go-e

Installation
and operating manual

go-e Charger
Gemini flex
11/22 kW

Mobile wallbox/charging station for electric vehicles (IC-CPD), according to
EN IEC 61851-1:2019, EN IEC 62752:2016/A1:2020, valid for article numbers:
CH-04-11-01, CH-04-22-01

V 1.4

Content

Discover the go-e YouTube Channel
Here you can find HOW-TO videos and product videos.
Our videos are available with subtitles in different languages!

1. Important symbols

⚠️ Warning of a hazardous situation that may result in damage to health, fatal injuries or damage to property if the safety regulations are not followed.

💡 Note regarding the adaptation of the product or product functions to individual needs.

👷 The activity may only be carried out by a qualified electrician.

🔍 Hint for a more ecological or economical use of the product.

2. Sustainable charging

Thank you for your purchase decision

With the go-e Charger Gemini flex you have chosen an extremely compact and versatile charging station for EVs. Smart and intelligent solutions that make charging electric vehicles even more convenient are already integrated in the go-e Charger Gemini flex.

The charging unit was developed with the objective of extreme flexibility and, in addition to the advantages of a conventional wallbox, offers you the possibility of charging anywhere where there is alternating and three-phase current, provided that you have the appropriate socket adapter.

The go-e Charger was developed and tested by electric car drivers for electric car drivers. To ensure that it remains up-to-date in the future, we are constantly developing the firmware and adapting the app to the state of the art. So let us surprise you with future functions.

🔍 Sustainable charging

Electric vehicles also need energy, which has to be generated. If we use the available energy carefully, we will not need to expand fossil fuel power plants or nuclear power plants for electric mobility.

An important contribution we can all make is to use surplus energy. So if possible, do not charge your car when you come home after work, as this is the time when the electricity grid is at its peak anyway. In order to save energy and thus also to charge in an environmentally conscious way, you should, if possible, postpone your charging with the go-e Charger „Scheduler" function to

Even more interesting could be an electricity contract with a provider offering flexible energy tariffs, where you can benefit from the highly fluctuating electricity prices quoted at the electricity price exchange. With the go-e Charger, you **only charge when the electricity is cheapest.**

The technology for this is already integrated in each of our charging stations. All you need to do is sign a contract with an electricity provider whose flexible electricity tariff is integrated in the go-e app. Several 100 tariffs are available. The number of tariffs is constantly being expanded.

By the way, in combination with the go-e Controller (separate product) you can easily charge with photovoltaic surplus power. Due to the open interfaces of our chargers, this also works with other energy management systems.

We wish you lots of fun with your go-e Charger and enough electricity at all times.

Your

go-e team

3. Before installation and commissioning

Download the data sheet:
www.go-e.com

Instructions and downloads

Note before installation and commissioning

Observe all safety regulations and instructions in this manual!

Read the manual and the data sheet carefully and keep them for future reference. The documents are intended to help you:

- To use the product safely and properly
- Increase the durability and reliability
- To avoid damage to the device or property
- To prevent a threat to life and limb

Registration information

Depending on the country, the requirements of the authorities and electricity grid operators have to be observed, such as a registration or approval requirement for charging stations, or the limitation of single-phase charging.
Please contact your electricity grid operator to find out whether the go-e Charger is subject to registration or approval and whether other restrictions must be observed.

4. Safety regulations/notes

General safety regulations

The go-e Charger may only be used for charging battery electric vehicles (BEV) and plug-in hybrids (PHEV) with the adapters and cables intended for this purpose.

Disregarding the safety regulations can have serious consequences. go-e GmbH declines any liability for damage caused by disregarding the operating instructions, safety regulations or warnings on the unit.

High voltage - danger to life! Never use the go-e Charger if the housing is damaged or open.

In case of unusual heat development, do not touch the go-e Charger, the charging cable or adapter and stop the charging process as soon as possible. If the plastic is discoloured or deformed, contact customer support.

Never cover the go-e Charger during charging. Heat build-up can lead to fire.

Persons wearing electronic implants should keep at least 60 cm away from the go-e Charger due to electromagnetic fields.

The go-e Charger Gemini flex has the communication interfaces WiFi 802.11b/g/n 2.4GHz and RFID. WiFi is operated on a frequency of 2.4Ghz, channels 1-13 with the frequency band 2412-2472Mhz. The maximum transmission power of the WiFi is 20dBm. RFID is operated on a frequency of 13.56MHz with a maximum radiated power of 60dBμA/m at 10m.

Electrical protective measures, installation, operation

Any information regarding electrical installation is intended exclusively for a qualified electrician whose training allows all electrical work to be carried out in accordance with the applicable national regulations.

Before carrying out electrical connection work, you need to de-energise the circuit.

Installation must be carried out in accordance with local, regional and national regulations.

Observe the permissible ambient conditions from the data sheet. A location without direct sunlight is recommended.

The Charger is only suitable for charging gassing vehicle traction batteries in well-ventilated rooms.

The unit must not be operated indoors if there is an increased danger from ammonia gases.

The Charger should not be operated in the immediate vicinity of flammable or explosive substances, running water or heat-emitting equipment.

The go-e Charger has to be used hanging vertically or must be mounted vertically in

the wall bracket on a flat wall.

Make sure that the power connection leading to the go-e Charger is properly installed and undamaged.

