User guide

Rev. 2
11/2024

Table of contents

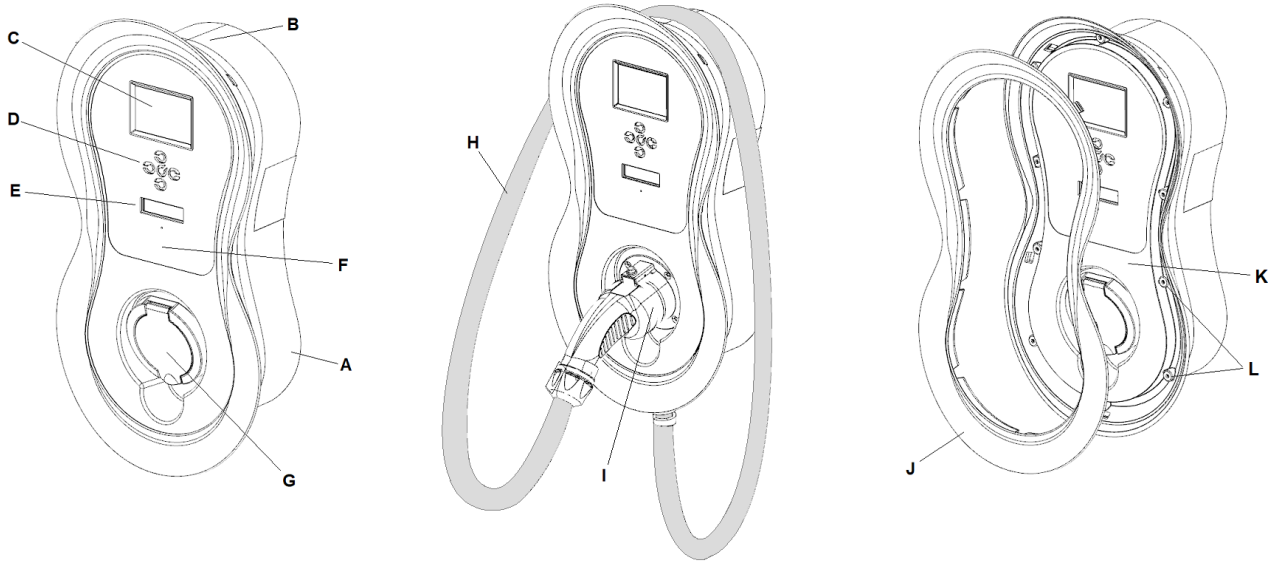
1. Preliminary information

Before reading the following document, make sure you have completed the installation of the device as indicated in the "Installation Manual" document available at

https://support.semar.com

or scan the following QR code.

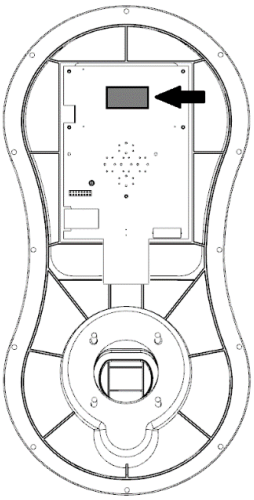
1.1. Appearance and components



A. Enclosure
B. Cable winding seat (tethered models)
C. LCD (optional)
D. Multi-function key or navigation keys (optional)
E. Multicolor status LED area
F. RFID reading zone (optional)
G. Charging socket (untethered models)
H. Charging cable (tethered models)
I. Idle plug location (tethered models)
J. Cover
K. Front panel
L. Front panel screws

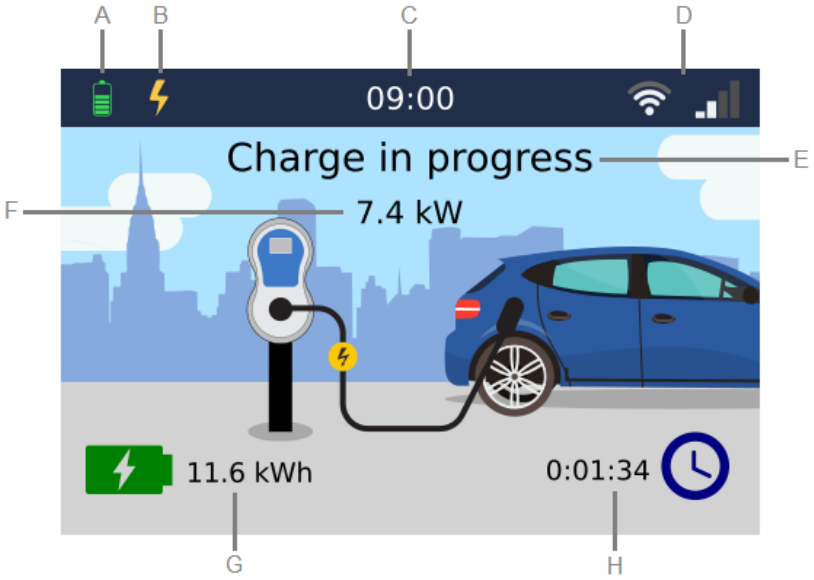
1.2. Label with access data

Inside infinergi, on the back side of the removable front panel, there is a label showing the QR code necessary for association with the App.



1.3. Display

Some Infinergi models are equipped with an LCD display.
The main screen (*Home*) of the device appears as follows.



A. Device status icons:
- Device initialization in progress.
- Charging not enabled.
- Device out of service.
- Vehicle not connected.
- Vehicle connected but user not yet authenticated.
- Vehicle connected but charge current not yet available.
- Charging in progress.
- Charging paused.
- Charging terminated.
- Error encountered.

Firmware update in progress.

B. Current charging mode:
   - Fast
   - Green
   - Programmed (flanked by the current program number, when active)
   - OCPP
C. Current time
D. Status of WiFi and mobile connectivity (optional)
E. Device status information
F. Instant charging power (present only during a charging session)
G. The energy delivered during the last charging session
H. Duration of the last charging session

By pressing the button from the *Home* screen the user enters the *Menu* screen, where using the buttons as indicated in 1.4.2 it is possible to navigate between the following sections:

- **Admin**: contains the administrative settings
- **User settings**: contains the settings that the user can change
- **Info**: auxiliary information such as:
  - **Device info**: main device factory data
  - **Charging sessions**: summary of the total (since installation) and partial (since the last reset) charges carried out
  - **Electrical readings**: values of the electrical quantities (voltage, current, power...) measured by the device, both at the electrical network level and towards the vehicle

The *Home* screen closes automatically after 1 minute of inactivity.

