



Alfen Charging Equipment

Web shop instructions

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Dear Alfen customer,

This manual describes the use of the Alfen Charging Equipment web shop that can be used to order chargers, accessories and upgrades. Moreover, the web shop provides you with additional information on current and past orders as well as configuration of your stations.

Should you have any additional questions after reading this manual, please feel free to contact the Sales Support department via the following details:

ace.salessupport@alfen.com

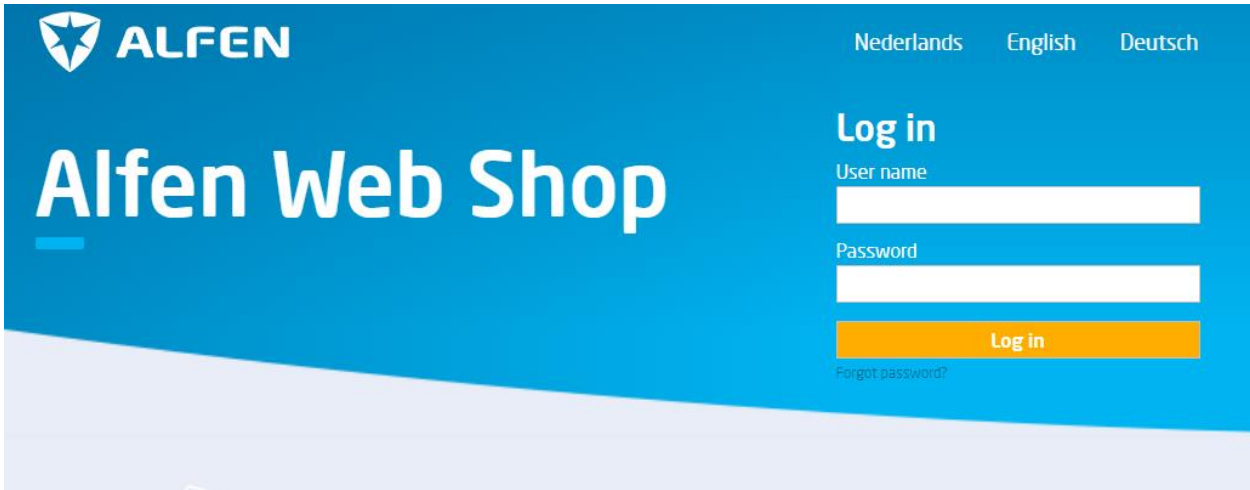
+31 (0)36 54 93 402

Thank you kindly and we hope that you have a pleasant ordering experience with us!

Alfen Charging Equipment

1 Log in







Go to <https://customer-ace.alfen.com/> to visit the Alfen web shop select your preferred language. Log in with your credentials.



Have you not yet received login credentials for the Alfen web shop or would you like to request an account for a colleague? Please send us a message at ace.salessupport@alfen.com and we will provide you with an account as soon as possible.

2 Web shop functionalities

Upon starting up the web shop, you will be shown several buttons. Below, you will find a brief explanation of the various pages and features that the Alfen web shop offers.

 New order	 Orders in process	 Order history
 My charge points	 Price list	 My configurations

2.1 New order

Upon selecting this option, you will be presented with your specific Alfen Charging Equipment product portfolio from which you can configure products or add items to your cart. More detailed information on the ordering process is provided in chapter 3.

2.2 Orders in process

This page will provide you with an overview of all orders that we are currently processing for you. Per order, you will be able to view the current status (i.e. Received, Planned for production, Production completed). Note that since accessories are not being produced, these lines will be shown as 'Received' until shipment.

2.3 Order history

In this overview, you will find all orders that have been supplied to you in the past. This overview does not only show orders that you have placed with us via the web shop but rather all orders that we have received from the start of our partnership.

2.4 My Charge Points

On this page, you will find an overview of all chargers that you have ordered with us by serial number. By clicking on a specific charger, you will be able to view its software settings and configuration.

