS_Installation_Instruction_Manual_ENG.pdf</p>
EVPLUS	Why an external power meter is used?	<p>The external energy meter is used for the realization of power management, the system that allows the autonomous regulation of the power supplied to the car based on how much the rest of the utilities connected to the system consume.</p> <p>(Consult the manual at the following link: http://www.cabur.it/files/Cabur_EV_PLUS_Power_Management_ENG.pdf).</p>

EVPLUS	Where to place the external power meter for the power management?	<p>The meter must be placed immediately downstream of the general power meter, in any case before the branching of the wallbox lines and domestic users.</p> <p>(consult the manual at the following link: http://www.cabur.it/files/Cabur_EV_PLUS_Power_Management_ENG.pdf).</p>
EVPLUS	The battery charges at a lower power than the maximum charging power supported by the charging station.	<p>In most cases, this situation is due to limitations imposed by the car manufacturer.</p> <p>Before using the device, it is advisable to check the data relating to the charging power levels of the car.</p>
EVPLUS	How to make sure that the cable is connected to the charging station?	<p>First connect the cable to the charging station and then to the machine, as specified in the manual. If the charging station and the car are communicating correctly, the contour LED changes colour from green to blue and "cable" icon appears on the screen.</p> <p>A final check can be made via the app. In the Charger State page, in the last line, the status of the charger is indicated. If the connector is connected correctly, the text "Plug In" should appear next to the cell in question.</p>
EVPLUS	<p>ERR ELK error message is displayed on the screen.</p> <p>Abnormal behaviour of the electronic socket lock mechanism.</p>	<ol style="list-style-type: none"> 1. Make sure the connector is not attached to the device 2. Turn the device off and on again. 3. When you turn the device back on, check that the socket locking motor performs the test movement: you should hear a noise due to the movement of the motor during the locking phase and the subsequent release movement. <p>Note: If the error message appears on the screen despite the checks / tests performed, contact customer support.</p>

EVPLUS	<p>ERR CAN error message is displayed on the screen. This type of error occurs mainly in two cases:</p> <ol style="list-style-type: none"> 1. The external power meter is not communicating correctly with the charging station. 2. The CAN bus for load sharing is not connected correctly. 	<ol style="list-style-type: none"> 1. Check the Modbus and CAN connections. 2. Check if the power meter has been configured correctly. 3. Check the correct configuration of power management and load sharing. <p>(consult the manual at the following link: http://www.cabur.it/files/Cabur_EV_PLUS_Power_Management_ENG.pdf).</p> <p>Note: If the error message appears on the screen despite the checks / tests performed, contact customer support.</p>
EVPLUS	<p>ERR MIS error message is displayed on the screen. This error indicates phase failure and mainly occurs during installation.</p>	<p>For three-phase systems:</p> <ul style="list-style-type: none"> - Check that all phases are connected and that the configuration within the app has been done correctly (22 kW has been selected in the configuration) <p>For single-phase systems:</p> <ul style="list-style-type: none"> - Confirm that the configuration within the app has been done correctly (7 kW has been selected in the configuration)
EVPLUS	<p>ERR IRD error message is displayed on the screen. This error notifies a DC leakage current.</p>	<ol style="list-style-type: none"> 1. Check that there are no direct current earth leaks in the system.