1.4. Buttons

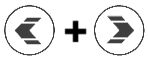
1.4.1. Models without display

Models without display have only one multifunction button, which performs different functionalities depending on the duration of pressing.

BUTTON	DURATION	EVENT	DESCRIPTION
	Less than 1 second	Charging management	The action changes depending on the status of the device: • ERROR IN PROGRESS: recovery attempt (see 4.1 for more details). • CHARGING IN PROGRESS: suspend charging. • PAUSE IN PROGRESS: resume charging.
	15 seconds	Device restart	After the first 15 seconds, the device will restart.
	30 seconds	Factory reset	Keep the button pressed for further 15 seconds to restore the factory settings.

1.4.2. Models with display

Models with displays have five buttons, whose functionalities are different depending on the currently active screen.
From any screen, pressing the right and left buttons simultaneously allows the following quick operations.

BUTTONS	DURATION	EVENT	DESCRIPTION
	15 seconds	Device restart	
	30 seconds	Factory reset	After the first 15 seconds, the device will restart. Keep the button pressed for further 15 seconds to restore the factory settings.

1.4.2.1. *Home* screen

BUTTON	DESCRIPTION
	Enter the *Menu* screen
	Boost activation (only in ***Green*** mode)
	Change charging mode
	-

1.4.2.2. *Menu* screen

BUTTON	DESCRIPTION
	Confirmation of the selected option
	Navigation through the menu items
	Change the value of the current item

1.4.2.3. Standby

While the display is in standby, any button pressing exits this mode and returns to the *Home* screen.

1.5. Light signals (LEDs)

On the front panel of infinergi, there is a logo that lights up according to the following table.

COLOR	STATE	DURATION [ms]	DESCRIPTION
	Single blink	600	Infinergi startup.
-	Off	-	Vehicle not connected.
	Fixed	-	Vehicle connected but charging current

			not available. Condition verifiable only with DLM functionality enabled or in ***OCPP*** mode.
	Periodic blinking	1000	Incomplete installation.
	Periodic blinking	2000	Charging was suspended due to one of the following conditions: • Invalid charging program • Energy not available (DLM active) • Green energy not available (DLM and ***Green*** mode active) • Ventilation required by the vehicle • Device not enabled for charging (only in ***OCPP*** mode) • Pause requested by the user
🔵	Fixed	-	Vehicle connected, waiting for it to start charging.
	Periodic blinking	200	Test in progress before starting charge.
🟢	Fixed	-	Vehicle charging complete.
	Periodic blinking	1000	Charging in progress.
	Double blink	350	Valid authentication.
🟣	Periodic blinking	2000	Software update in progress: do not power off the device.
🔷	Fixed	-	Waiting for transaction start confirmation (only in ***OCPP*** mode).
	Single blink	500	Charging authorization request in progress.
🔴	Double blink	350	Failed authentication.
	Periodic blinking	500	The device has encountered an error. See 4.1 for more details.

2. Mobile App

Once Infinergi is connected and turned on, it is necessary to use the mobile App at least to complete the initial configuration

2.1. Download the App

The Infinergi App is available for devices with an Android system higher than 5.1 and for Apple devices with an iOS system higher than 14.0.

To download the Infinergi App, scan the following QR codes

Download on the App Store

GET IT ON Google Play

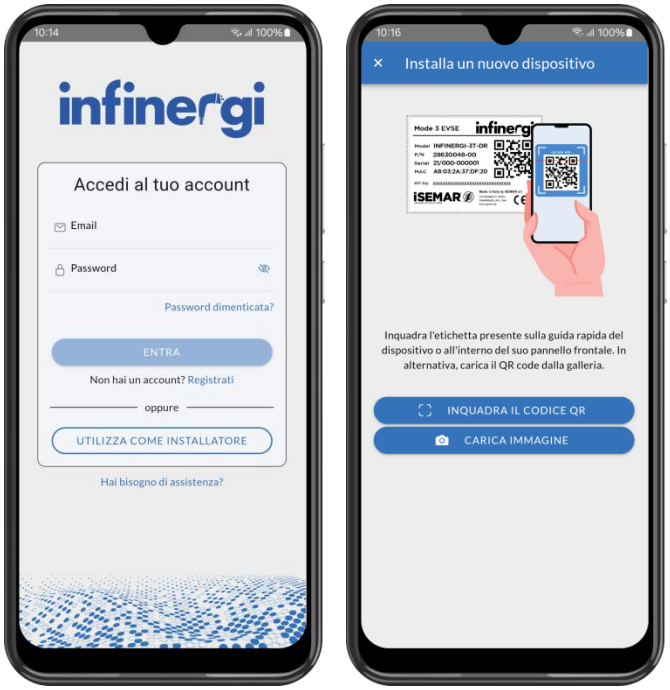
2.2. Installer access

From the login screen, you can use the App as an installer, without the need to enter your login credentials.

This mode allows you to only carry out the initial configuration of an Infinergi.

A proper wizard guides you through the procedure allowing quick configuration of::

- Electrical installation parameters
- WiFi network to connect to
- Charge authorization

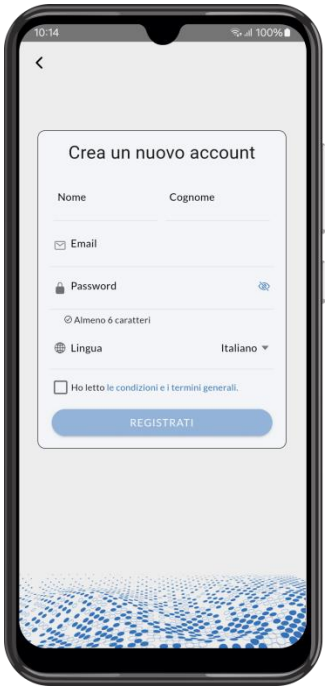


2.3. User access

User access is carried out using the e-mail address and password used during registration.

If you do not have an account, create one by clicking on “Register”. Fill in your personal details in the registration form and follow the on-screen instructions.

The user will receive a confirmation email to the address specified during registration.