The go-e Charger is equipped with a DC protection module that protects the building installation from possible DC faults that could be caused by an electric car. On the building side, an RCD type A and a miniature circuit breaker must be installed. The go-e Charger also provides additional protection against AC faults (6 mA DC, 20 mA AC). The local installation regulations must be observed.

The go-e Charger may only be operated at fully functional protective devices. Connection cables must be sufficiently dimensioned.

An electric shock can be fatal. Do not reach into sockets and plug systems by hand or with technical aids.

The go-e Charger has a safety function called „ground check", which prevents charging in TT/TN power grids (common in most European countries) if the power connection is not grounded. This function is activated by default. It may only be deactivated via the go-e Charger app if you are sure that the power grid does not have an earth connection (IT grid, e.g. in many regions of Norway) so that charging can also take place here. The go-e Charger visualises a deactivated „ ground check" by 4 red LEDs (3, 6, 9, 12 o'clock).

Connection, plug, adapter

⚠️ The go-e Charger Gemini flex 11 kW may only be operated at the following connections:
CEE red 16 A, 3-phase, 400 V or with original go-e Charger adapter for Gemini flex 11 kW at:
• CEE red 32 A, 3-phase, 400 V (limited by Charger to 16 A, 3-phase)
• CEE blue 16 A, 1-phase, 230 V
• domestic plugs 16 A, 1-phase, 230 V

The go-e Charger Gemini flex 22 kW may only be operated at the following connections:
CEE red 32 A, 3-phase, 400 V or with original go-e Charger adapter for Gemini flex 22 kW at:
• CEE red 16 A, 3-phase, 400 V
• CEE blue 16 A, 1-phase, 230 V
• domestic plugs 16 A, 1-phase, 230 V

With the go-e Charger Gemini flex 22 kW, the charging current is automatically reduced to 16 A in connection with the original go-e adapter CEE red 16 A.

Always use original go-e adapters. Due to legal regulations, all adapter cables may not be used in Switzerland.

Observe the maximum permissible charging current of the connection at which you are charging. If this is unknown, charge with the lowest charging current.

Fire hazard! A maximum charging current of 10 A is recommended for use at domestic sockets (with protective earth plug), as very few domestic sockets/electrical installations are designed for continuous operation with 16 A! National regulations may prescribe lower charging currents.

Single-phase adapters are therefore limited to 6 A at the factory. Therefore, check the country settings in the go-e app before using a single-phase adapter (CEE blue, safety plug). If a domestic socket overheats, reduce the charging current.

Take care of a mechanical relief of the domestic plug by supporting the weight of the go-e Charger and the connected charging cable!

Do not use go-e Charger if any cable attached to or plugged into the unit is damaged.

Never use wet or dirty plugs in connection with the go-e Charger.

Never pull plugs out of the connector by the cable!

Opening, conversions, repair, maintenance

⚠️ Any modification or repair of the hardware or software of a go-e Charger may only be carried out by specialist personnel of go-e GmbH.

Before dismantling an allegedly defective product, always contact go-e's technical customer support and wait for its decision on the further procedure for handling the service case.

Removing and damaging warning notices attached to the go-e Charger or opening the device will result in the loss of any liability by go-e GmbH. The warranty also expires in the event of any modification or opening of a go-e product.

The go-e Charger is maintenance-free.

The device may be cleaned with a damp cloth. Do not use cleaning agents or solvents. Do not clean the device with a high-pressure cleaner or under running water.

⌧ ♻ Disposal

According to directive 2012/19/EU (WEEE directive), electrical devices must not be disposed of in household waste after the end of use. Take the product in accordance with national legal requirements to a collection point specially set up for waste electrical equipment. Also dispose of the product packaging properly so that it can be recycled.

Registration/approval obligation, legal information

Depending on the country, the requirements of the authorities and electricity grid operators must be observed, such as the obligation to register or obtain approval for ev charging stations or the limitation of single-phase charging. Contact your grid operator/electricity provider to find out whether the go-e Charger requires registration or approval (e.g. in Germany) and whether other limitations must be observed.

The copyright for these operating instructions is owned by go-e GmbH.

All texts and illustrations correspond to the technical status at the time of writing. go-e GmbH reserves the right to make unannounced changes. The content of the operating instructions does not justify any claims against the manufacturer. Pictures are for illustration purposes and may differ from the actual product.

5. Product overview

a **RFID chip**
Release of charging processes (can be activated via app)

b **Reset card**
Required for using the app and for resetting the charger to factory settings

c **16/32 A CEE red plug (Gemini flex 11/22 kW)**
Connection to red CEE socket or original go-e adapter

d **Housing**
Impact-resistant and UV-resistant high-performance plastic

e **RFID reader**
Release of charging processes with RFID chips or cards (can be activated via app)

f **Button**
Change of charging strength (5 levels - adjustable via app)

g **LED ring**
Display of charging strength (1 LED = 1 ampere) and charging status

h **Type 2 socket**
Connection for type 2 plug of the charging cable (with weather protection)

Back
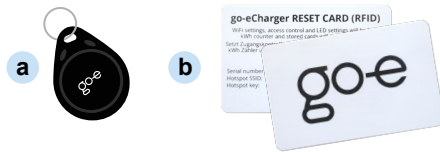
i **Rating plate**
With serial number of the charger

j **Sealed screws**
Opening leads to loss of guaranty/warranty

6. Scope of delivery

11 or 22 kW charging box
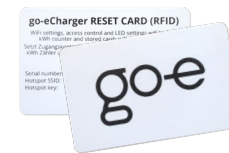with 16 A or 32 A CEE red plug

