

Payment Terminal Accessory



Payment Terminal for Eve Single and Eve
Double

Installation Manual

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1.1 Purpose and intended audience

This manual applies to the Payment Terminal Accessory (in this document also indicated as "the product") produced by Alfen ICU B.V., Hefbrugweg 79, 1332AM Almere, the Netherlands, reg.no. 64998363 ("Alfen").

This manual is intended for a qualified technician

It provides instructions for safe installation and other useful information.

1.2 Improper use

Using this product is safe when used as intended. Any other use or changes to the charging station and/or the Payment Terminal Accessory are considered improper use and therefore not permitted. The operator, owner or qualified technician is responsible for any personal injury or material damage arising from improper use.

1.3 Disclaimer

This document has been subjected to rigorous technical review before being published. It is revised at regular intervals, and any modifications and amendments are included in the subsequent issues. Although Alfen has made its best efforts to keep the document as precise and up-to-date as possible, Alfen does not assume any liability for defects and damage which results from the use of the information contained herein.

NOTE

This manual is subject to updates and changes. Errors and omissions excepted.

Any deviation to the products as assembled by Alfen including, but not limited to, customer-specific modifications to the product such as the placement of stickers, SIM cards or the usage of different colors (all referred to as "Customization") may affect the final product, its experience, appearance, quality and / or lifespan (the Customized Product). Alfen is not liable for any damage to, or caused by, the Customized Product if this damage is caused by this applied Customization.

Alfen shall not be liable in any way, for any kind of damage, and the (B2B) warranty for the product and the accessories shall not apply in the following cases:

- Failure to comply with the instructions in this manual in general and with the operating conditions specifically.
- Improper use.
- External damage.
- Installation, commissioning or faulty repair or maintenance by unqualified persons.
- Failures from the grid or the GPS / GPRS provider.

- Modification or configuration of the product or accessories without the knowledge of Alfen.
- Failures of the SIM cards provided by Payter.
- Use of spare parts not approved or manufactured by Alfen.
- The charging station is used outside its operating conditions as stated in this manual.
- Situations have occurred that are beyond the control of Alfen (force majeure).
- Malfunction of an (Open Charge Point Protocol) back office.
- Damage to the electrical vehicle.
- Improper system integration with the Payment Terminal via Payter and selected Charge Point Management System (CPMS).

1.4 Explanation of text instructions used

Safety warnings and precautions are indicated in this document as follows:

DANGER

"Danger" is the signal word that indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury.

WARNING

"Warning" is the signal word that indicates a potentially hazardous situation that, if not avoided, could result in death or serious injury.

CAUTION

"Caution" is the signal word that indicates a potentially hazardous situation that, if not avoided, could result in minor or moderate injury.

NOTE

"Note" is the signal word that provides additional information or information on possible product damage.

1.5 Copyright

The reproduction, distribution and utilization of this document, as well as the communication of its contents to other parties without explicit authorization by Alfen N.V. or one of its affiliates, is strictly prohibited. © Alfen N.V.

1. GENERAL INFORMATION

1.6 Warranty

For warranty and liability information please refer to the GENERAL TERMS AND CONDITIONS on our website (listed in the contact information on the back of this manual).

1.7 Languages

The English version of this document is the original source. Documents in other languages are translations of this source.

1.8 EU declaration of conformity

NOTE

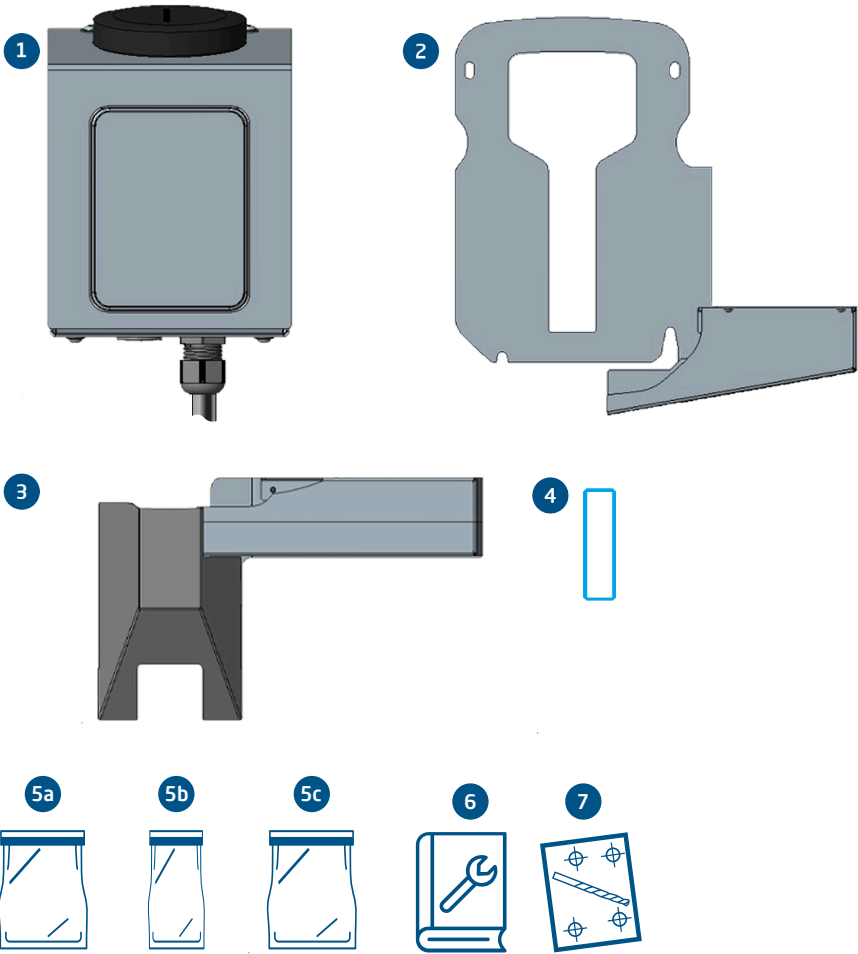
The EU declaration of conformity can be requested from Alfen. Please refer to the contact data on the back page of this manual.