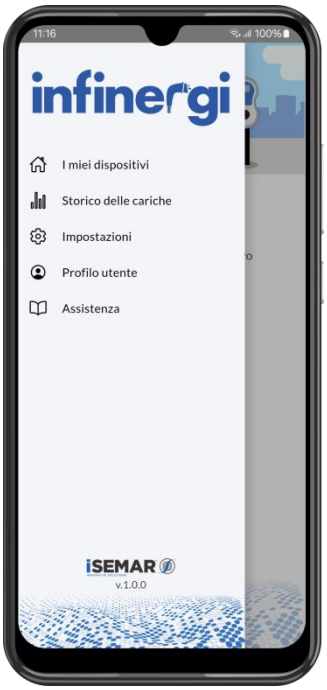


2.4. List of devices

Once logged in, the main screen groups together the list of Infinergi devices associated with your account.

By clicking on the button at the top left, the navigation menu between the various pages opens.

By clicking on the “+” button in the center, you start the procedure for adding a new Infinergi.



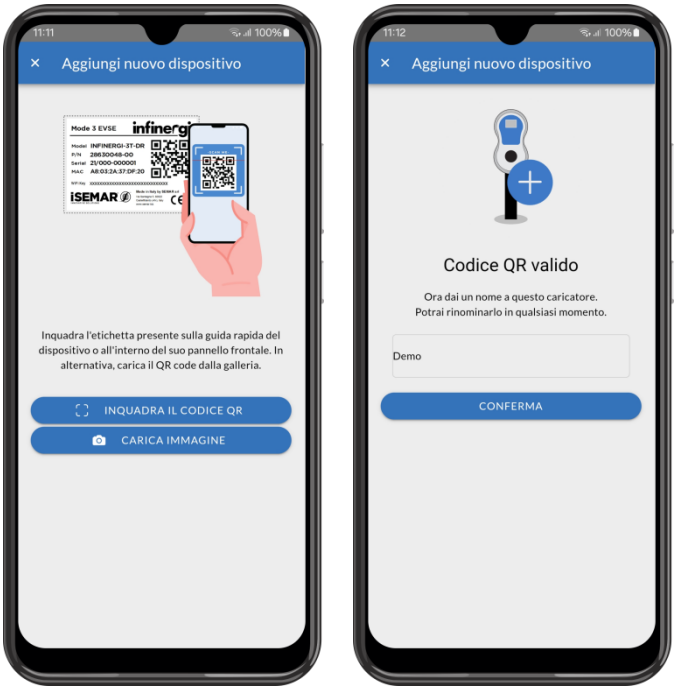
2.5. Adding a new Infinergi

To add a new device it is necessary to scan the label with the access data described in 1.2.

This is found on the quick guide contained inside the packaging, and in duplicate inside the Infinergi front panel.

Once the code has been scanned and recognized as valid, you can give the newly added device a name and save it in your account.

Optionally, a wizard allows you to configure some operating parameters of the device.



Once you have successfully added one or more Infinergi to your account, the "My Devices" screen will populate with the list of associated devices.

These are displayed in the form of cards, each reporting the current status of the device.

By clicking on one of these, you enter the details of the individual device.

2.6. Device details

This screen contains the following information:

- Current state
- State of last charge
- Summary of consumption for the last month

From this page you can access further sections:

- Charging in progress, by clicking on “Details” in the “Current charge” tab (or “Last charge” if no vehicle is connected)
- Charge history, by clicking on “See more” in the “This month” tab
- Advanced management, by clicking on the “…” icon on the right of the top bar

2.6.1. Current charge – Last charge

If no vehicle is connected to Infinergi, this page shows the information on the last charge:

- Start time
- End time
- Effective charging time
- Type of authorization
- Energy charged
- Cost

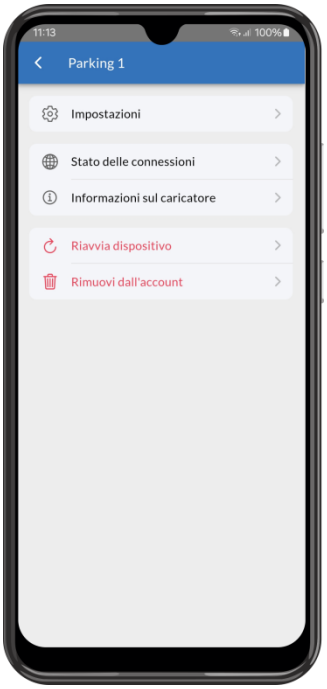
If a vehicle is connected, it is also possible to pause the session, or limit the maximum charging power.

This last option is valid only for the current session, and can be useful to prevent a possible disconnection of the meter in the event that other household appliances are active.

2.6.2. Advanced management

From this screen you can access the advanced management of Infinergi, including:

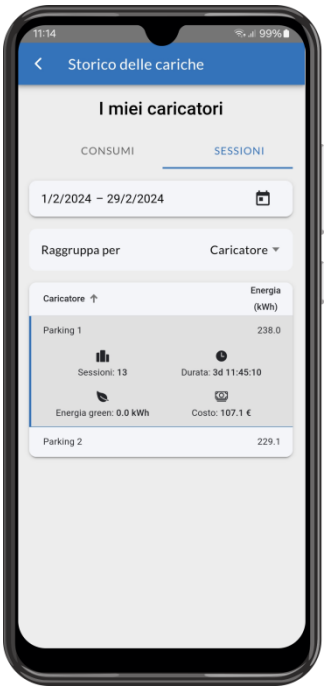
- Editing settings, grouped by functionality
- Summary of the status of Bluetooth, WiFi and further connections (if present)
- Device information
- Perform a soft reboot of the device
- Remove the device from your account



2.7. Charge history

Through the app it is possible to access the charge hisotry carried out by the single device and the overall charges carried out by all your Infinergis.

From the Infinergi details page you can access the history relating only to that device.



Instead, by opening the side menu on the home page, clicking on "Charge history" you can access the overall consumption of all the Infinergi in your account.

Here charging sessions can be grouped by device or by authorization mode.

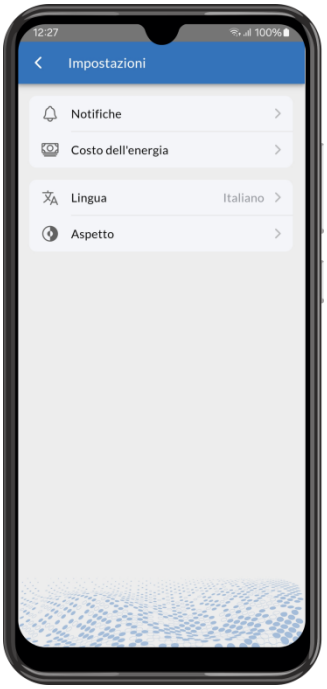
This last functionality is useful for distributing the charges, and therefore the cost of the energy withdrawn, between the various RFID cards.

