

Zaptec Pro → User Manual



EU Declaration of Conformity

Manufacturer name: Zaptec Charger AS
Manufacturer address: Vassbotnen 1
4313 Sandnes NORWAY

Product name: Zaptec Pro MID, Zaptec Pro M&E
Product number: 810-00017, 810-00036

We declare under our sole responsibility that the above referenced product complies with the following directives:

Radio Equipment Directive (RED) 2014/53/EU
ROHS Directive 2011/65/EU
Measuring Instruments Directive 2014/32/EU

The following standards have been applied:

- | | |
|--|--|
| 1. Health and Safety (article 3.1a of RED) | EN IEC 61851-1:2019
EN 61439-1:2011
EN IEC 61439-7:2020
EN 62423:2012+A11:2021+A12:2022
EN 60898-1:2019
EN 62311:2008 |
| 2. EMC (article 3.1b of RED) | EN IEC 61851-21-2:2021
EN 301 489-1 V2.2.3
EN 301 489-3 V2.2.0
EN 301 489-17 V3.2.4
EN 301 489-52 V1.2.1 |
| 3. Radio spectrum (article 3.2 of RED) | EN 300 328 V2.2.2
EN 300 330 V2.1.1
EN 301 908-1 V15.2.1
EN 301 908-13 V13.2.1 |
| 4. Cyber Security (article 3.3d and 3.3e of RED) | EN 18031-1:2024
EN 18031-2:2024 |
| 5. RoHS | EN IEC 63000:2018 |
| 6. MID | EN 50470-1:2006
EN 50470-3:2006 |

The notified body Justervesenet (0431) performed certification according to Measuring Instruments Directive Module B and issued certificate N-18/3585. The notified body NMi Certin B.V. (0122) performed certification according to Module D and issued certificate CE-410.

The notified body Nemko Group AS (0470) performed a conformity assessment of the technical file for the RED article 3.3d and 3.3e.

Sandnes, July 17th, 2025
Place, date


Knut Braut, CTO

Declaration of Conformity

Manufacturer name: Zaptec Charger AS
Manufacturer address: Vassbotnen 1
4313 Sandnes NORWAY

Product name: Zaptec Pro M&E
Product number: 810-00036

We declare under our sole responsibility that the above referenced product complies with the following laws:
Wir erklären in alleiniger Verantwortung dass das oben genannte Produkt die Foredrungen folgender Gesetze erfüllen:

Mess- und Eichverordnung – MessEV Stand 2019-04

The following rules and requirements have been taken into account:
Dabei werden folgende Regeln und Anforderungen berücksichtigt:

PTB-A 50.7
PTB – Regelermittlungsausschuss Dokument 6-A

The notified body NMi Certin B.V. (0122) has issued the following certificates:
MessEV Module B T12877-DE
MessEV Module D DE-044

Signed on behalf of Zaptec Charger AS,

Sandnes, January 22, 2025
Place, date


Knut Braut, CTO

Congratulations on your purchase of a Zaptec Pro!

A Norwegian charging system. The system is compatible with all power grids and with all types of rechargeable vehicles.*

Zaptec Pro enables you to charge your vehicle safely, simply and efficiently. The charging station distributes the available charging current between a number of charging stations.

Use your Zaptec Pro with a charging pass or through our Zaptec app to approve users in the installation. This will provide you with an overview of your charging history via our cloud-based service (Zaptec Portal).

When you purchase Zaptec Pro, you have purchased a charging station which regularly receives software updates from our cloud-based service to ensure that your charger is always updated.

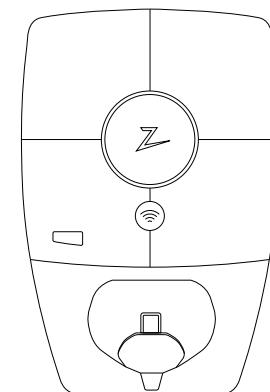
** Provided that the vehicle supports the type of power grid concerned.*



This user manual is intended for users of the charging station only. For information on how to configure and set up the charger, see our installation manual. You will find the latest version of this installation manual at zaptec.com/support. The version number for this user manual is shown on the last page.