1.9 Personal Protective Equipment

Before starting any work, the engineer must have and use the required personal protective equipment (PPE). For the tasks described in this document, this includes at least:

- Safety boots
- Any site-specific protection

2.1 Scope of delivery



Nr.	Description	Quantity
1	Payment Terminal box. This pre-assemble box includes the Apollo Payment Terminal from Payter.	1
2	Eve Single fixation bracket with cable tray	1 (optional)
3	Eve Double fixation bracket with cable tray	1 (optional)
4	Blank label sticker for charge point ID	1

2. PRODUCT OVERVIEW

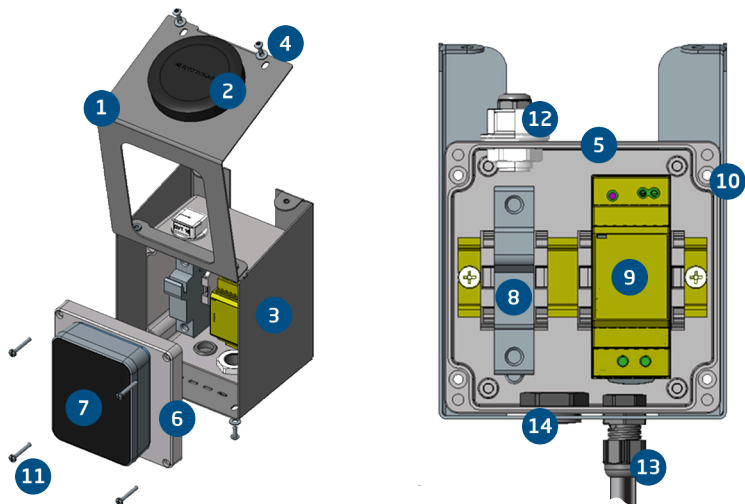
Nr.	Description	Quantity
5a	<div>Mounting kit for Payment Terminal</div> <ul style="list-style-type: none"> • Screws for attaching the Payment Terminal box to the wall 4x35 mm (4x) • Wall plugs 6 mm (4x) • Bolts M4x16 to attach the Payment Terminal box to the charger (4x) • Cable gland M20x1,5 MBF 20 for optional Ethernet connection • Counter nut M20 for optional Ethernet connection (1x) • Pin hex security bolts M4 (4x) • Washer M4 (4x) • Cable gland M25x1.6.0-13.0 (1x) • M25 nut with flange (1x) 	1
5b	<div>Mounting kit for Eve Single</div> <ul style="list-style-type: none"> • Connector (1x) • Double end ferrules 1.5 mm (2x) 	1
5c	<div>Mounting kit for Eve Double</div> <ul style="list-style-type: none"> • Pin hex security bolts M8 (2x) • Fuse terminal block (2x) • Ceramic fuses 5x20 4A (2x), inside the fuse terminal block • Ferrules 1.5 mm (2x) 	1
6	Installation manual (art.no. 203130238)	1
7	Drilling template (art.no. 203130239)	1

NOTE

When you buy this product, you will receive either a pole bracket for Eve Single or a pole bracket for Eve Double, based on your installation choice. You can also choose to buy the Payment Terminal Accessory without a pole bracket.

Your product may contain the mounting kit for several types of charging stations. Only use the mounting kits that are intended for your type. Dispose the kits that are not applicable.

2.2 Terminal box components



No.	Description
1	Front frame
2	Antenna
3	Back frame
4	Hex pin security bolts for frame
5	Back box
6	Front box
7	Payment Terminal
8	Fuse holder
9	Power supply
10	Screw/bolt socket
11	Terminal box bolt
12	Cable gland for antenna
13	Cable gland for power cable
14	Blind plug (may be replaced by gland for optional Ethernet connection)

NE

The connectors of the Payment Terminal are located at its back, and are shown in the figure below. In order to provide a good view of the connectors, the cover at the back of the Payment Terminal is not shown.

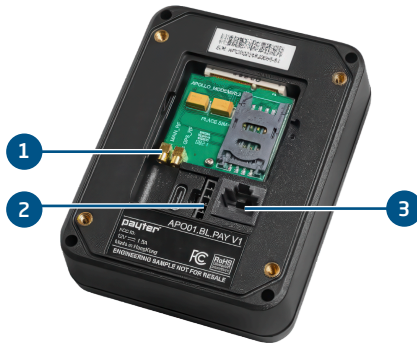


Figure 2.1: Back of the payment terminal

Nr.	Description
1	Antenna connectors
2	MDB plug (power)
3	RJ-45 connector for UTP Ethernet cable (optional use)

2.4 Product labels and ID

A removable sticker is placed on the screen of the Payment Terminal. This sticker includes the serial number of the Payment Terminal.