Wall bracket

Mounting material
5x Dowel 8 x 40 mm
4x Screws for wall bracket 4.5 x 50 mm
1x Screw for U-piece 4 x 50 mm
1x U-piece (optional anti-theft device)

5x   4x   1x   1x

RFID chip

Reset card

Optional accessories

Adapter cable for Gemini flex 11 kW*:
• to CEE 32 A red
• to CEE 16 A blue (camping plug)
• to 16 A multiple domestic plugs

Adapter cable for Gemini flex 22 kW*:
• to CEE 16 A red
• to CEE 16 A blue (camping plug)
• to 16 A multiple domestic plugs

• go-e Controller
• go-e Case
• Type 2 cable (up to 22 kW) 2.5 m | 5 m | 7.5 m
• Type 2 cable holder
• RFID chips, pack of 10
• Additional go-e Charger wall bracket

*Due to legal requirements, all adapter cables may not be used in Switzerland.

7. Technical data

Product specifications

	Gemini flex 11 kW	Gemini flex 22 kW
Mobile wallbox/charging station	IC-CPD, according to EN IEC 61851-1:2019, EN IEC 62752:2016/A1:2020	
Dimensions	Approx. 15.5 x 26 x 11 cm	
Weight	1.63 kg	1.82 kg
Connection cable	30 cm + plug, 5 x 2.5 mm² (type H07BQ-F)	30 cm + plug, 5 x 6 mm² (type H07BQ-F)
Connection	Single-phase or three-phase	
Rated voltage	230 V / 240 V (single-phase) / 400 V / 415 V (three-phase)	
Norminal frequency	50 Hz	
Power grid types	TT / TN / IT	
Standby power	3.1 W (LEDs dark) to 5.2 W (LEDs bright)	
RFID	13.56 MHz	
WiFi	802.11b/g/n 2.4 GHz / frequency band 2412-2472 Mhz	

Permissible ambient conditions

	Gemini flex 11 kW	Gemini flex 22 kW
Installation site	Indoors and outdoors	
Operating temperature	-25 °C to +40 °C	
Storage temperature	-40 °C to +85 °C	
Average temperature in hours	Maximum 35 °C	
Altitude	Maximum 2,000 m above sea level	
Relative humidity	Not more than 95 % (non-condensing)	
Impact resistance	IK08	

Charging capacity

	Gemini flex 11 kW	Gemini flex 22 kW
Maximum charging power	11 kW (16 A, 3-phase)	22 kW (32 A, 3-phase)
Ampere and status display	Readable via LED ring and app	
	By button and app	
Adjusting charging power	Via charging current in steps of 1 ampere between 6 A and 16 A	Via charging current in steps of 1 ampere between 6 A and 32 A

Charging capacity

	Gemini flex 11 kW	Gemini flex 22 kW	Remark
Single-phase charging car[1]	1.4 kW to 3.7 kW	1.4 kW to 7.4 kW	Country-specific limitations need to be observed
Two-phase charging car[1]	2.8 kW to 7.4 kW	2.8 kW to 14.8 kWC	Two-phase connection of the charger is not possible
Three-phase charging car[1]	4.2 kW to 11 kW	4.2 kW to 22 kW	go-e Charger switches through the power that is available at the connection

[1]Charging power depending on the number of phases of the car's onboard charger

Safety functions

	Gemini flex 11 kW	Gemini flex 22 kW
DC protection module with DC current detection and additional AC detection	6 mA DC, 20 mA AC (An RCD type A must be installed on the building side and a miniature circuit breaker must be connected upstream. The local installation regulations must be observed).	
Protection class	I	
Pollution degree	II	
Anti-theft device	Charging cable locking device	
Access control	Can be activated if required. Authentication via RFID or APP possible. One learned RFID chip is already included.	
Input voltage	Phase and voltage testing	
Switching functions	Testing of the switching functions	
Ground check	For TT, TN grids (deactivatable ground check for IT grid - Norway mode)	
Current sensor	3-phase	
Temperature sensors	Regulation of the charging current in case of overtemperature	
IP65	Protected against dirt and water, suitable for permanent outdoor operation	
go-e network operator API	For authorised access by the electricity grid operator to the go-e Charger for grid-serving power control	
Modbus TCP	e.g. for grid-serving power control by the electricity grid operator	

Connection to vehicle

	Gemini flex 11 kW	Gemini flex 22 kW
	Type 2 socket (acc. to EN 62196-2) with mechanical locking device (own type 2 cable required, available as accessory)	
	Vehicles with type 1 can be charged with adapter cable type 2 to type 1 (available as accessories)	

7. Technical data

Connection to infrastructure

Gemini flex 11 kW	Gemini flex 22 kW
CEE red 16 A (3-phase)	CEE red 32 A (3-phase)
With original go-e adapters (not included in the scope of delivery, available as accessories)*:	
to CEE red 32 A (three-phase - limitation by charging station to 16 A)	to CEE red 16 A (three-phase)
to CEE blue 16 A (single-phase)	to CEE blue 16 A (single-phase)
to multiple domestic plugs 16 A (domestic socket - single-phase)	to multiple domestic plugs 16 A (domestic socket - single-phase)