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1. Safety Instructions



WARNING!

Before using or maintaining this product, it is important to read the following safety instructions. If you fail to follow and implement all the specified instructions and procedures, you will invalidate the warranty and Zaptec Charger AS will not be liable for any claims for compensation.

- ! Read these instructions carefully and examine the equipment to familiarise yourself with the product prior to use.
- ! This equipment may only be installed, repaired and maintained by qualified personnel.
- ! All applicable local, regional and national regulations must be followed when installing, repairing and maintaining this equipment.
- ! Do not use this product if it is damaged. See the section Support and Repairs for further information.
- ! Do not use an extension lead on the charging cable.
- ! Do not touch the plugs or insert foreign objects into them.
- ! Do not insert measuring pins, wires or anything else into the quick-release connector on the charging station. Contact your electrician for testing.
- ! EVSE adapters must not be used unless specified and approved by the vehicle manufacturer.

2. Technical Specifications

Electrical

Parameter	Test condition	Min	Typ	Max	Unit
Standby power consumption			3		W
Maximum charging power	TN 3 phase @ 32 A		22		kW
	TN 1 phase @ 32 A		7.4		
	IT 3 phase @ 32 A		12.7		
	IT 1 phase @ 32 A		7.4		

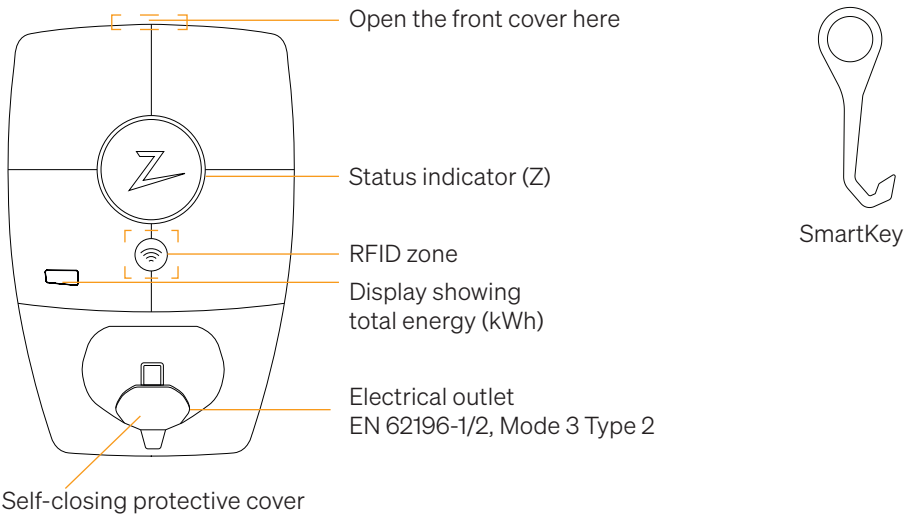
Connectivity

Protocol	Supported standards	Maximum transmit power	Operating frequencies
4G	LTE Cat M1	23 dBm	B3, B8, B20, B28
Wi-Fi	802.11 b/g/n	17 dBm	2.4–2.4835 GHz
Bluetooth	Bluetooth v5.1 (BR/EDR/BLE)	10 dBm	2.4–2.4835 GHz
Powerline (PLC)	HomePlug Green PHY, 10 Mbit/s		
Plug and charge	Hardware support for ISO15118		
RFID	ISO/IEC 14443 A (Type A) ISO/IEC 15693	H-field at 3 m: –9.5 dB μ A/m	13.56 MHz