My charge points		Expert	
Part	Description	Orderreference	Endwarranty
904461001	Eve Double Pro-line 3PH1C F	> Eve Double FSP solutions	10-12-2021
904461215	Eve Double Pro-line 1PH1C F	ies FR Eve Double Demo	12-12-2020
904461215	Eve Double Pro-line 1PH1C F	ies FR Eve Double Demo	28-11-2020
904461216	Eve Double Pro-line 1PH2C F	ies FR Eve Double Demo	12-12-2020
904461216	Eve Double Pro-line 1PH2C F	ies FR Eve Double Demo	28-11-2020
904461205	Eve Double Pro-line 3PH1C F	ies FR Eve Double Demo	28-11-2020
904461205	Eve Double Pro-line 3PH1C F	ies FR Eve Double Demo	28-11-2020
904461206	Eve Double Pro-line 3PH2C F	ies FR Eve Double Demo	12-12-2020
904461206	Eve Double Pro-line 3PH2C F	ies FR Eve Double Demo	28-11-2020
904460127	Eve Single Pro DE 3PH Cable	un Single Eichrecht	21-02-2021
904460123	Eve Single Pro DE 3PH T2	un Single Eichrecht	21-02-2021
934457501	Twin 4XL 3x2.5A CCB 70A3	Alfen - Twin4XL 11K	27-02-2022

Eve Double Pro-line 3PH1C

kenmerken

ACE0028665 - Eve Double Pro-line 3PH1C
 Cable unplug response: Abort and unlock
 Smart charging: Smart Charging Network
 Preferred display language: Dutch
 Preferred communications channel: Autodetect
 Personalised display: Yes
 Offline behaviour: Accept all cards
 Max. Output (A): 32
 Max. Input (A): 32
 Back office system Standalone, no back office system
 Authorisation: RFID



2.5 Price List


This page shows an overview of all products, software options and services for which you have a pricing agreement with Alfen. You will find the recommended retail price, your discount and your net price.

Would you like to order an item that is not on your price list? Please contact

ace.salessupport@alfen.com so that we can verify your net price and add the particular product to your account.