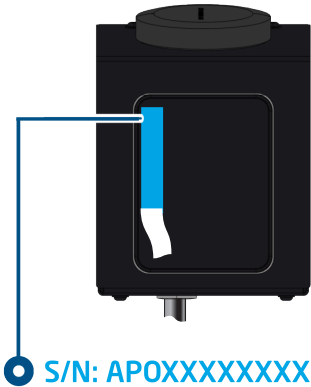


Figure 2.2: Serial number sticker on Payment Terminal

The serial number of the Payment Terminal is needed later during the activation process. To keep this serial number safe, you can:

- Remove the unique serial number sticker from the Payment Terminal and stick it to the password flyer of the charging station, and/or
- write the number down, and/or
- take a picture of the serial number on the sticker with a smartphone

Register the serial number of the Payment Terminal at <https://payter.com/registration>

NOTE

The original labkle with the charge point ID (CPID) of the Eve charging station may no longer be visible after the installation of the Payment Terminal. Accessory. In order to keep the CPID accessible, write the CPID (usually located at the right side of the charging station body) on the blank label sticker provided with the kit, and place it on an accessible surface of the charging station.

2.5 Setup configurations

Depending on the type of the charging station and its mounting configuration, you have received one of the Payment Terminal Accessory configurations that are shown in the following figures.



Figure 2.3: Eve Single or Eve Double: Payment Terminal Accessory attached to the wall

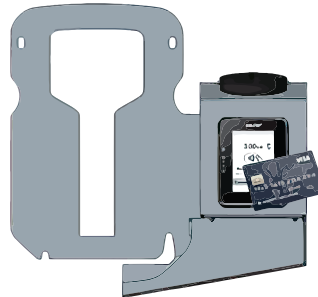


Figure 2.4: Payment Terminal Accessory for Eve Single mounted on a pole



Figure 2.5: Payment Terminal Accessory for Eve Double mounted on a pole

2. PRODUCT OVERVIEW

2.6 Operating conditions

Operating temperature	-25 °C to +55 °C
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Relative atmospheric humidity	5% to 95%
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Electrical safety class	Class II
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Degree of protection	IP54
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IK protection (mechanical impact)	IK10 for the casing, IK09 for the Payment Terminal
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NOTE

The operating temperature stated is under the following conditions:

- The effect of direct solar radiation on the charging station is excluded.
- The effect of customizations applied to the charging station is excluded.

2.7 Knowledge Base

Additional information may be available at the Alfen Knowledge base, which can be reached at <https://knowledge.alfen.com/space/IN/1264779269>.

3.1 Safety announcements

3.1.1 Safety risks

At any time during the installation of the product, make sure to observe the following indications

DANGER

Always wait at least 30 seconds after switching off the system, before opening the charging station or touching any of its electrical components.

DANGER

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station may only be performed by a qualified electrician.

DANGER

Risk of injury and electrocution. Installing the charging station incorrectly may result in fatal injury! When working with electricity, failure to comply with relevant regulations can lead to dangerous and life-threatening situations.

DANGER

Risk of electrocution. The electrical system must be disconnected from every power source before performing any installation or maintenance work!

DANGER

Risk of injury and electrocution. The charging station contains electrical components that still contain a charge after being disconnected from the system. Always test with proper equipment that there is no residual current before starting to work.

WARNING

Risk of injuries, explosion or fire. Never install in a potentially explosive atmosphere.

WARNING

Risk of injury and electrocution. Installation work may not be carried out during rain or if the air humidity exceeds 95%.

WARNING

Risk of electrocution. Never install in areas prone to flooding without implementing compensatory measures.

WARNING

Risk of injury and electrocution. The installation must be performed by a qualified electrician who has read this manual and will execute the installation in accordance with the IEC 60364 (Electrical Installations for Buildings) standard.

WARNING

Risk of damage or electrocution. Local conditions may affect the installation requirements. Your installation must comply with the standards and regulations of the location (country) where it is installed.

WARNING

Risk of damage or electrocution. A charging station must always be installed on separate power circuit.

CAUTION

Risk of injury and damage. The installer is always responsible for choosing the correct cable diameter and complying with the relevant standards and legislation.

CAUTION

Risk of injury and damage. The installation and cables should be installed to match the maximum charging current to the input of the charging station. This should assume continuous load.

CAUTION

Risk of injury and damage. Mechanical impact and/or collisions might cause damage to the equipment. Protect Alfen products installed in public areas and car park sites.

CAUTION

Risk of damage. Adapters or conversion adapters are not allowed to be used.

3. INSTALLATION

3.2 Onboarding process

Before the Payment Terminal Accessory can be used, some preparations are required. The Payment Terminal Accessory uses and includes an Apollo payment terminal from Payer. Note that these preparations can take time.

1. Select a charge point management system (CPMS) that supports the Apollo payment terminal. Alternatively you may choose to implement the API and UI of the payment terminal yourself. For detailed information on how to do this, contact Payer.
2. Get a merchant ID (MID) by contacting an acquiring bank. This MID is a unique identification number attached to a business that tells the payment processing systems involved in a transaction where to send which funds. For detailed information on how to do this, contact Payer.
3. Order the Payment Terminal Accessory and charging station at Alfen. For a retrofit (installing the Payment Terminal Accessory for a charging station that is already operational), first verify that it is suitable for adding the Payment Terminal Accessory.

NOTE

An Eve Single with a fixed charging cable cannot power the Payment Terminal Accessory.

The following picture shows a flyer that gives impression of the onboarding process.

NOTE This flyer is offered without any form of guarantee or claim to correctness. This flyer may change at any time without prior notice from Alfen. No rights can be obtained from the flyer. Alfen assumes no responsibility or liability for any errors or omissions in the content of the flyer. Specific content per phase may vary. The Customer shall be liable for executing the different phases.