*Due to legal regulations, all adapter cables must not be used in Switzerland.

go-e Charger app and connectivity

Gemini 11 flex kW	Gemini flex 22 kW
Local (WiFi hotspot) or worlwide* (WiFI) controlling and monitoring	
Adjustment/check of the charge (voltage, current, power, energy)	
Adjusting the current level in 1 ampere steps	
Start/stop function and Scheduler	
Management of RFID chips/cards (up to 10 users per charger) / Access control (RFID/App)	
OCPP 1.6*	
Electricity meter (total kWh and total amount per RFID chip)	
kWh limit mode / ECO mode* / Next Trip Mode*	
Push notifications*	
Cable unlock functions	
Flexible energy tarifs with intelligent charging management*/**	
Static load balancing*	
Photovoltaic connection via go-e Controller (separate product) or open API interface (programming required)*	
LED adjustment	
Management of the charging levels via button on the charging station	
Updateable for later functions (Smart home, etc.)*	
Automatic unlocking of the charging cable in the event of a power failure	
1-/3-phase switching via app - even during the charging process	
Synchronisation of charging processes with the cloud and display of the past charging processes*	
Documented public API interfaces: HTTP , MQTT, Modbus TCP	

*Internet connection of the Charger required
**Contract with an electricity provider whose flexible electricity tariff is integrated in the go-e app is required. Several 100 tariffs are stored. The number of tariffs is constantly being expanded.
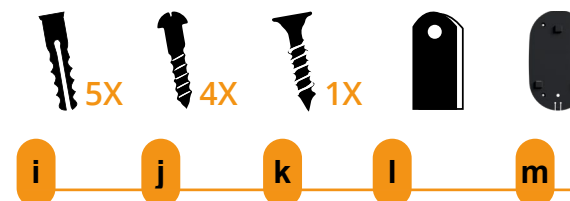
8. Installation

Required tools
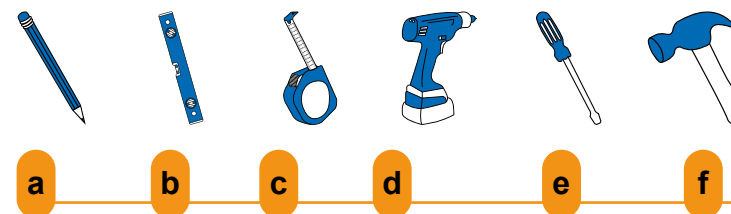
a   Pencil

b   Spirit level

c   Measuring tape

d   Drilling machine

e   Screwdriver

f   Hammer

Enclosed mounting material

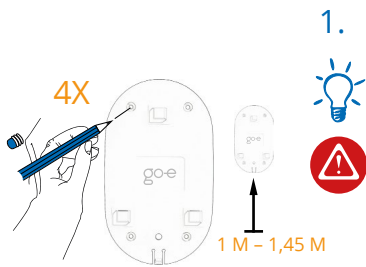**i**   Dowel 8 x 40 mm

j   Screws for wall bracket 4.5 x 50 mm

k   Screw for U-piece 4 x 50 mm

l   U-piece (optional anti-theft device)

m   Wall bracket

⚠ It is not necessary to open the go-e Charger as part of the installation process. The device must also never be opened in other respects.

8. Installation

4X

1 M – 1,45 M

1. Mount the go-e Charger approx. 1.00 to 1.45 meters above the ground, depending on your personal feeling of well-being. When determining the optimum installation position, ensure that there is a proper distance to the three-phase socket so that the CEE plug of the charging station can be plugged in easily. The go-e Charger has to be mounted exactly below the CEE socket so that little pressure is exerted on the supply line.

Place the wall bracket in the desired mounting position. Use a spirit level to align it straight. Mark the four drill holes with a pencil by using the wall bracket as a template.
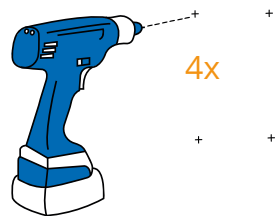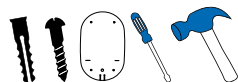

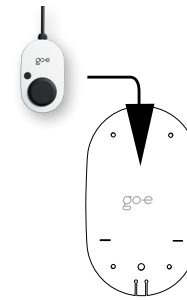2. Drill holes at the four marked positions.

4x
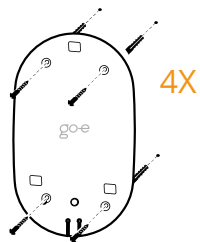
3. Attach the wall bracket with four screws and dowels each. Drive the dowels into the wall with a hammer.

4X

Make sure that the surface is not warped. The device may not be attached if the wall bracket is distorted. Compensate possible unevenness of the wall with spacers (not included in the scope of delivery).

8. Installation



4. Hook the go-e Charger into the wall bracket.

Optional: If required, attach the supplied U-piece directly above the charger, making it impossible to remove the device from the wall bracket. In addition, a padlock (not included in the scope of delivery) can be attached.

5. The go-e Charger is equipped with an integrated DC protection module with DC detection and additional AC detection (6 mA DC, 20 mA AC).