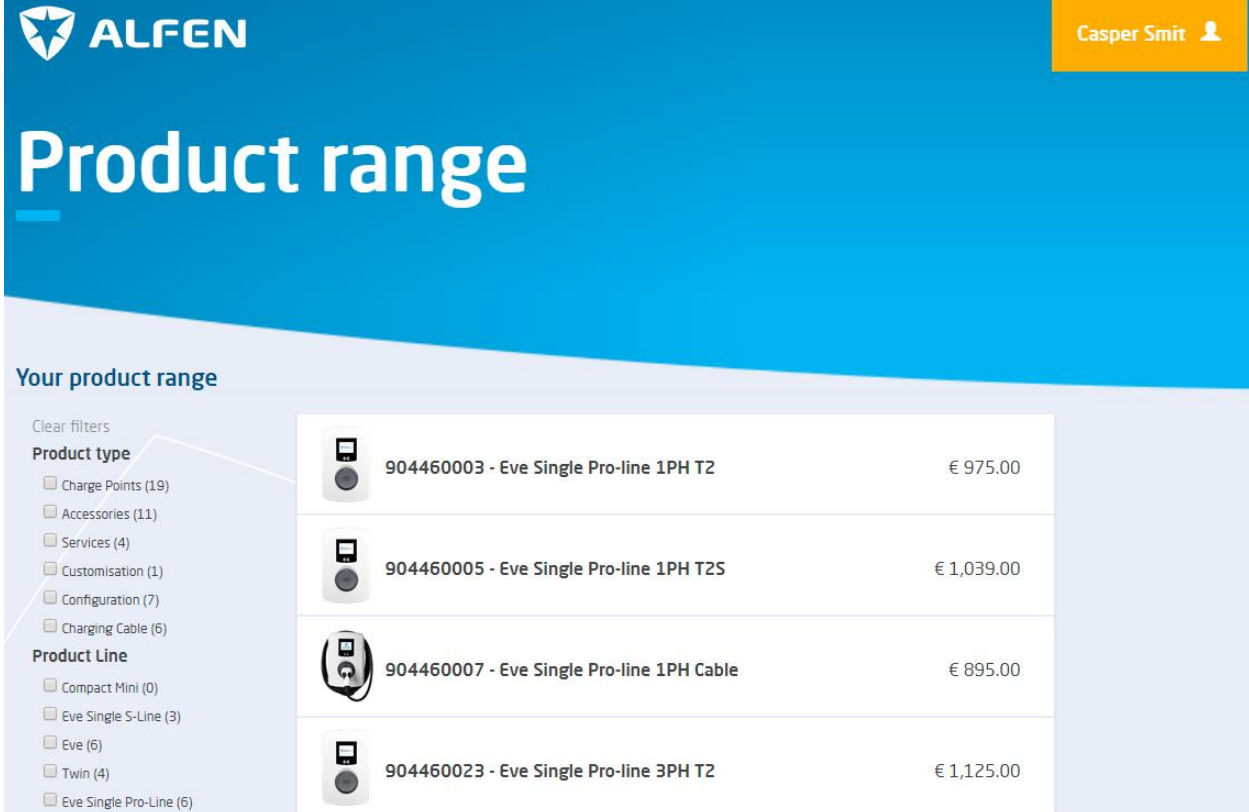
2.6 My configurations

For every charger that you order with us, we save your favourite software configurations. Via this screen, you can view which charger configurations you have ordered with us most. Moreover, you can easily and quickly order new chargers from this overview with previously ordered configurations.





Confignr	Part	Description	Number orderd	Backoffice systeem	Input	Output	Offline autorisatie	Gepersonaliseerd display	Preferred language	Smart charging	Cable unplug response	Order
CONF-227	90446002	Eve Single Pro-line 3PH T2	1	ICUconnect	32	32	Accept all cards	Yes	English	Active	Abort and unlock	

3 Placing a new order

After selecting 'New order' from the homepage of the web shop, you will be presented with your Alfen product range including your net prices. From this overview, you can filter by product type or hardware specification and configure items or add them to your cart.



The screenshot shows the Alfen web shop interface. At the top, there's a blue header with the Alfen logo and a user profile icon labeled 'Casper Smit'. Below the header, the main title 'Product range' is displayed in large white text. Underneath, there's a section titled 'Your product range' with a sidebar for filtering. The sidebar includes 'Clear filters', 'Product type' (Charge Points (19), Accessories (11), Services (4), Customisation (1), Configuration (7), Charging Cable (6)), and 'Product Line' (Compact Mini (0), Eve Single S-Line (3), Eve (6), Twin (4), Eve Single Pro-Line (6)). The main content area displays a list of products with their icons, names, and prices:

Product Icon	Product Name	Price
	904460003 - Eve Single Pro-line 1PH T2	€ 975.00
	904460005 - Eve Single Pro-line 1PH T2S	€ 1,039.00
	904460007 - Eve Single Pro-line 1PH Cable	€ 895.00
	904460023 - Eve Single Pro-line 3PH T2	€ 1,125.00

3.1 Ordering charge points




Once you have found the charger that you would like to order, click on the particular unit. The specific item will be enlarged and you will be presented with your favourite configurations which we have saved for you based on your order history.


Would you like to have a different configuration than the ones that you have configured previously or are there no favourite configurations available yet? Then please click 'New configuration'. More detailed steps on configuring your charge point are outlined in chapter 4.



904460023 - Eve Single Pro-line 3PH T2 € 1,125.00

Favourite configurations

CONF-0922 Authorisation: RFID Back office system ICUconnect Max. Input (A): 32 Max. Output (A): 32 Offline behaviour: Accept all cards Personalised display: No Preferred display language: Dutch Smart charging: Active € 1,493.00 	CONF-0273 Authorisation: RFID Back office system Standalone, no back office system Max. Input (A): 32 Max. Output (A): 32 Offline behaviour: Accept all cards Personalised display: Yes Preferred display language: Dutch Smart charging: Smart Charging Network € 1,360.00 	CONF-0655 Authorisation: Plug & Charge Back office system Standalone, no back office system Max. Input (A): 32 Max. Output (A): 16 Offline behaviour: Accept all cards Personalised display: Yes Preferred display language: German Smart charging: Off € 1,160.00 
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Once you have found your preferred configuration, click on the  icon. Before you add the item to your cart, you will be shown an overview of the selected configuration to ensure that the software options included in the configuration are correct. Once you have verified the settings, click 'Add to cart' to continue with your order.