2.8. App settings

From the side menu on the home page you can access the general settings of the app.

These parameters are saved in your account, so they are applied to the app even when the user logs in from another smartphone.

- Notifications
- Energy cost per kWh
- Language (Italian or English)
- Appearance (light, dark or system default theme)



3. Functionalities

Some features require configuring some parameters. These can be modified from the display (where present) or via the App within the *Settings* page of the individual device.

3.1. Charging mode

The active charging mode is selectable among the following options of the configuration parameter “Charging mode”:

- **Fast**
- **Green**
- **Programmed**
- **OCPP**

If the selected charging mode is managed directly from the device (**Fast**, **Green**, **Programmed**), the user can set a limit to the charging rate concerning the value entered during installation.
This is changed via the configuration parameter **Charge limit** within the “Charging” section.

3.1.1. Fast

Infinergi always charges at the maximum available rate, equal to the system limit settled during the first configuration or a lower limit if configured as a user setting.
If the DLM functionality is active, the available current is continuously adjusted according to changes in user power consumption (section 3.3.1).

3.1.2. Green

Requires installation of a grid meter and the DLM function enable (section 3.3.1).

Infinergi charges by optimizing the energy production of a renewable source plant.

Below are the configuration parameters to adjust the behavior of this mode:

- **Operating mode**:
  - **Solar**: only renewable energy is used, making charging completely eco-sustainable. In this way a surplus equal to or greater than 1.4kW is required to charge a vehicle.
  - **Hybrid**: charging is carried out with a mix of green energy and energy taken from the electricity grid, where the minimum percentage of green energy required can be configured. For example, by setting this level to 75%, a surplus equal to or greater than 1.05kW is required to start charging, while up to 0.35kW would be imported from the grid.
- **Minimum exported power**: represents the minimum power to be always exported and not to be considered in the calculation of the available surplus.

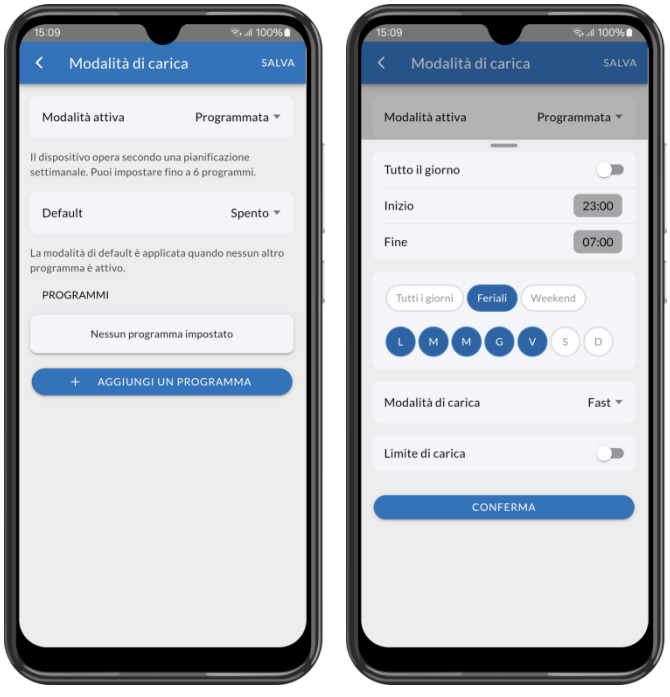
3.1.3. Programmed

Infinergi can operate in different modes according to a weekly scheduling set by the user.

There are six weekly programs, and a default mode that is applied when none of the other programs are active.

For each program, the following parameters can be configured:

- Days of the week when it is active;
- Start time;
- End time;
- Charging mode, to be chosen between **Fast** and ***Green*** (selectable only if DLM functionality is active);
- Limit on charging power.



3.1.4. OCPP

Requires an Internet connection (section 3.5) via WiFi, GPRS or Ethernet.

The charging profile is managed by a central system (*Central Station)* via the OCPP 1.6J protocol.

To establish the OCPP connection between the device and the central system, the user must configure the following configuration parameters:

- **URL**: connection endpoint of the central system.
- **Charge Point ID**: ID of the charge point. Optional parameter, the default value is equal to the serial number.
- **Authorization mode**: the authorization mode is selectable among the following options.
  - **Disabled**: charging could be started without authorization;
  - **Static ID tag**: authorization is performed using a fixed ID tag;
  - **RFID**: authorization is performed using the RFID reader and a valid card.
- **Static ID tag**: an ID tag to be used in `StartTransaction` message, when authorization mode is not dynamic (RFID), or in `Authorize` message to use a fixed value. Optional parameter, the default value is equal to the last 19 characters of the serial number.

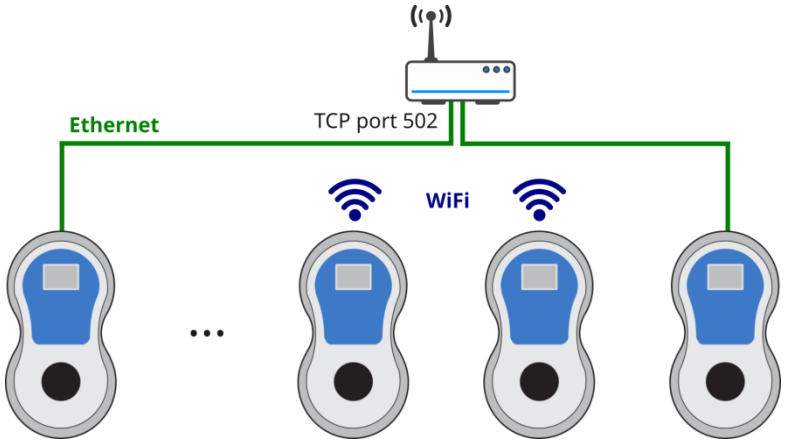
3.2. Cluster

The activation of cluster mode allows the sharing of a fixed (set by the user) or dynamic (if DLM functionality is enabled) charging power among multiple Infinergi.

This functionality operates according to a Master/Slave logic and a power distribution based on priority levels.