Integrated energy meter

Parameter	Value
Certification	MID Class B
Harmonized Standard	EN 50470-1:2006, EN 50470-3:2006
Notified Body	Justervesenet (0431) / NMi Certin (0122)
Rated Voltage	3 × 230/400 V
Rated Current	0.25–5 (32) A
Optical Test Output (must be activated in the app)	10000 imp/kWh

Zaptec Pro

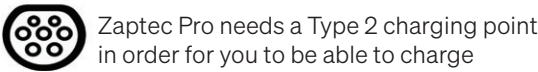


Status Indicators on the Charging Station

The status of the charging station is shown by the status indicator (Z) using the following colours:

Colour	Continuous	Flashing
GREEN	Ready to charge Charging complete	Authentication OK
BLUE	Connected to a vehicle and ready to charge	Charging
RED	Error (see the Troubleshooting section for further details)	Authentication failed (see the Troubleshooting section for further details)
YELLOW		System starting up Awaiting authentication Awaiting Zaptec Portal Vehicle added to queue
PURPLE		Firmware updating

Cable



How to Start Charging

1. Check that the status indicator (Z) is illuminated green.
2. Remove the protective cover to gain access to the electrical outlet.
3. Attach the charging connector to the Zaptec Pro.
4. Attach the charging connector to your vehicle.
5. The status indicator will flash blue once charging has started.

Charging current may vary depending on the capacity of the installation and the number of active charging stations.

How to Start Charging with Authentication

Charging with authentication requires you to have registered a user profile via Zaptec Portal and for your user profile to have had access granted to them (via Zaptec Portal) to the charging station/facility. The charging pass is linked to your user.

For details on how to set this up, see the section Connecting a Charging Pass to Your User.
The recommended authentication method is to use a charging pass.

Start charging with an authentication RFID tag/charging card:

1. Follow steps 1–4 in How to Start Charging.
5. The status indicator (Z) will now flash yellow to indicate that it is awaiting authentication.
6. Hold the charging pass up to the RFID zone; see the illustration in the section Zaptec Pro.
7. The status indicator will flash green once authentication is approved.
8. The status indicator will flash blue once charging has started.

If the status indicator is flashing red, see the Troubleshooting section for further details.

Start charging with authentication for automatic payment solution/operator

1. The user must be created/activated for the payment solution/operator concerned.
2. Follow the instructions from the applicable payment solution/operator for authentication and to start charging.

How to Stop Charging

1. To interrupt the charging process: Stop charging as recommended in your car's user manual.
2. Disconnect the charging connector from the vehicle.
3. Disconnect the charging connector from the charging station.
4. Place the protective cover over the charging point to limit exposure to dust and rain.

Connecting a Charging Pass to your User

Zaptec Pro supports the most commonly used charging passes (Mifare Classic). If you have a visually readable code, this can be added via Zaptec Portal or by scanning the charging pass using the charging station as described below. Your user profile must have access to the installation you wish to use. This must be done by admin/installation owner in Zaptec Portal.

1. Download the Zaptec app from App Store/Google Play.
2. Register as a user and log in to the Zaptec app.
3. Go to the menu, select user profile and add a new charging card. Then follow the instructions in the Zaptec app.

Integrated MID Certified Energy Meter

Zaptec Pro has an integrated MID certified energy meter. Your charging station is individually calibrated to ensure accurate measurements every time. MID class B certification offers the same accuracy used in most home energy meters around the world. Display shows the total energy delivered over the lifespan of the charging station. To view your session energy, you can use Zaptec App, Zaptec Portal or if applicable your eMobility Service Provider. For more technical information about the MID energy meter, please visit <https://zaptec.com/mid>.

How to Monitor the Charging Station (Zaptec Portal)

You can log in via Zaptec Portal to see all your charging stations and all the charging stations that you are registered to use. If you are the owner of an installation, you can monitor all use, and you can use this information to share the electricity cost fairly. The installation or owner of the installation must add you as a user of the installation in order for you to be able to see the information.