On the building side, an RCD type A must be installed and a miniature circuit breaker must be installed upstream. The local installation regulations must be observed.
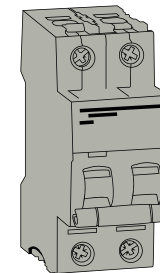
Miniature circuit breakers with characteristic B or C for 16 or 32 amperes are permissible:

• 3- or 4-pole for three-phase connection
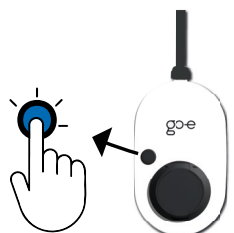• 2-pole for single-phase connection

6. When installing multiple units, activate static load balancing via the go-e Charger app (WiFi required).

When using the go-e Controller, you can activate dynamic load balancing, which takes into account the electricity consumption in the entire house.

9. Commissioning/charging

Gemini flex 11 kW = 16 A
Gemini flex 22 kW = 32 A

1. **Plugging in the charger**

   Connect the go-e Charger Gemini flex directly to a red CEE socket or to a suitable socket using an original go-e adapter.

2. **Start of the charger**

   The go-e Charger performs a self-test during initial start-up or after a restart, during which the LEDs light up in rainbow colours.

3. **Ready to charge**

   The go-e Charger is ready for operation. The number of blue LEDs corresponds to the set charging current.
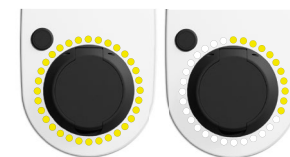
   💡 Five predefined charging levels can be selected via the button.

   💡 You can adjust the charging levels individually in the go-e Charger app („Current levels"). It does not matter whether the go-e Charger is connected single-phase or three-phase.

1 LED = 1 A
Gemini flex 11 kW = 6 A - 16 A
Gemini flex 22 kW = 6 A - 32 A

4. **Starting the charging process**

   Connect the go-e Charger and the vehicle by using a type 2 charging cable (or if the car has a type one socket by using a type 2 to type 1 adapter cable). Make sure that the type 2 plug is inserted as far as possible into the type 2 socket of the charger.

   The Charger is ready for charging and is waiting for the car to release it. The LEDs light up yellow in the number of the preset charging current.

5. **Charging**

   After the car has enabled charging, the LEDs rotate clockwise around the type 2 socket during the charging process.

   💡 The number of „tails" corresponds to the number of connected phases or the number of phases set in the app:

   • 1 rotating tail = 1-phase charging (230 V)
   • 3 rotating tails = 3-phase charging (400 V)

   The speed of rotation and length of the tails indicate the amount of charging current.

9. Commissioning/charging

6. Stop charging

The charging process is completed when the LEDs light up green.

If you want to stop charging prematurely, use the „cable release" function of your vehicle or the large round button of the go-e Charger app (tab „Charging").

The cable remains locked in the type 2 socket in the standard setting after the charging process has ended (adjustable via the app) until it is removed from the vehicle (theft protection).

If the power supply is interrupted, the charging cable remains locked in the charging box for reasons of theft protection. To unlock it, it is necessary to re-energise the charging station. The cable can also be unlocked automatically after a power failure, provided the function has been activated in advance via the „Cable unlock" setting in the app. However, it is then no longer theft-protected in the event of a power failure.

10. LED status display/troubleshooting

The go-e Charger displays the charging status via different colours and positions of the LEDs. In addition, it executes a whole series of safety queries to check the used power source for possible errors. For this reason, the go-e Charger may display an error and refuse to charge, especially with unknown power sources.

The device visualises the cause of the error by certain colours and positions of the LEDs. You can also find the error message within the „Status" information of the app. (The following colour codes correspond to the factory setting).

Ground check deactivated

4 LEDs light up red (3, 6, 9 and 12 o'clock).

The go-e Charger has the safety function „ground check", which prevents the charging process in TT/TN power grids (common in most European countries) in case of insufficient grounding of the power connection. This function is enabled by default and can be disabled via the go-e Charger app.

However, the „Ground check" should only be disabled if you are sure that the electricity grid has no grounding (IT grid, e.g. in many regions of Norway), so that charging can also be carried out here. If you are not sure, you must leave the setting in the app at „Enabled"!

Waiting

The LEDs flash blue in the number of preset charging power.

The go-e Charger waits to charge based on a preset sheduler or to obtain cheap electricity when charging with a flexible electricity tariff.

Activation required

The LEDs light up blue and two white LEDs move from the top and bottom to the centre.
The „Access control"/"Charging mode" is not set to „Open". Use a learned RFID chip or the app to activate the charging process.

RFID chip detected

5 LEDs light up green.
The go-e Charger has recognised an RFID chip authorised for charging and releases the charge.

Unknown RFID chip

5 LEDs light up red.
An unknown RFID chip was used. Use a learned RFID chip to activate charging.

Internal error

The LEDs flash red.
The go-e Charger has detected a general communication error. Check the error code in the go-e Charger app.

Vehicle is not recognised

The LEDs light up blue in the standby mode.
However, the charging process does not start.
Check the charging cable and the tight fit of the plugs.

Grounding fault

The LEDs flash red at the top and glow green/yellow statically at the bottom.
Check whether the supply line to the go-e Charger is properly grounded.