Your configuration

Please find below an overview of your configuration

Part	904460023 Eve Single Pro-line 3PH T2	€ 1,125.00
Configuratie	CONF-0922	
Charge point ID	??	
Back office system	ICUconnect	€ 89.00
Preferred communications channel:	Wireless - GPRS	
Offline behaviour:	Accept all cards	
Cable unplug response:	Abort and unlock	
Max. Output (A):	32	€ 50.00
Max. Input (A):	32	
Smart charging:	Active	€ 179.00
Authorisation:	RFID	€ 50.00
Preferred display language:	Dutch	
Personalised display:	No	
Logo filename:	??	
Choice of fixed cable	None	

€ 1,493.00

Add to cart

3.2 Ordering accessories

When ordering accessories, click on the particular product that you would like to add to your cart. The selected product will be enlarged and additional details will be shown. After clicking on the shopping cart, your item will be added. In the shopping cart itself, you can change the order quantity of the item.



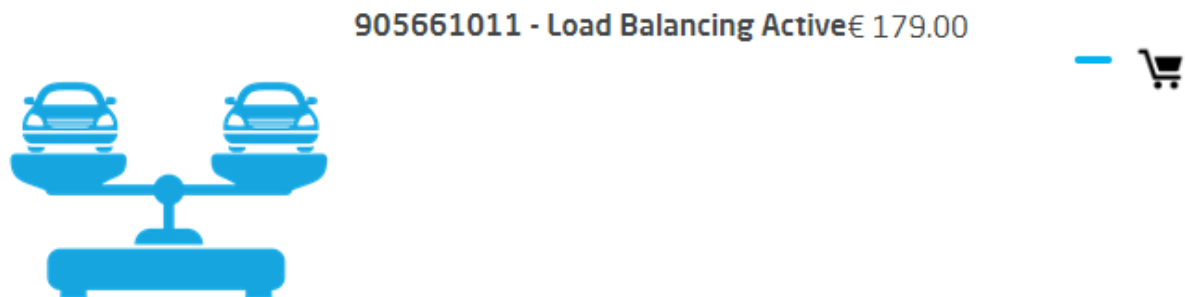
934459001 - Eve Double Pole € 285.00



3.3 Ordering configurations

Aside from charge points and accessories, it is also possible to order software upgrades for pre-existing chargers. As with accessories, clicking the icon will add the item to your cart.

Before finalising your order, please provide the charge point ID(s) or serial number(s) for the unit(s) that you are ordering the license keys for in the information field in the shopping cart. This will ensure that we know which of your stations to activate the requested features for.






After processing your order, you will receive a license key from us that you can use to upgrade the functionalities of your charger.

4 Charge point configurator

After you have selected 'New configuration' in the product overview, the charge point configurator will be started. This will allow you to select your preferred settings and allows for a plug-and-play charger right from our factory.

If your preferred configuration is not shown under 'Favourite configurations', you can create a new one by selecting the button 'New configuration'. Subsequently, you will go through several steps to select the software settings of your charger.

Favourite configurations

CONF-0922 Authorisation: RFID Back office system ICUconnect Max. Input (A): 32 Max. Output (A): 32 Offline behaviour: Accept all cards Personalised display: No Preferred display language: Dutch Smart charging: Active € 1,493.00 	CONF-0273 Authorisation: RFID Back office system Standalone, no back office system Max. Input (A): 32 Max. Output (A): 32 Offline behaviour: Accept all cards Personalised display: Yes Preferred display language: Dutch Smart charging: Smart Charging Network € 1,360.00 	CONF-0655 Authorisation: Plug & Charge Back office system Standalone, no back office system Max. Input (A): 32 Max. Output (A): 16 Offline behaviour: Accept all cards Personalised display: Yes Preferred display language: German Smart charging: Off € 1,160.00 
Show all previous configurations		New configuration € 1,125.00 

Helpdesk Phone number

Your service number end-users can call when support is needed. This field is not mandatory and can be left blank if you do not have a helpdesk phone number available

Chargepoint ID

The charge point number used to identify the charging station (in the back office). If you have a preference for a charge point number or series, you can enter it in this field. If left empty, Alfen will assign a charging station number itself.