Log in or register as a new user at <https://portal.zaptec.com>

Adding Users to the Installation

The installation owner can add users of the system by going to 'access'. Here, new users can be added, invited or removed from the system. This assumes that authentication (user control) has been activated on the installation.

Locking the Charging Cable for the Charging Station

The charging cable can be locked permanently to the charging station. This feature is activated via the Zaptec app.

1. Log in to the Zaptec app (can be downloaded from App Store/Google Play).
2. Go to settings and select the desired charging station.
3. Enter the PIN code for the charging station concerned and activate Lock cable for this charging station.

Set Lighting Strength for the Status Indicator

- Log in to the Zaptec app.
- Click on the cog in the top right hand corner of the app home page.
- Select the charging station that you wish to amend the settings for.
- Enter the PIN code for the charging station
- The lighting strength can be adjusted by using the slider under 'Lighting strength for status indicator'.

Reading Error Codes

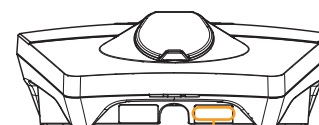
- Log in to the Zaptec app.
- Click on the cog in the top right hand corner of the app home page.
- Select the charging station that you want to view the error code for.
- Once the app has connected to the charging station, a red field will be displayed when the charger has active error codes. Click on this field to show the details of the active error codes.

3. Troubleshooting

Warnings/error messages are displayed in the Zaptec Portal /Zaptec App.

Problem	Solution
Cannot log on to the Zaptec Portal	Reset password by clicking on 'Forgotten Password'
Cannot create installation via the Zaptec Portal	Contact Zaptec Support to gain access to create installations.
Charging station is not online, 4G installation	- Make sure that the charging station is not covered by anything. - Test the coverage at the installation site using your own mobile. A mobile with a Telenor SIM has to be used for accurate measurement.
The charging station is not online, PLC installation	- Check the network setup on the router or modem. - Check that the internet is working by connecting the computer directly to the router or modem. - Not configured. - Check that the PLC module has been installed in accordance with the circuit diagram and on the same L1 and N as the charging station(s)
The charging station is not online, WiFi installation	- Check the network setup on the router or modem. - Check that the internet is working by connecting the computer directly to the router or modem. - Disconnect other devices which are connected to WiFi which can delay broadband speed - Check that the SSID and the password for the WiFi are correct. - Make sure 2.4 GHz is activated so that Zaptec Pro obtains a network connection. See Installation requirements, page 11. - Enter the SSID and password manually by selecting Other in the network list.
Charging does not start	Check that the user profile has access to charge on the charging station
No power being supplied to charging station	- Follow the instructions in the section 'Check the Circuit Breaker in the Charging Station' - Check the main fuse in the installation

Colour	Meaning
NO LIGHT	Charging station has not been activated in the Zaptec Portal, no power from the power circuit, incorrect connection or product fault. Check the serial protection in the distribution cabinet.
PURPLE	Not updated during charging.
GREEN	- Check that the charging cable has been inserted into the charging station correctly. - Check that the vehicle has been configured to start charging immediately.
BLUE	- Communication is taking place between the charging station and the vehicle. - Check whether the vehicle is configured to start charging immediately.
RED	Flashing red light - Authentication failed – Check that the RFID tag/charging card is connected to your user profile. - Authentication failed – Check in the Zaptec Portal that your user has access to charge on the charging station and/or installation concerned. Steady red light - Disconnect the charging cable. If the status indicator illuminates green, you can connect the charging cable again. If charging does not start and the indicator illuminates red again, there may be a charging fault on the charging cable or vehicle. - If the status indicator lamp does not turn green after the charging cable has been disconnected, you must check the fuses as described in the chapter 'Check the Circuit Breaker in the Charging Station'. - Authentication failed – Check that the RFID tag/charging card is connected to your user profile.