Figure 3.1: Flyer showing the onboarding process

3.3 Battery check

The Payment Terminal from Payer contains batteries to ensure the integrity of the Payment Terminal even when it is not powered on. To ensure the security during the full life time of the Payment Terminal, these batteries need to be recharged at regular intervals (once every 2 years) to avoid fall back to the non-rechargeable back-up battery. When a Payment Terminal has not connected to the MyPayer terminal management portal of Payer for an extended period of time, the Merchant will receive alerts through the terminal management system to charge the Payment Terminal.

NOTE

Failure to charge the batteries at notification drastically reduces the shelf life of a Payment Terminal and can result in tampering the Payment Terminal. A tampered Payment Terminal needs to be returned to Payer for analysis, possible replacement of the batteries and key injection.

3.4 Initial setup

3.4.1 Introduction

The next sections of this chapter provide instructions for the initial (mechanical) installation of the Payment Terminal Accessory. Separate sections describe the following situations:

- Installation on an Eve Single pole
- Installation on an Eve Double Pole
- Installation on the wall

After these sections, this manual provides instructions for the electrical connection to the charging station. Also here separate sections provide instructions for different situations:

- Connecting the Payment Terminal Accessory to an Eve Single station
- Connecting the Payment Terminal Accessory to an Eve Double station

Please follow the instructions that apply to your situation and type of charging station.

3.4.2 Installation on a pole - Eve Single

⚠ DANGER

Ensure the charging station is turned off at the main switch of the installation. If this cannot be done directly, contact the site engineer to do this. Do not install if this condition cannot be satisfied.

⚠ DANGER

Ensure the charging station's grounding is connected correctly.

⚠ WARNING

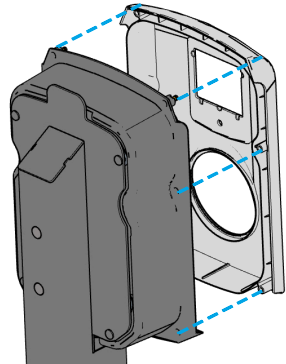
Before completing any work, an electrician must have the required Personal Protective Equipment available. This includes safety boots and any site-specific protection.

Required tools for this installation:

- Socket set
- Bit/Allen key; M4 hex socket with pin
- Long and thin PZ2 screwdriver (minimum 110 mm)
- Torx 20 screwdriver or bit

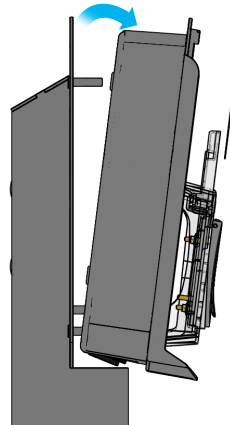
1. Write down the CPID of the charging station on the blank label provided, and place it on a visible and accessible surface for later referencing.

2. Unscrew the Torx 20 cover bolts (6x) on the back of the charging station and remove the front cover. Keep these bolts safe, they are needed later.



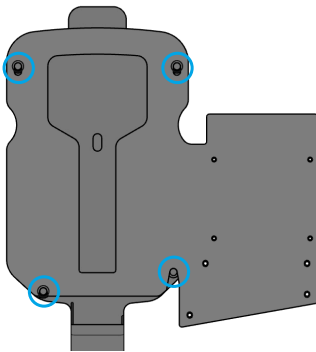
3. Unscrew the 4 nuts inside the charger from the threaded studs using a socket set

4. Tilt grey part of the Eve charging station forward to expose the studs protruding from the pole. Place a contact washer over one of these studs near the top of the pole. The washer is intended to create a metal-to-metal contact between the pole and the fixation bracket.

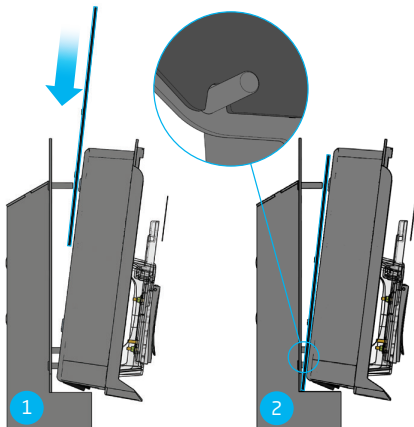


5. Make certain that the side panel of the fixation bracket is at the right side.

3. INSTALLATION



6. Slide the fixation bracket downward behind Eve until it rests on the two bottom studs.



7. Tilt the fixation bracket backward, sliding the top two holes over the two threaded studs at the top of the pole. The contact washer must now be clamped between the pole and the fixation bracket.
8. Mount the charging station (without its front cover) back on the fixation bracket, and fasten it using the 4 nuts. The fixation bracket gets clamped by the charging station.
9. The front frame of the Payment Terminal Box covers the Payment Terminal Block that is inside of it. Detach the front frame and temporary attach that to holes in the bottom of the back frame, using the tool for the pin hex security bolts.