Phase error

The LEDs light up blue at the bottom and flash red at the top.
Check whether the phase/s of the go-e Charger are connected properly. It is possible that only 2 phases are connected. If no function occurs, contact the go-e Support.

Fault current detected

The LEDs flash red at the top and light up pink at the bottom.
The Charger has detected a DC fault current >= 6 mA

or AC fault current >= 20 mA. To acknowledge the fault, press „Reboot" in the app or disconnect the Charger from the power supply for a short time. If necessary, the charging current can be reduced, but also check the connection used. (The charging system in your vehicle may also be defective).

Increased temperature

The LEDs light up yellow at the bottom and flash red at the top.
The temperature in the go-e Charger is increased. Therefore, the charging current is automatically reduced.

Error unlocking or locking

The LEDs briefly light up red at the top and yellow at the bottom.
The charging cable could not be unlocked or locked properly. The unit tries to repeat the process every five seconds. The type 2 plug may not be inserted completely. Try to insert it into the type 2 socket as far as possible.

Firmware update

The LEDs flash pink and turn yellow with increasing progress of the update.
A firmware update was started via the go-e Charger app. This may take a few minutes. Do not disconnect the charger from the power supply during this time.

Firmware update successful

The LEDs light up alternately green and pink.
The firmware update has been successfully completed.

10. LED status display/troubleshooting

Firmware update failed

The LEDs light up alternately red and pink.
The firmware update could not be completed successfully. Please try again.

Start of the charger does not end

The LEDs light up permanently in rainbow colours.
If the charger does not leave this mode, the WiFi signal may be disturbed. Please remove possible sources of interference (e.g. devices with a WiFi mesh network).

Connection cable/fuse

The LEDs do not light up despite a power connection.
Check the overload protection of the connection.

11. Reset card/RFID chip

go-e Charger reset card

On the back of the reset card you will find important access data which you need to set up the app control of the charger:

• "Serial number": Serial number of the go-e Charger
• "Hotspot SSID": WiFi hotspot name of the charger
• "Hotspot key": WiFi hotspot password of the device
• "QR-Code": Automatically connection to the hotspot

Ideally, leave the reset card at a secure location where you can quickly access it in case you need it.

11. Reset card/RFID chip

Reset to factory settings

You can also use the reset card to reset the go-e Charger to factory settings:

• Hold the reset card in front of the chargers RFID reader
• All LEDs light up red briefly to confirm

The stored RFID chips and assigned consumption data are not deleted during this process.

RFID chip
Protection against unauthorised charging

If you install the go-e Charger outdoors, you can protect the device against use by unauthorised persons by means of an RFID chip. In the settings of the go-e Charger app, „Authentication required" or „RFID/App required" needs to be selected for this.
The delivered RFID chip is already learned.
To authenticate a person authorised for charging, the chip needs to be held in front of the RFID reader (below the logo of the charger)before each charging process. Alternatively, authentication can be done by tapping the round button of the tab „Charging" of the go-e Charger app.

Consumption overview for several users

Furthermore, additional user accounts can be created with additional RFID chips (available as accessories). This is useful if several people share the unit and the charged current should be displayed separately for each user in the app.

Additional RFID chips can be learned via the app („Settings"/"RFID chips"). Simply select one of the free slots and follow the instructions in the app. The chips can be renamed individually in the app.

Any RFID chip/card that transmits on a frequency of 13.56 MHz (e.g. also many credit cards) can be learned.
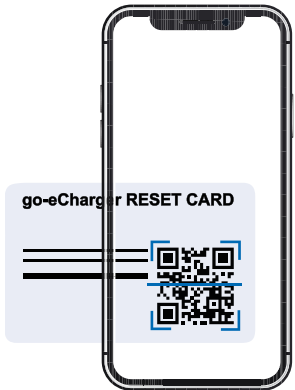
12. App - connection setup

The go-e Charger can also be used without an app.

Download the go-e Charger app if you want to change basic settings, use comfort functions, read the internal electricity meter or control the charger remotely.

The go-e Charger app is available for download on the platforms listed opposite, depending on the operating system of your mobile device.

Set up connection via hotspot

1. Some smartphones require deactivating mobile data and terminating active WiFi connections.

2. Either scan the QR code of the reset card (an external app may be required for this) or manually search for the charger's network (displayed as go-e-xxxxxx) in the settings of your mobile device to connect to the charger's hotspot. If you connect manually, you need to enter the password that you will find on the reset card under „Hotspot key".

3. Now launch the go-e Charger app.

4. If the „Charging" page is already displayed, you can already operate the charger locally via the app. Otherwise, you need to select your go-e Charger in the app beforehand.

12. App - connection setup
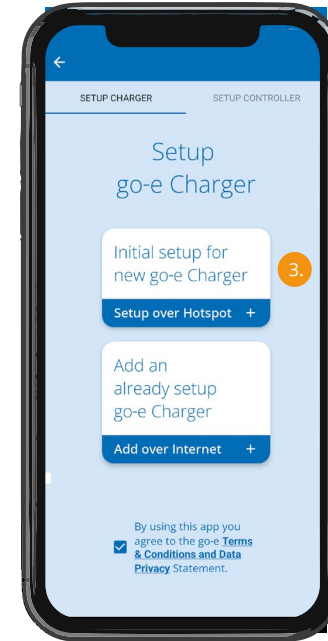
Set up connection via WiFi

For remote control of the charger and for some comfort functions, a WiFi connection of the charger is essential.