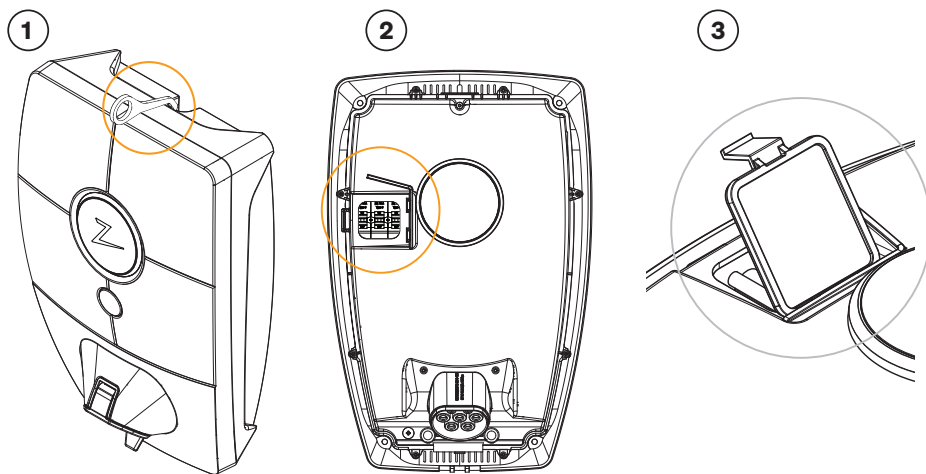
Serial number
e.g. ZPR123456



If the charging station has been disconnected from the power network, it will take 2–3 minutes before the charging station starts up again.

4. Check the Circuit Breaker in the Charging Station

1. Remove the front cover using the SmartKey special tool supplied with the charging station, and take the front cover off.
2. Check that the circuit breakers in the circuit breaker window have not tripped (they should all face upwards).
3. If any of the circuit breakers have tripped, remove the circuit breaker cover using the snap cover and flip the circuit breakers up again. Fit the circuit breaker cover as in step two and clip the cover into place.



5. Storage and Maintenance

The product must be stored in a cool, dry place. The protective cover must always be fitted when the product is not in use.

The following periodic maintenance is recommended:

- Wipe down the charging station with a damp cloth.
- Make sure there are no foreign objects in the charging connector.
- Check that the charging station has no physical external damage.

Periodic checks should be carried out on all publicly accessible installations, in accordance with local legislation.



At the end of its life, the product must be recycled as electronic equipment, in accordance with local legislation.

6. Guarantee

We guarantee that the device is free from material faults and complies with applicable consumer protection laws and regulations in the country in which the product was purchased or the consumer resides. Further information about your rights under consumer legislation can be found at zaptec.com/guarantee. Your Zaptec product comes with a five (5) year guarantee. Please find the guarantee document at zaptec.com/guarantee

7. Support and Repairs

The installation technician/service partner is always the first line of support in the event of problems with the installation. Zaptec strongly recommends that the installation technician complete the dealer course for Zaptec Pro before installing a Zaptec Pro system. If you are a Zaptec dealer, contact support as stated in your dealership contract, or via zaptec.com.



Zaptec Charger AS collects data from the product via the network. More information on our privacy guidelines can be found at zaptec.com/guarantee.

8. 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.

Please visit zaptec.com/support to notify us of any concerns regarding the security of your charger or request the removal of any personal data.

9. Eichrecht Compliance

Eichrecht is a German calibration law that ensures all components involved in measuring and processing energy operate accurately and transparently, protecting electricity consumers. Your Zaptec Pro is Eichrecht-compliant, meaning it provides precise and trustworthy measurements. The charging station is equipped with a certified energy meter that accurately measures the kWh of energy used and displays this value clearly to consumers. The charging station encrypts this data before sending it to other systems, to prevent third parties from changing the data. This ensures fair billing and prevents any mistakes or fraud related to how much energy is being consumed.