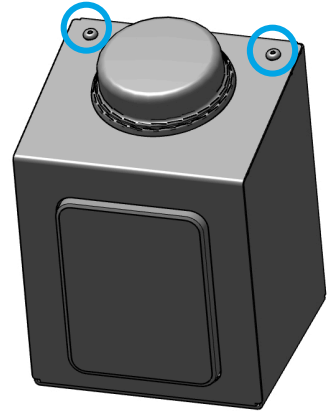


Figure 3.2: Top view of the terminal box

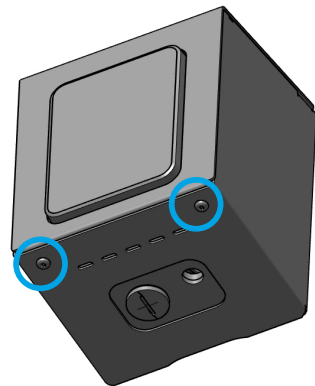


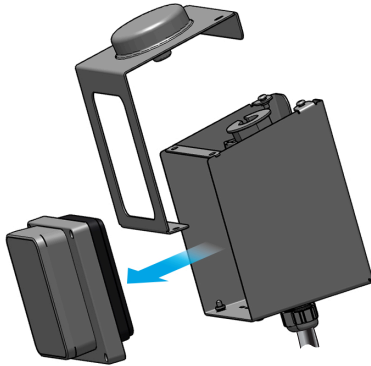
Figure 3.3: Bottom view of the terminal box

NOTE

Be careful to not break the cables attached to the antenna and the payment terminal when detaching the box parts.

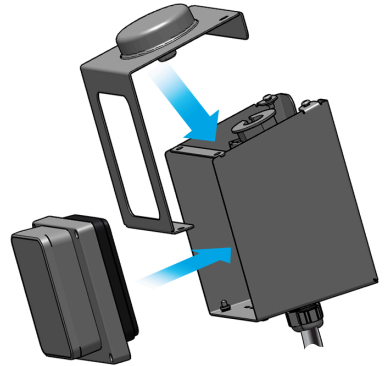
10. Remove the 4 Philips head bolts of terminal box front, unplug the power cable and the antenna cable and store the payment terminal block and the 4 Philips head bolts in a safe location. Prevent scratching of the screen.

3. INSTALLATION

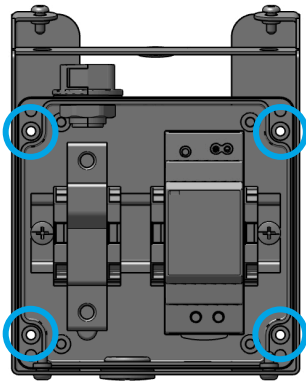


13. Optional: Route the Ethernet cable through the bottom of the terminal box, install the provided cable gland. The gland must be at the outside, the nut must be inside box. Plug the RJ-45 connectory cable in the socket of the payment terminal block.

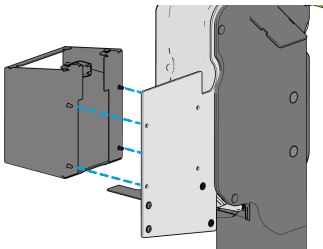
14. Reattach the payment terminal block and box cover back to the terminal box.



15. Your initial installation is now ready. Proceed continue with the instructions to wire the payment terminal to the Eve Single.



11. Fasten the terminal box to the fixation bracket using the M4x16 Pozidriv bolts. You need the longer screwdriver for this step.



12. Plug the power cable and the antenna cable back into the payment terminal block.

3. INSTALLATION

3.4.3 Installation on a pole - Eve Double

⚠ DANGER

Ensure the charger is turned off at the main switch of the installation. If this cannot be done directly, contact the site engineer to do this. Do not attempt to install if this condition cannot be satisfied.

⚠ DANGER

Ensure the charger is grounding is connected correctly..

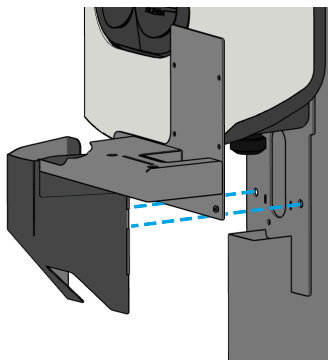
⚠ WARNING

Before completing any work, engineer must have the required Personal Protective Equipment available. This includes safety boots, flame resistant clothing and any site-specific protection.

Required tools for this installation:

- Bit/Allen key; M4 & M8 hex socket with pin
- Long and thin PZ2 screwdriver (minimum length 110 mm)

1. Write down the charge point ID of the charging station on the blank label provided, and place it on a visible and accessible surface for further inspection.
2. Unfasten, remove and dispose the existing cable cover (It cannot be returned to Alfen).
3. Mount and fasten the new cable cover using 2 pin hex M8 security bolts, the side panel must face the right side.



4. The front frame of the Payment Terminal Box covers the Payment Terminal Block that is inside of it. Detach the front frame and temporary attach that to holes in the bottom of the back frame, using the tool for the pin hex security bolts.

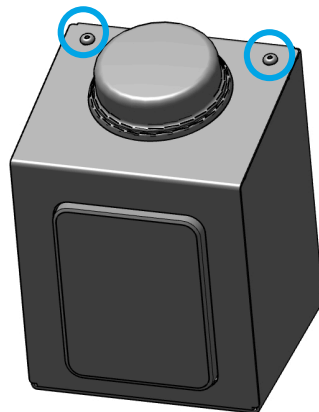


Figure 3.4: Top view of the terminal box

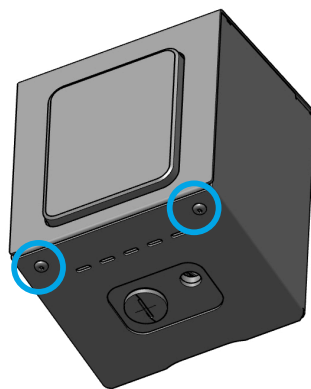


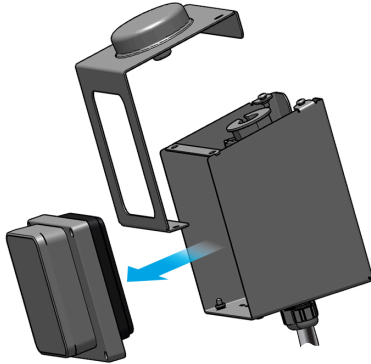
Figure 3.5: Bottom view of the terminal box