1. To connect to the WiFi network, you have to establish an active hotspot connection to the Charger (as described above).

2. Then tap the „+" icon in the app.

3. On the following screen, select „Initial setup for new go-e Charger". As soon as the hotspot connection has been detected, tap on „Next". On the next screen, the connection to WiFi needs to be activated.

4. Enter the name of your WiFi („SSID") or select your WiFi (if displayed). You also need to enter the „password" of this WiFi network. As soon as the connection has been established, a „Next" button appears, which you have to tap. Follow the subsequent instructions of the app until the „Done" button appears. Tap this button.

5. Check whether the connection to the go-e Cloud is allowed under „Advanced settings" (in the „Internet" tab of the go-e Charger app).

6. Disconnect the hotspot connection to the Charger, establish a smartphone internet connection to control the Charger remotely via mobile data or WiFi.

12. App - charging

a The „Charging" tab of the go-e Charger app gives you direct access to the most important functions for starting, stopping and monitoring charging processes.
Do you have several go-e Chargers? Tap the picture of the Charger or its name to go to the selection page with the list of available devices. Select the Charger you want to operate.

b Tap the „+" icon at the top right to connect a new or existing go-e Charger to the app.

c Use the 3 tabs to switch between the screens „ Power", „Details" and „Data".

d The tab „Power" shows the current charging power in the large circle (if charging is in progress). You can start and stop the charging process by tapping this circle. In this case, you are charging in standard charging mode, which does not take into account e. g. flexible energy tariffs.

Use the 3 round icons below to access the settings for „Mode", „Current" and „Planned charge".

e You are also able to change the charging current during the charging process via the „Current" icon, even in steps of 1 ampere using the slider.
Under the headings „Status", „Energy" and „Information" you will find further details regarding the charging process.

If you tap „Energy per user", a list with the charged electricity quantities of all learned RFID chips is displayed. You can also download the charging history or meter readings here.

f Use the 3 tabs to switch between the screens „Charging", „Settings" and „Internet".

12. App - settings

You can adjust the basic and comfort settings of the charger via the „Settings" tab of the app. You are provided with help notes in the app for the setting options, which is why you will only find basic information below.

Current levels

When delivered, the black button of the go-e Charger is predefined with 5 amperage levels for selecting the charging current. You can switch between the levels step by step by pressing the button. You are able to adjust the current intensity of the five levels to your personal needs via the „Current levels" setting option of the go-e Charger app.

With lower amperages, you charge more sustainably, which can have a positive effect on the stability of the power grid. With high amperages, you charge the battery faster.

Save energy with kWh limit

The „kWh Limit" function is practical if you do not want to fully charge the battery because, for example, you live on a mountain and want to recuperate when driving downhill. Set in the „kWh Limit" menu how much energy should be charged until the next trip.

Flexible energy tariffs - charge cheaper

If you have a contract with your electricity provider about a flexible electricity tariff with changing tariffs every hour or at certain times of a day, you can configure the Charger so that it charges your car at the cheapest hours. To do this, we have integrated flexible energy tariffs in the app to provide you with a sustainable and money-saving way of charging. The list of energy providers you can see in the go-e Charger app is constantly expanding, as dynamic electricity pricing is a relatively new concept. Check in the go-e app under „Mode" whether your energy tariff is al-

ready integrated. Select the country you live in, your energy provider and the tariff you have signed up for with your energy provider. Then activate „ECO Mode" or „Next Trip Mode" under Mode and set a price, time or kWh limit at which the go-e Charger should start or finish charging for the selected charging mode in the „Settings" tab.

In „ECO mode", you can set a price limit per kWh. As soon as the electricity price falls below the threshold you set, the wallbox charges your electric car.

In „Next Trip Mode", you can set a time and a kWh amount to charge your vehicle without a price limit. The go-e Charger automatically selects the cheapest hours for charging according to your electricity tariff until the specified kWh amount is reached within the set time limit. If you wish, you can continue charging in ECO mode by manually setting the charging price limit.

A cloud connection (WiFi) is required for this functionality. The current prices are automatically transferred to the charger and displayed in the „Data" tab on the „Charging" screen.

Photovoltaic surplus charging

Basically, the go-e Charger allows you to charge your car easily and automatically with surplus electricity from your photovoltaic system (PV). However, this requires an energy management system (EMS). The go-e Controller (separate product) is an example of such an EMS . The open interfaces of the go-e Charger also allow you to use other EMS. For these, however, you usually need to have programming knowledge or check in advance whether the EMS you want to use already has the go-e Charger integrated.

For charging with PV surplus power with go-e Charger and go-e Controller, customisations have to be made in the app under „Settings" in „ECO Mode" or „Next Trip Mode". There you will find a slider „Charge with PV surplus", which you need to activate. You can then adjust the exact settings via the link „PV surplus" below the slider. Here you can also opt for automatic phase switching in order to be able to charge even when the PV system's output is low. Afterwards, you need to activate the respective mode in the „Charging" tab. How charging works in conjunction with the go-e Controller is explained in detail in its instructions.

Combine cheap electricity tariffs and photovoltaic surplus charging

In combination with the Controller, you can even combine charging with PV surplus and favourable electricity tariffs in „Eco Mode" and „Next Trip Mode". The Charger first tries to use as much solar power as possible and then continues charging with cheap electricity rates.