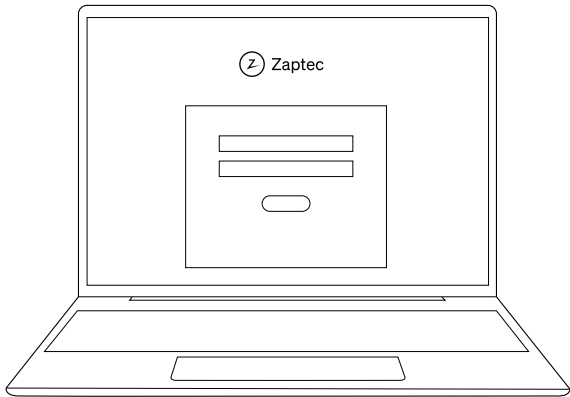
Verify your measurement data

You can access your measurement data via Zaptec Portal. To verify the data, you will need version 1.4 of S.A.F.E., an independent Transparency Software of which Zaptec is a member.

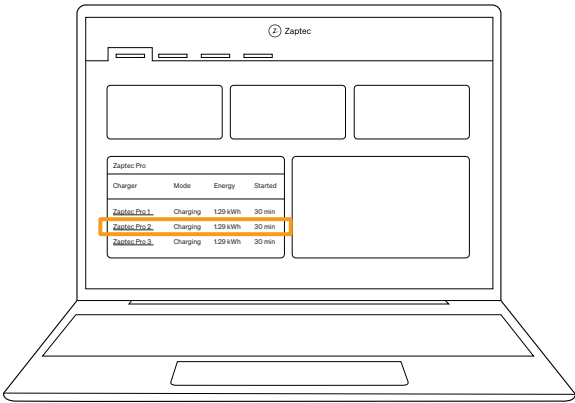
Download the S.A.F.E. Transparency Software at safe-ev.org/en.

To verify your measurement data:

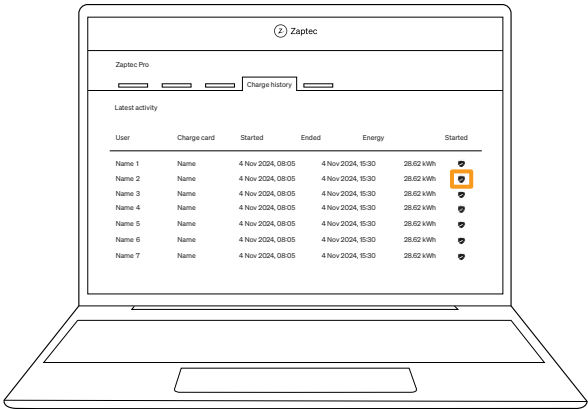
- 1. Log in to Zaptec Portal at portal.zaptec.com.



- 2. Open the charger page you want to check.



- 3. Open the **Charge history** tab and find the charging session you want to verify. Click the shield icon  next to the charging session to copy the OCMF* data.



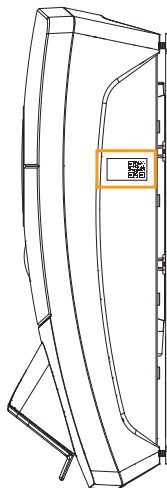
*The Open Charge Metering Format (OCMF) is a standardised data format for recording and describing meter readings from charging stations in compliance with calibration laws.

4. Open the S.A.F.E. Transparency Software and select **File** → **Manual data input**.

5. Insert the OCMF data and the public key in the corresponding fields. Click **Verify**.



! Public key is a unique identifier applied to the Eichrecht-compliant charging stations and meters. To access your public key, scan the QR code on the Zaptec Pro.



6. See the charge related data.



"Your data has been verified"

You can now review the information about the charging session.



"Your data has not been verified"

If you see this message, repeat step 5 again, making sure you insert the OCMF data and public key correctly.

Zaptec Charger AS
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Made in Norway



zaptec.com