NOTE

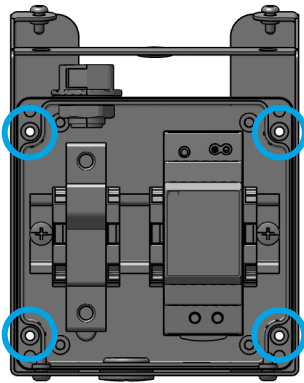
Be careful to not break the cables attached to the antenna and the payment terminal when detaching the box parts.

3. INSTALLATION

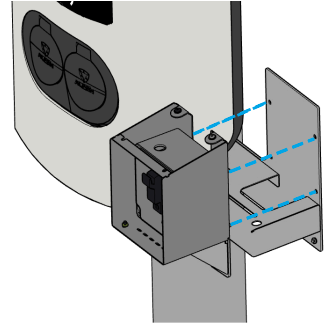
5. Remove the 4 Philips head bolts of terminal box front, unplug the power cable and the antenna cable and store the payment terminal block and the 4 Philips head bolts in a safe location. Prevent scratching of the screen.



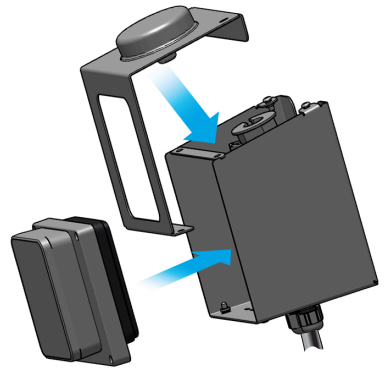
6. Add M5 contact washers between the back frame (of the terminal box) and the fixation bracket.



7. Fasten the terminal box to the fixation bracket using the M4x16 Pozidriv bolts. You need the longer screwdriver for this step.



8. Plug the power cable and the antenna cable back to the payment terminal block.
9. Optional: Route the Ethernet cable through the bottom of the terminal box, install the provided cable gland (on request) and plug the cable to the payment terminal block.
10. Fasten the payment terminal block and box cover back to the terminal box.



11. Your initial installation is now ready. Please continue with the instructions to wire the payment terminal to the Eve Double.

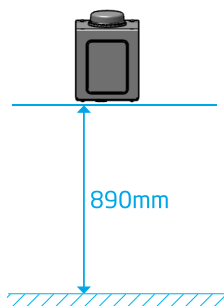
3. INSTALLATION

3.4.4 Installation on a wall

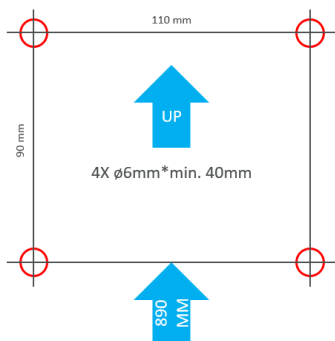
Required tools for this installation:

- Drill (6 mm)
- Measuring tape
- Spirit level
- Pencil or marker
- Drilling template (provided in this manual)
- Bit/Allen key; M4 hex socket with pin
- Long and thin PZ2 screwdriver (minimum 110 mm)

1. Determine the position of the Payment Terminal Accessory on the wall. It must be placed at the right height in accordance with local height regulations, dependent on the country of use (typically around 890 mm from ground level). Use the supplied drilling template to determine this position.



2. Mark the position for the holes (4x) for the wall with the supplied drilling template.



3. Drill the holes (4x) and prepare them with fitting wall plugs.
4. The front frame of the Payment Terminal Box covers the Payment Terminal Block that is inside of it. Detach the front frame and temporary attach that to holes in the bottom of the back frame, using the tool for the pin hex security bolts.

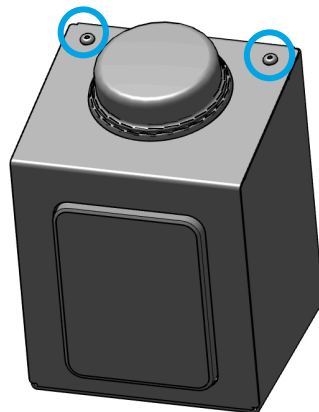


Figure 3.6: Top view of the terminal box

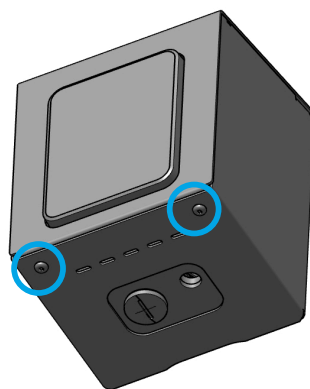


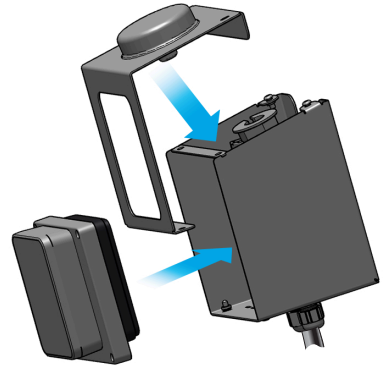
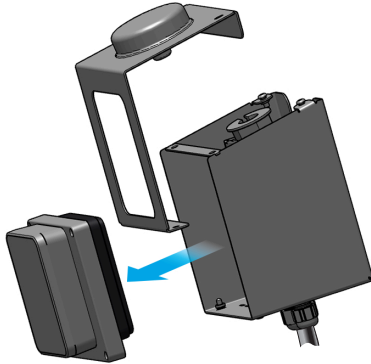
Figure 3.7: Bottom view of the terminal box

NOTE

Be careful to not break the cables attached to the antenna and the payment terminal when detaching the box parts.