Scheduler

The „Scheduler" option allows you to postpone the charging process to a time when electricity is available in abundance (often at night). In this way, you act in a particularly sustainable way, as you do not increase the load peaks that are common at the end of the working day and take electricity that could otherwise not be used sensibly. In this way, you ensure grid stability.
After activating the scheduler, you can define when the go-e Charger may charge or not charge. For weekdays, Saturday and Sunday, 2 time periods can be defined separately.

12. App - settings

Load balancing

If you operate several go-e Chargers at one power connection, you should use the „load balancing" (static) function so that the building power connection is not overloaded. A cloud connection (WiFi) is required for this function. If the cloud connection is temporarily interrupted, the go-e Charger will continue charging with reduced charging current in fallback mode, provided a charging current value greater than 0 A has been entered for this purpose. When using the go-e Controller, you can activate dynamic load balancing, which takes into account the electricity consumption in the entire house.

Cable unlock functions

The default setting under „Cable unlock" is that the charging cable should remain locked in the charger after the charging process until it is released at the vehicle (theft protection). Alternatively, you can lock the cable permanently. This is useful if you rarely take it with you in the car and the go-e Charger has been installed outdoors. The function serves as a permanent protection against theft of the cable. Furthermore, you can have the cable automatically unlocked after the charging process. This is convenient if you share the charging station with several people and want to allow them to use the charger at the end of your charging session.

13. Guarantee, warranty and exclusions

1. go-e GmbH grants a guarantee for go-e chargers of the Gemini series against material and functional defects in accordance with the following conditions. The warranty period is 36 months from receipt of the goods after the first purchase of the product from go-e or a reseller. This warranty is in addition to the statutory warranty of 2 years (from receipt of the goods) and does not limit it.

2. The guarantee is only valid on presentation of proof of purchase stating the date of purchase.

3. In the event of a guarantee claim, the customer has to inform go-e GmbH immediately in text form to complain about the defect. In the event of a justified notice of defect, go-e is obli¬ged to improve or replace the goods as soon as possible or to arrange this. In the (justified) case of the return of the defective product to go-e, go-e will bear the costs incurred. If, in the event of a guarantee claim, it becomes apparent that the device needs to be replaced, the customer waives ownership of the previous device from the date of return shipment and the new device simultaneously becomes the property of the buyer. This transfer of ownership also applies if, as a gesture of goodwill, a device is replaced outside the guarantee period at reduced conditions. If a defect that is justifiably notified within the guarantee peri¬od concerns a permanently installed charging station, go-e GmbH will send the customer a replacement box and will pay a total of up to 70 euros of the electrician's costs incurred in uninstalling the defective charging station and installing the replacement unit. In any case, evidence in the form of an invoice has to be provided. For safety reasons, the disassembly of an allegedly defective, permanently installed go-e product may only be carried out by a qualified electrician. Before dismantling the product, always contact go-e's techni¬cal custo¬mer support and wait for its decision on the further procedure for handling the service case. Repairs may only be carried out by the manufacturer go-e. For repairs not carried out by go-e, there shall be no claim to reimbursement of costs under the guarantee.

4. In the event of incorrect storage, use or installation/mounting by the buyer/installer and resulting damage to the product or other technical defects caused by the buyer/installer, the guarantee and statutory warranty shall expire. In this case the buyer bears the shipping costs. This applies especially if the product is not operated with a special original adapter manufactured by go-e GmbH or is used for other purposes than those specified by the manufacturer.

5. The guarantee and warranty also expires in the event of any modification or opening of a go-e product or if there is no proof of installation by a qualified professional. (e.g. commissioning certificate)

6. go-e GmbH shall make every reasonable effort to provide the operation of all free digital supplementary services in accordance with the representations in the operating instruc¬tions of the products, including but not limited to app and cloud functions. go-e does not, however, guarantee that these will always function error-free, fully available and without interruption. go-e GmbH does not provide any guarantee, warranty or assurance for these digital ad¬ditional functions, but will endeavor to provide a workaround or update to rectify errors or eliminate faults free of charge within a reasonable period of time following an error/fault report by the customer. The customer's report can be made by telephone during go-e business hours, by e-mail to office@go-e.com or by using the contact form on the go-e web¬site. go-e shall be entitled to apply restrictions for the elimination of errors/malfunctions and/or workarounds, as well as to postpone the elimination of errors/malfunctions until the release of an update. In order to fulfil this obligation, go-e GmbH is entitled to suspend the digital supplementary services due to planned or unplanned maintenance work, which is why go-e does not guarantee that the digital services will be available without restriction at any given time.

7. Claims arising from this guarantee shall be governed exclusively by Austrian law, excluding the conflict of laws provisions, in particular the UN Convention on Contracts for the International Sale of Goods.

14. CE Declaration of Conformity

CE Declaration of Conformity: Hereby go-e GmbH declares that the radio equipment type go-e Charger Gemini flex 11 kW and go-e Charger Gemini flex 22 kW is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: **www.go-e.com**

15. Contact and support

Do you still have questions about the go-e Charger?

You can find helpful answers concerning the most frequently asked questions, help for technical problems and troubleshooting on:
www.go-e.com

If you cannot find an answer to your question in this guide, on our website or in the app, please feel free to contact us:

Support

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