Backoffice System

The back office system refers to the online platform that the charger should communicate with. Alfen offers you the choice to have the settings of a wide range of providers preprogrammed ex-factory.

Preferred communications channel

Network connection type the charging station will use in order to connect to the back office system.

- Wired: using the LAN/UTP interface
- Wireless: GPRS connection (2G)
- Auto: When available the wired connection will be used, when the back office cannot be reached using the wired connection the Charging Station will automatically switch to wireless."

Offline Behaviour

Behaviour of the charging station with regards to acceptance of RFID cards when it loses connection to a back office system or is configured as 'Standalone'.

Cable unplug response

Behaviour of the charging station when the cable is unplugged from the vehicle side.

- Abort & Unlock: upon removing the plug from the vehicle side, the session will be ended and the cable will be unlocked in case of a charge point with a socket.
- Continue: upon removing the plug from the vehicle side, the session will remain active and the plug will remain locked in case of a charger with a socket.

Max Output (A)

Maximum output in Amps per feeding cable.

Max input (A)

Maximum input in Amps per feeding cable. This value is only used in combination with Load Balancing.

Smart charging

Smart Charging Options which allows the charging station to divide the power internally and/or externally.

- Standard*: Load balancing between two sockets.
- Active: Active loadbalancing between Charging station and smart meter
- SCN: Active loadbalancing with multiple charging stations in one network via a Modbus TCP/IP connection

** Standard loadbalancing is mandatory with the Eve Double 1FC in combination with an output power of 32A."*

Authorisation

The interaction used by the charge point to start a transaction.

- RFID: Charging station always requires an RFID card to start charging.
- Plug&Charge: Charging session will start as soon as a cable is inserted into the charger and vehicle without authorisation of an RFID card.

Preferred language

The language that is shown on the display of the unit (if applicable).

Personalised display

The ability to show a different logo other than the Alfen logo in the display

Logo file name

Please provide the logo file- or company name of the logo to be used. If the logo has not been used before for orders, then please email the logo to cporders@alfen.com and mention the file name here

Fixed cable accessory

Optional choice to add a fixed cable to any charger that is suited. Note that this is not mandatory. When only the charging station is ordered, no charging cable will be delivered.

5 The cart

The cart provides you with an overview of the ordered items and allows you to change order quantities as well as provide further details for shipping and delivery.

Desired shipping date

This is the date on which you would like Alfen to ship your order. Orders have a minimum lead time of 7 business days. Note that the final delivery date will be confirmed to you once the order is processed.

Order reference

The order reference is your PO number or reference and will be shown on the order confirmation, invoice and shipping documentation.

Shipping

You may pick up your order at Alfen's premises on the confirmed shipping date or you may request Alfen to use its carriers to ship your order. In case you request Alfen to ship your order, shipping costs will be calculated and added in the final order confirmation.

Cart

Line	Part code	Description	Quantity	Price
1	904461001	904461001	Eve Double Pro-line 3PH1C	<input type="text" value="3"/>
				€ 8.835,00

Desired shipping date

Order reference

Shipping

Choose shipping method

Information for delivery

In the cart, the default address for delivery will be shown. If this is not the address for delivery for your order, you may select the correct one via the menu 'Choose from address book' or create a new address by filling out the separate fields.

The contact information for delivery will be gathered from your address book as well and will be used if there are any questions with regards to the shipping or delivery of your order.

Delivery address

Choose from adresbook

Company name

Postal code

House number

Address

City

Country

Information

Contact information for delivery

First Name

Last Name

Phone

Mobile

Email

Finalising your order and your confirmation

Once you have finalised your order, you will receive a confirmation by e-mail including reference number that your order has been received by us. Note that this is not the formal order confirmation. The order confirmation will follow shortly after placing the order and will include the final pricing, shipping costs if applicable and delivery date.