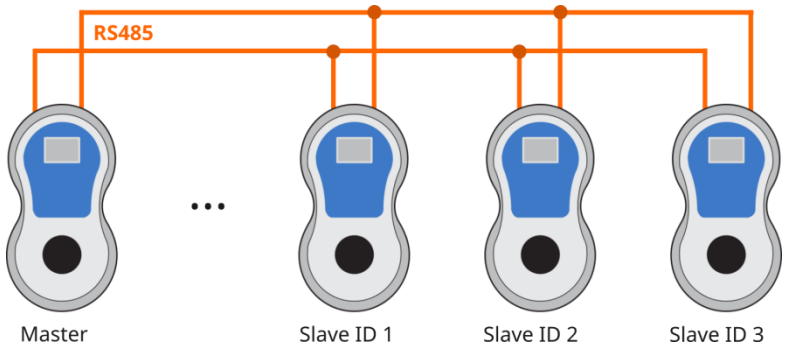
For a correct implementation, at least one of the following requirements must be met during the installation phase:

- The devices must be connected to the same LAN network via WiFi and/or Ethernet. In this case, communications occurs via **Modbus TCP**, and the same communication port (default 502) must be configured on all devices.



WiFi connectivity on all devices. If you need to use Ethernet connectivity, a dedicated expansion module (sold separately) must be installed.

- Devices must be physically connected to each other using an RS485 connection bus (**Modbus RTU**). In this case, it is necessary to install an RS485 expansion module (sold separately) and configure a different Modbus address for each slave.



3.2.1. Current distribution

During the charging phase, if the total current demand of all charging chargers exceeds the configured limit, the cluster manages the charging currents according to priority levels.
The priority is a number which varies from 0 (minimum priority) to 4 (maximum priority), and must be assigned to every device within the cluster.

Assuming a cluster scenario with two chargers, both with 32 A charging current, the possible situations are the following:

- Chargers with **different priorities**. The cluster assigns the requested current to the charger with the highest priority until the charge is complete. Any excess of current is assigned to chargers with a lower priority.

Cluster limit	Master – Priority 4	Slave – Priority 1
40 A	32 A	8 A
32 A	32 A	0 A
10 A	10 A	0 A

Once the first charge is completed, the available current is distributed among the chargers with lower priorities.

Limite del cluster	Master – Priorità 4	Slave – Priorità 1
40 A	Carica terminata	32 A
32 A		32 A
10 A		10 A

- Chargers with the **same priority**. Charging is regulated by the "*Power Sharing*" configuration parameter. If enabled, the available current is equally distributed across the various chargers, so as to supply the same amount of energy.

Cluster limit	Master – Priority 4	Slave – Priority 4
40 A	20 A	20 A
32 A	16 A	16 A
10 A*	10 A*	10 A*

** when the distribution does not allow the supply of at least 6 A (regulatory limit), all the current is assigned to a single charger with a time division logic (5 minute intervals)*

If power sharing is not enabled, the available power is assigned to chargers on a first-come first-serve basis. This way, despite having the same priority, chargers are treated as if the first one connected had the highest priority.

Cluster limit	Master – Priority 4	Slave – Priority 4
40 A	32 A	8 A
32 A	32 A	0 A
10 A*	10 A	0 A

3.2.2. Configuration

A cluster consists of a Master charger and up to 4 Slaves.

The role of a single charger must be configured in the settings within the “Cluster” section.

For ease of configuration, it is recommended to configure the slaves first and then create the cluster.

For each slave the user must specify the connection type by choosing between Modbus TCP and RTU, and the related connection parameters (TCP port or slave ID respectively).

If there are not particular configuration needs, it is advisable to leave the “*Porta TCP*” value at 502.

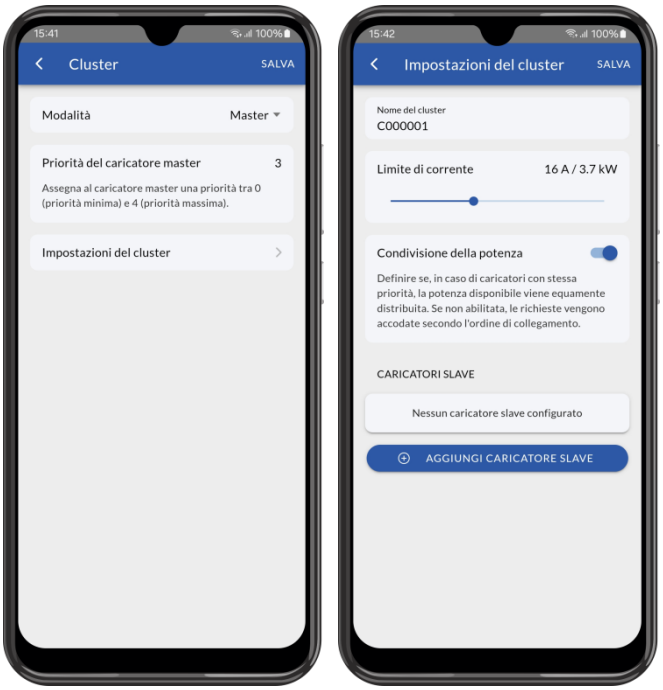
User must also configure slave’s working mode in absence of communication with the master, choosing between:

- Charger off
- Fixed charging current

Then we proceed to configure the device chosen as master, to which a priority value can be set.

Finally, the general settings of the cluster must be configured:

- Cluster name (optional)
- Current limit, which represents the maximum available current during charging phases and distributed among the chargers connected to a vechicle (section 3.2.1).
- Power sharing (section 3.2.1).
- List of slaves with their relative priority.



3.2.3. Charging settings

Some charging settings are disabled on slave chargers and can only be configured on the master.

The settings that are managed by the master for all devices in the cluster are:

- Charging mode, section 3.1.
- Dynamic Load Management (DLM), section 3.3.1.
- Authorization, section 3.4. For **RFID authorization**, it is sufficient that the cards are registered only on the master device. To start charging, the user must still tap the card on the active charger reader. If it is a slave, the master will give it consent to charge or not. If the slave cannot communicate with the master due a communication problem, charging won't be started.

3.3. Meters

Infinergi supports two types of meters:

- One applied to the electrical network, necessary for the Green mode and/or the use of the DLM functionality;
- An external one, MID certified, to account for the energy supplied to the vehicle.

3.3.1. Dynamic Load Management (DLM)

This function adjusts the available charging current based on the system's energy consumption, allowing it to avoid the disconnection of the energy meter when the overall absorption exceeds the contractual power.