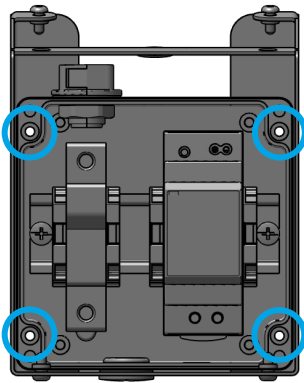
3. INSTALLATION

5. Remove the 4 Philips head bolts of terminal box front, unplug the power cable and the antenna cable and store the payment terminal block and the 4 Philips head bolts in a safe location. Prevent scratching of the screen.



10. Your initial installation is now ready. Please continue with the instructions in the next chapter to connect the Payment Terminal Accessory to your type of charger.

6. Fasten the terminal box frame on the wall with 4 x 35 mm screws (4x).



7. Plug the power cable and the antenna cable back to the payment terminal block.
8. Optional: Route the Ethernet cable through the bottom of the terminal box, install the provided cable gland (on request) and plug the cable to the payment terminal block.
9. Fasten the payment terminal block and box cover back to the terminal box.

3. INSTALLATION

3.5 Wiring

3.5.1 Wiring - Eve Single

⚠ DANGER

Ensure the charging station is turned off at the main switch of the installation. If this cannot be done directly, contact the site engineer to do this. Do not attempt to install if this condition cannot be satisfied.

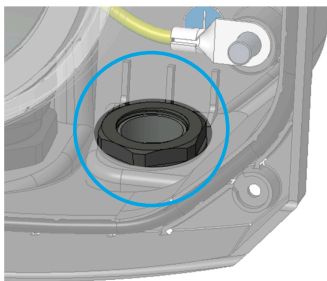
⚠ WARNING

Before completing any work, electrician must have the required Personal Protective Equipment available. This includes safety boots and any site-specific protection.

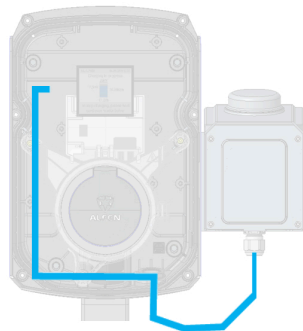
Required tools for this installation:

- Socket set
- Long and thin PZ2 screwdriver (minimum 110 mm)
- Small Philips screwdriver
- Crimping tool 0,08-16 mm²
- Wire stripper
- Bit/Allen key; M4 hex socket with pin
- Torque wrench

1. Remove the blind stop on the bottom right of the charging station and replace it with a cable gland and a nut.



2. Route the power cable through the cable gland, towards the connection point.



3. Remove the green connector from the circuit board and disconnect the wires connected to it.

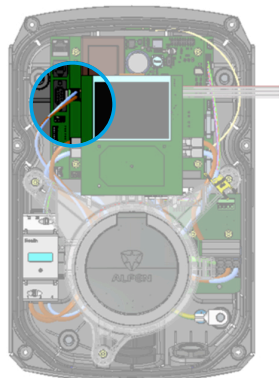
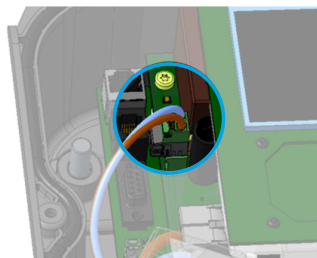
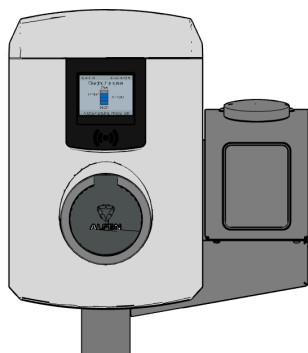


Figure 3.8: Location of the green connector on the top left of the charging station



4. Connect the power cable to the previous existing wiring in double ferrules, and plug these in the new connector supplied with the kit. Plug the connector back on the circuit board
5. Optional: Route the Ethernet cable through the pole, and connect it to the switch or router you have chosen for this installation.
6. Mount the front cover back onto the charging station.
7. If your installation uses a pole bracket, add the cable tray between the accessory and the charging station by sliding into place from the right to left. Make certain that the cable gland is tightly secured (using a torque of 8 Nm) to prevent moisture from entering the charging station. Fasten the cable tray to the back of the fixation bracket, using the pin hex bolts.
8. Reattach the front cover of the charging station with the 6 bolts removed earlier.
9. Your installation is now complete



3. INSTALLATION

3.5.2 Wiring - Eve Double

⚠ DANGER

Ensure the charger is turned off at the main switch of the installation. If this cannot be done directly, contact the site engineer to do this. Do not attempt to install if this condition cannot be satisfied.