To use DLM, a dedicated external meter must be installed, which can be a CT or a supported MID meter.

Once enabled in the “Grid meter (DLM)” section, the following parameters must be configured:

- **Model**: the type of meter used to measure power.
- **Grid limit**: : the maximum value of power drawn from the grid during a charging session (normally it is set as the contractual power value).

The DLM device is the same which monitors the imported / exported energy from a renewable source plant when **Green** mode is selected.

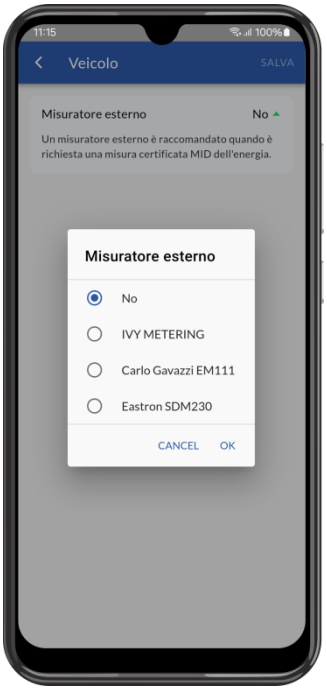
⚠ ATTENTION
The standard requires a minimum charging current of 6A (equal to approximately 1.4kW on single-phase and 4kW on three-phase systems). Therefore, the charging process may not start as long as the available power, net of other consumption on the system and the surplus of green energy available, does not reach this threshold

3.3.2. Charging energy measurement

Infinergi device integrates a meter capable of measuring the instantaneous power absorbed by the vehicle and the energy supplied during charging. Since it’s not a certified measuring instrument, the information provided should only be used for indicative purposes.

Some Infinergi models are equipped with an RS485 interface to communicate with a MID-approved electricity meter, to be used, for example, in scenarios where service pricing is required (eg. **OCPP**).

The type of meter used to measure the energy imported/exported from the grid is selected within the “Vehicle meter” section.

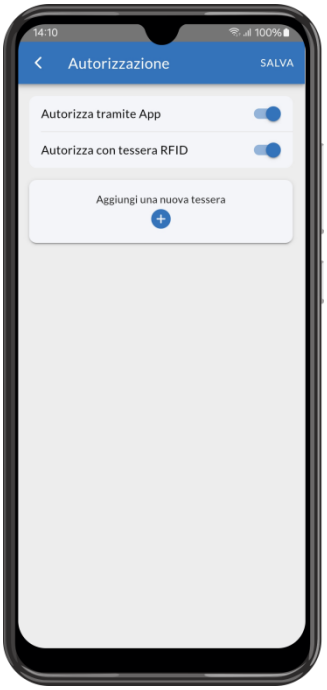


3.4. Charge authorization

If you want to limit the use of Infinergi, you can configure an authorization to enable charging.
The following types of authorization can be enabled within the "Authorization" section:

- Authorization via App
- Authorization with RFID card

If both modes are active at the same time, charging starts as soon as authorization is confirmed via the App or a valid RFID card is placed near the reader.
However, if the authorization is denied via the App, it is always possible to authorize the charging with a valid RFID card as long as the vehicle remains connected to Infinergi



3.4.1. Authorization via App

When a vehicle is connected, the "Waiting for authorization" status appears on the device detail page, with the possibility to confirm or deny charging using the relevant buttons (Authorize and Reject respectively).

If Infinergi is connected to the Internet, the user can enable the receipt of a push notification to be notified of a new authorization request.

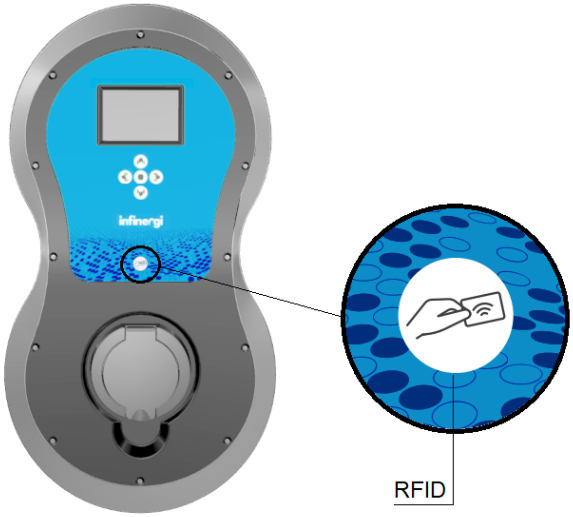
3.4.2. Authorization with RFID card

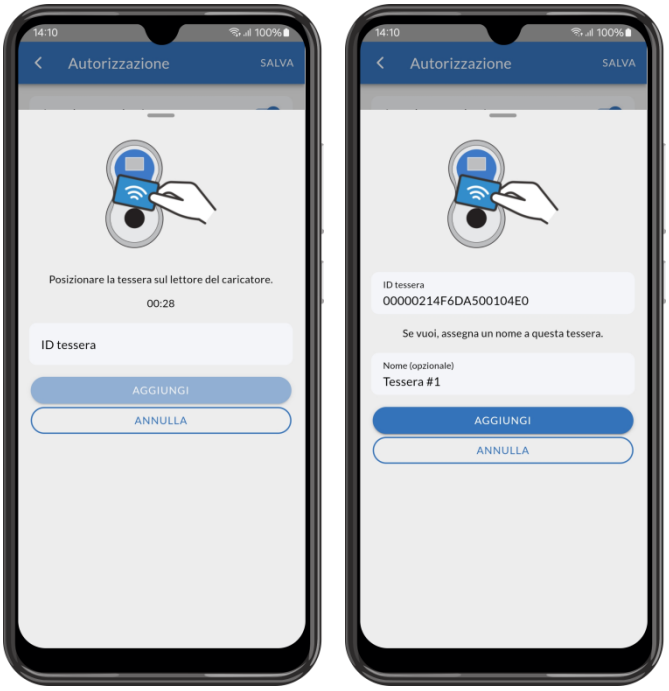
This mode can only be selected on models equipped with an RFID reader.

The reading of the card, both during the add procedure and authorization process, is carried out by bringing it closer to the relevant reader, positioned in correspondence with the relevant logo as indicated in the figure, at a distance of less than 5 cm.

At any time it is possible to remove one of the existing tiles or block it until reactivated.

Adding a new card can be done via the App or, where available, via the display.





To add a new card via the App, once the "Authorize via RFID card" item has been enabled in the "Authorization" section, click on "Add a new card".

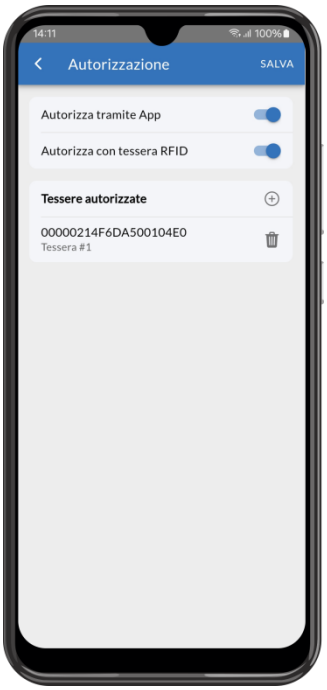
Swipe the card to be added on the Infinergi reader within 30 seconds or, if you know it, enter its ID manually.

The correct reading of the card is confirmed by an acoustic signal and the card ID is shown on the screen.

Optionally, you can add a name to the card to make it more recognizable during use.

Once the procedure is confirmed, the new card appears in the list of authorized cards with ID and name assigned.

From here you can remove one of the existing tiles by clicking on the trash can icon at the end of the line, or add a new one by clicking on the '+' icon in the header.



3.5. Internet connection

Infinergi can be connected to the Internet via WiFi connectivity, which is available on all versions, or an auxiliary connection using an additional module that can be purchased separately.

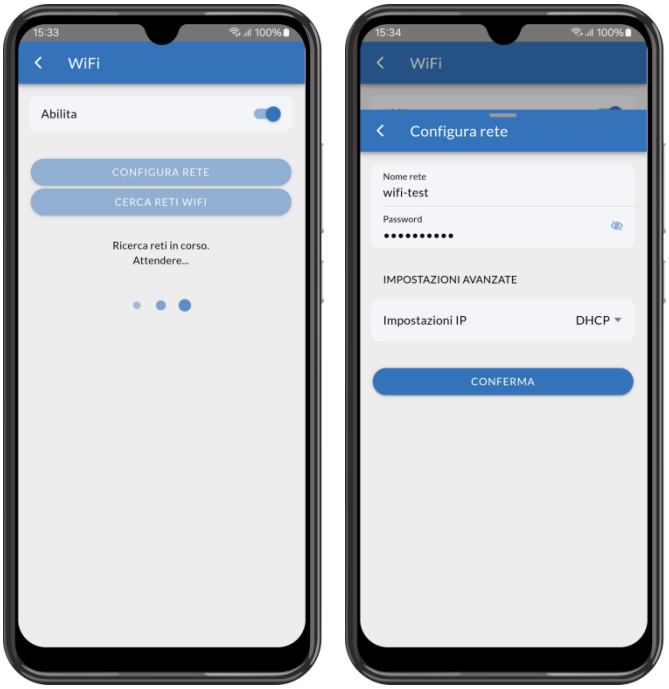
3.5.1. WiFi

The network is configured within the “WiFi” section.

If infinergi is installed in an area reached by a WiFi network, it can be configured to connect to this network.

This can be selected from the scan results of available networks, or configured manually by entering the connection parameters (SSID and password).

Optionally, the IP address settings (DHCP or static) are configurable.



3.5.2. Mobile network

To use this connection Infinergi must be equipped with a GPRS module.
You also need a nano-SIM with:

- active data plan (estimated monthly traffic less than 200MB)
- PIN code removed

The mobile network can be configured inside “Mobile network” section of device settings. Once enabled, the following parameter must be configured:

- **APN**: access point name to connect the device to the Internet. Contact the operator of the inserted SIM to get this information.

3.5.3. Ethernet

To use this connection Infinergi must be equipped with an Ethernet module

The network can be configured inside “Ethernet” section of device settings. Once enabled, the following parameter must be configured:

- **Link mode**: selectable from the following values:
  - Auto
  - 100 Full
  - 100 Half
  - 10 Full
  - 10 Half

Optionally, the IP address settings (DHCP or static) are configurable.

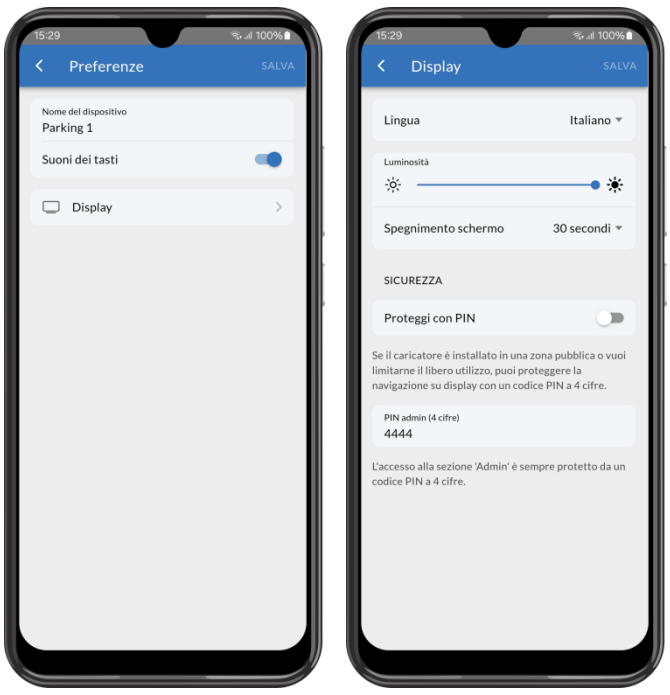
3.6. System preferences

Within the "Preferences" section you can change the name assigned to your device..

You can also enable/disable the buttons sound and, where available, some display settings.

In this regard, and for greater security especially in the case of installations in non-private environments, it is advisable to set a 4-digit access code that must be entered to access the display *Menu* screen.

As regards access to the Admin section of the display, this is always protected and requires the entry of a valid code (default **4444**).



3.7. Firmware update

Infinergi is configured to automatically download any firmware updates if connected to the Internet.

Within the “Firmware update” section it is possible to disable the automatic update.

In any case, it is always possible to check for updates by clicking on "Check for updates". If available, the update can be started manually by the user.

4. Technical support

4.1. Errors and recovery

The infinergi charging station can detect some failures and inform the user.

An error will always stop or suspend the charging process.

Errors are divided into three categories: installation, vehicle, and infinergi device errors.