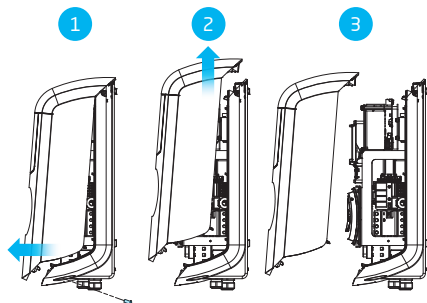
⚠ WARNING

Before completing any work, engineer must have the required Personal Protective Equipment available. This includes safety boots and any site-specific protection.

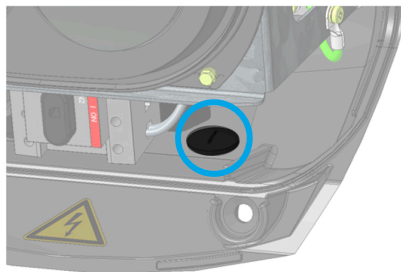
Required tools for this installation:

- Socket set
- Flat screwdriver
- Crimping tool 0,08-16 mm²
- Wire stripper
- Bit/Allen key; M4 hex socket with pin
- Torque wrench

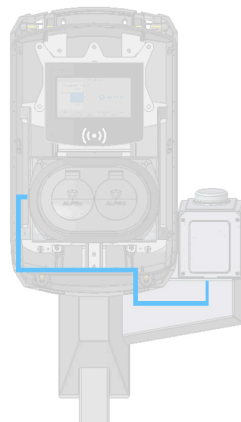
1. Detach and keep the Allen screws (2x) on the bottom of the charging station
2. Detach and keep the Torx T25 screws (4x) on both right and left side of the charging station
3. Carefully lift the front cover, starting at the bottom (1) in an upwards direction (2, 3).



4. Remove the blind stop on the bottom right of the charging station and replace it with a cable gland and a nut



5. Route the power cable through the cable gland, towards the connection point.



⚠ NOTE

Make certain that the cable goes beneath the main switch in the charger.

6. Disconnect the wires from the lower two fuse block terminals, and unfasten and remove the fuse block terminals.

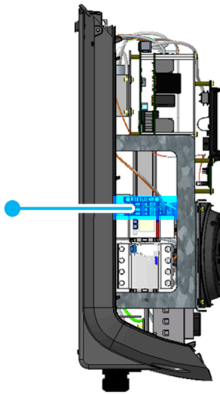
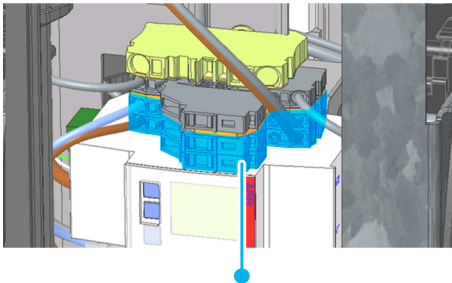


Figure 3.9: Location of the fuses on the left side of the charging station



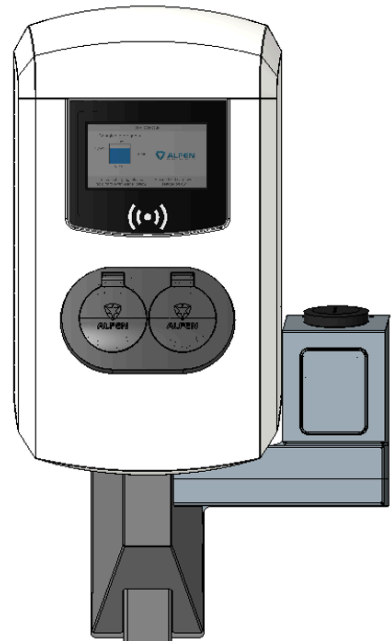
7. Replace the two lower fuse block terminals with the new ones provided with the kit. Dispose the removed fuse terminals.

NOTE

To ease the operation, shift the kWh-meter up and remove the fuse block terminals from the front.

8. Install ferrules on the power cable wiring and wire them to the fuse block terminals along with the previous wiring.

9. Optional: Route the Ethernet cable through the pole, and connect it to the switch or router you have chosen for this installation.
10. Put the front cover back onto the charger.
11. If your installation uses a pole bracket, add the cable tray between the accessory and the charging station by sliding into place from the right to left. Make certain that the cable gland is tightly secured (using a torque of 8 Nm) to prevent moisture from entering the charging station. Fasten the cable tray to the back of the fixation bracket, using the pin hex bolts.
12. Reattach the front cover of the charging station with the 4 bolts removed earlier.
13. Your installation is now complete.



4. COMMISSIONING

4.1 Testing functionality

To test the functionality and the state of the Payter payment terminal, please refer to the user manual of the Payter Apollo terminal, currently available at the website <https://www.payter.com/>

5.1 Waste electrical and electronic equipment (WEEE)



Electrical and electronic equipment contains materials, components and substances that may be hazardous and present a risk to human health and the environment if not handled correctly.

Equipment marked with the illustrated crossed out wheeled bin is electrical and electronic equipment. The crossed out wheeled bin indicates that this waste must be collected separately and must not be discarded together with household waste.

Refer to your local authority for collection schemes under which residents can dispose waste electrical and electronic equipment at a recycling center or other collection points.

5.2 Decommissioning and returning

WARNING

Risk of injury and electrocution. Installation, (de)commissioning and maintenance of the charging station must only be performed by a qualified electrician.

For returning charging equipment to Alfen Charging Equipment, create a 'Request for Service' ticket at support.alfen.com.

For further instructions please view [How do I return a charging station to have it repaired in Alfen's manufacturing facility \(Carry-in\)?](#) You will receive all shipping instructions within the ticket.

Contact

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