CATEGORIA		ORIGINE
1	Installations	Incorrect wiring of the device or problems with the power supply system.
2	Vehicle	Problems related to the charging cable (untethered versions) or the connected vehicle.
3	Device	These errors are linked to internal problems in the infinergi device.

If an error occurs, the front panel central LED flashes (as described in section 1.5) as many times as the number of its category. The flashing sequence is repeated cyclically, at intervals of one second, until the error is resolved manually or automatically.

For a limited time, LED signaling is accompanied by acoustic signaling.

Each error has its code to facilitate recognition, which can be displayed via the user interface or the display (if equipped).

⚠ ATTENTION

Some recovery actions can only be performed by qualified technical personnel.
If the problem report persists even after the indicated corrective action, please contact technical support.

COD.	ERROR	CAUSE	RECOVERY ACTION
I1	Problem with the earth connection	Earth wire disconnected or impedance too high.	Disconnect the vehicle and check that the earth connection is consistent with the type of installation specified.
I2	Phase reversal	Phase and neutral input cables reversed.	Remove the power supply from the device and check the input cable wiring.
I3	Undervoltage	Input voltage too low.	The error is automatically cleared when the voltage returns above the minimum threshold. For a three-phase system, check that phase 2 and 3 cables are correctly inserted.
I4	Overvoltage	Input voltage too high.	The error is automatically cleared when the voltage returns below the maximum threshold.
V1	Overload	The current drawn by the vehicle exceeded the maximum limit (125%).	Disconnect the vehicle and press the multifunction button to reset the device.
V2	Ground fault	Excessive DC leakage current detected during charge.	Disconnect the vehicle, check that the source of the problem is cleared, and press the multifunction button to reset the device.
V3	Non-compliant vehicle	Vehicle not compliant with IEC 61851 detected.	Disconnect the vehicle and press the multifunction button to reset the device.

V4	Pilot problem	Problem detected on vehicle-side control pilot circuitry.	Disconnect the vehicle and press the multifunction button to reset the device. If the problem persists, check if the connector contacts are dirty.
V5	Invalid cable	(Only for untethered versions - case B): connected cable not correctly detected.	Disconnect the cable and check that the cable/plug is marked IEC 62196-2. Supported cables are 70/63A, 32A, 20A, and 13A. If the problem persists, check if the connector contacts are dirty.
D1	Internal communication error	Communication error between the panel and box electronic boards.	Press the multifunction key to reset the device. If the error persists, check the correct connection of the internal flat data cable between the two cards.
D2	Remote communication error	Radio communication error between the infinergi device and the associated CT remote device.	Press the multifunction button to reset the device. If the error persists, pair the two devices again.
D3	Internal hardware error	Hardware problem with the internal electronic boards.	Press the multifunction button to reset the device. If the problem persists, disconnect the unit's main power supply.
D4	Incorrect output voltage	Power failure when attempting to start charging.	Press the multifunction button to reset the device.
D5	Error in locking/unlocking the connector	Only for untethered versions (case B): connector locking system failure.	Check that the connector is firmly seated in the station socket and press the multifunction button to reset the device.
D6	Internal protective device error	Failure of the internal protection sensor (RDC-DD) during the test before a charge.	Disconnect the vehicle and press the multifunction button to reset the device.
D7	Overheating	Internal device temperature above maximum threshold limit.	Wait for the device to cool. Leaving the vehicle connected, the error persists until the temperature returns to the acceptable range.
D8	Unexpected status	The device signals an unexpected state, which does not comply with IEC 61851-1.	Disconnect the vehicle and press the multifunction button to reset the device.
D9	Communication error with MID meter[1]	Communication error between the device and the configured MID meter.	Press the multifunction key to reset the device. If the error persists, check the connection between the device and the meter.

4.2. Troubleshooting

This section lists the most common problems you may encounter. If you cannot find the solution to a problem, please refer to the local distributor of the product.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
Display (option) or LEDs don't light up	• Device is not powered	• Check for correct supply voltage (230V AC ± 10%)
	• Device is in standby mode	• Tap the unit or press a button to wake it up
	• Flat data cable is not connected	• (*Only for installers*) Check flat data cable connection

[1] Some IVY METERING Modbus meters need about a minute before communicating correctly. Ignore the D9 errors reported by the infinergi device and perform corrective actions only if the problem persists even after a few minutes.

Charging does not start once a vehicle is connected	• A charging mode that does not enable charging is configured	• Check the charging mode configuration • If set, check DLM configuration
	• Charging cable is not correctly inserted (*only for untethered versions*)	• Fully press the charging cable on the vehicle and/or on infinergi (*only for untethered versions*)
The charging rate is limited compared to the nominal power of infinergi	• A limit (installation or user) below nominal power has been set	• Check installation limit or user limit, if set
	• The vehicle does not accept charging rates above a certain threshold	• Consult the vehicle user manual
The energy supplied to the vehicle is reported as green even in the absence of renewable energy production	• DLM functionality is enabled but the current sensor is not properly installed	• Check that the current sensor is properly installed
The device signals an audible or visual alarm	• An error condition occurs • The charging station is damaged	• Check the light indications or the error code and check 4.1 for the troubleshooting • If the error persists, disconnect infinergi from the mains and contact assistance
The protection RCD trips after switching on the device	• Excessive earth leakage current on the system • The charging station is damaged	• Check your electrical system • In case of damage, infinergi makes the RDC automatically trip for safety reasons. Contact assistance
Vehicle connection makes the energy meter trip	• Problems with DLM functionality	• If set, Check DLM configuration parameters • Check that the current sensor is properly installed
	• For devices without DLM functionality, the settled charge limit is too high	• Lower the charge limit via device settings
The device does not connect to a WiFi network	• Network connection has not been properly configured	• Check configuration parameters
	• Configured network is out of range or has a weak signal level	• Bring a WiFi signal repeater closer
The device does not connect to the mobile network (*only for GPRS versions*)	• GPRS module is not detected	• (*Only for installers*) Check GPRS module installation
	• Network connection has not been properly configured	• Check configuration parameters
	• Configured network is out of range or has a weak signal level	• Change the installation site to an area with better coverage
	• SIM card is not detected	• (*Only for installers*) Check SIM insertion
The device does not connect to the Ethernet network (*only for Ethernet versions*)	• Ethernet module is not detected	• (*Only for installers*) Check Ethernet module installation
	• Network connection has not been properly configured	• Check configuration parameters