



Twin™



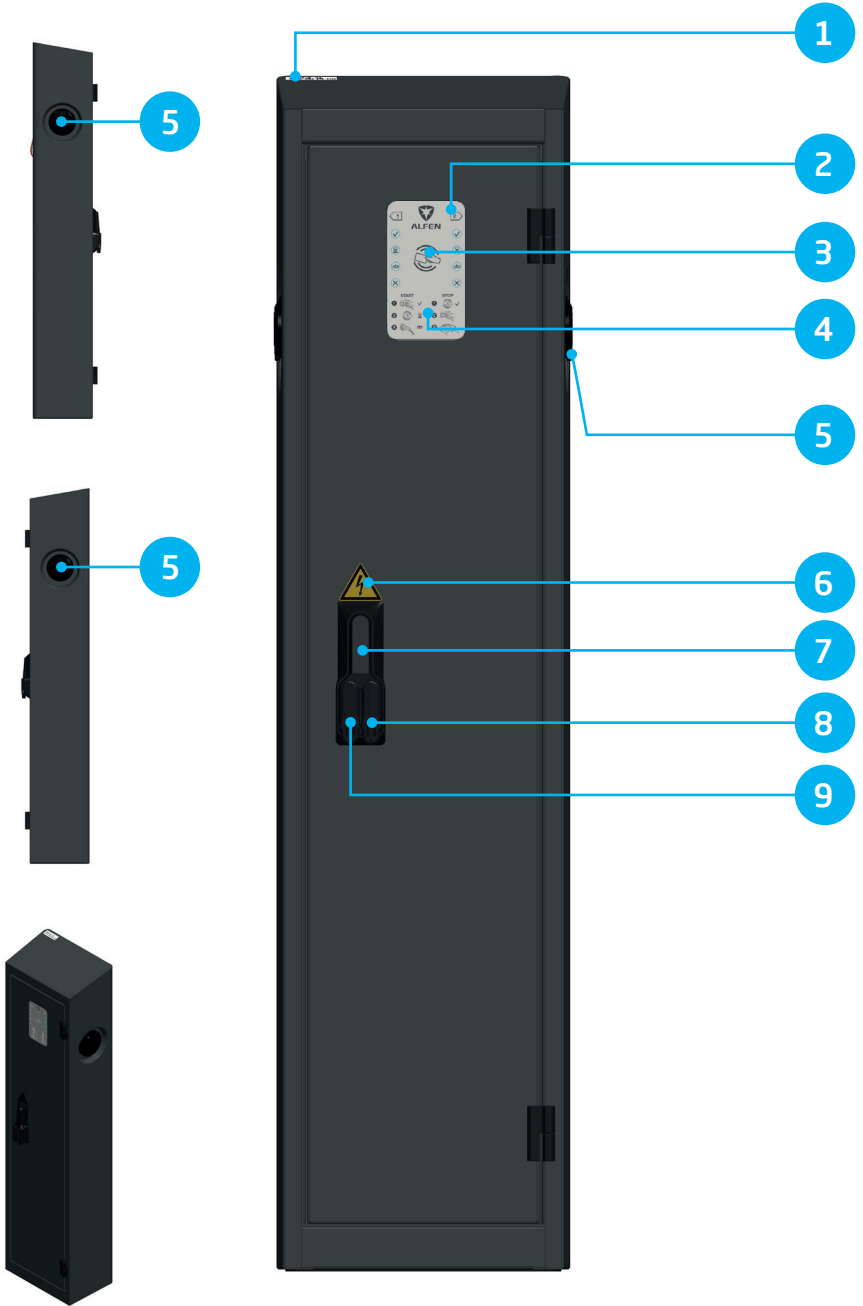
Manual

V2.0 December 2017

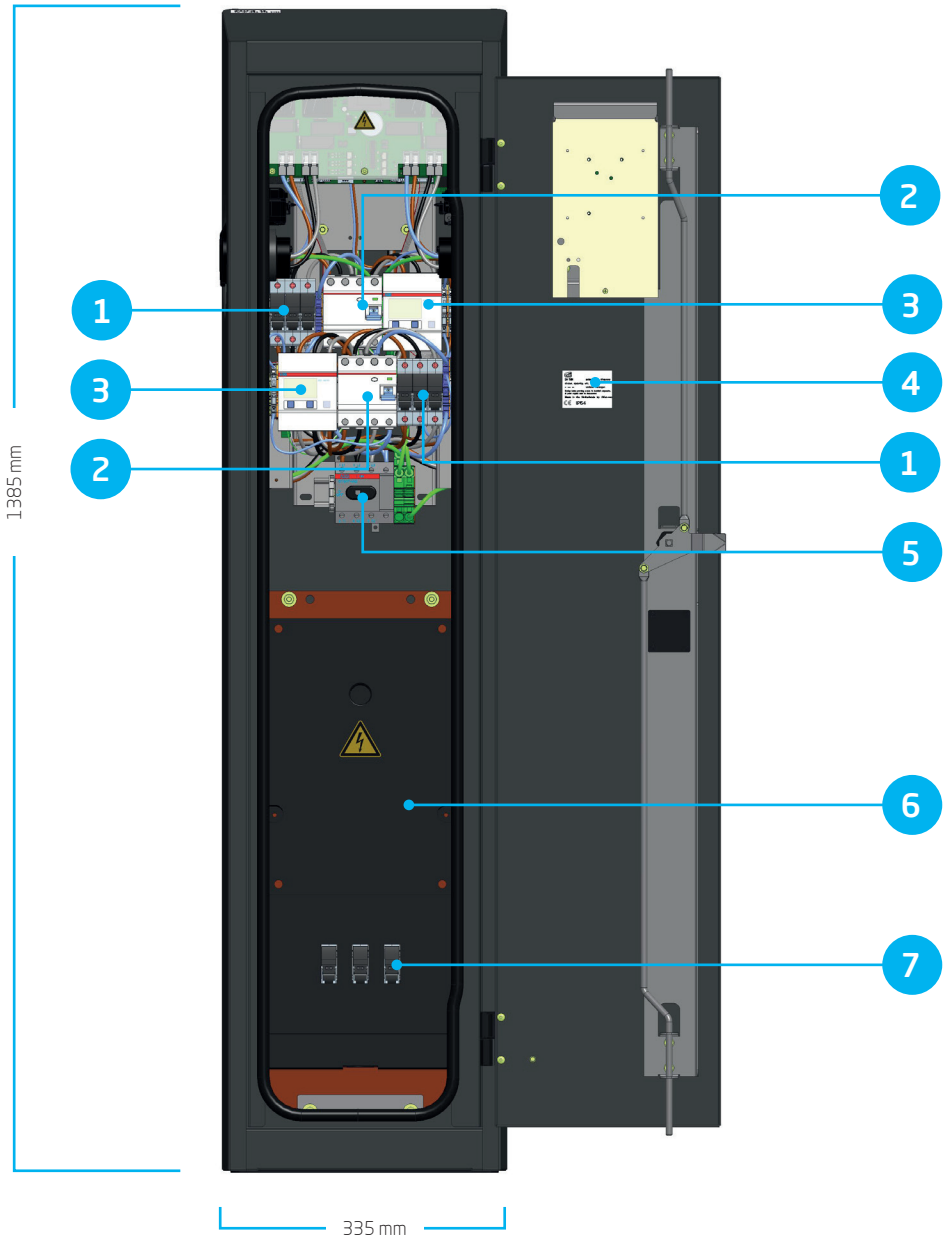


ALFEN
POWER TO ADAPT

EXTERIOR



INTERIOR



Step-by-step Twin™ installation and commissioning

Thank you for purchasing this Alfen charging station for electric vehicles!

We advise you to carefully read the contents of this manual, to ensure a safe and proper installation and enable you to fully use all the advanced features of this product. Please store this manual for future use.

Although this manual was compiled with the utmost care, we always continue to further improve its contents and instructions. To download the most recent version of this manual, please visit: <https://alfen.com/en/icu-twin>.

TABLE OF CONTENTS

DECLARATION OF CONFORMITY

1	Safety and usage instructions	7
1.1	Purpose and intended audience	7
1.2	General safety	7
2	Product	8
2.1	The charging station	8
2.2	Status indications on the interface	9
2.3	Using the charging station	10
2.4	Technical specifications	11
2.4.1	Twin 2017 model overview	11
2.4.2	Input / power supply	12
2.4.3	Output / vehicle connection	12
2.4.4	Protection / integrated components	12
2.4.5	Charging and access	13
2.4.6	Operating conditions	13
2.4.7	Casing	14
2.5	Optional factory settings	14
2.6	Accessories	14
3	Installing and connecting	15
3.1	Installing and connecting	15
3.2	Mounting and installation requirements	16
3.3	Mechanical installation	16
3.4	Installation	17
3.5	Electrical installation	18
4	Commissioning the charging station	19
4.1	Safety instructions prior to usage	19
4.2	Commissioning	19
5	Connectivity	20
5.1	Administration systems	20
5.2	Establishing a connection	20
5.2.1	Wireless connection	20
5.2.2	UTP (Ethernet) connection	20
5.3	Registering your ICU EZ account	21
5.4	Registering your charging station within your own administration system	21

Manufacturer:

Alfen ICU B.V.
Hefbrugweg 28
1332 AP Almere
The Netherlands

The undersigned, as Director of Alfen, hereby declares that the following product:

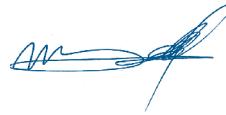
TWIN 4XL charging station equipped with 6mA DC detection

To which this declaration applies, complies with:

- 1) The provisions of the low voltage directive 2014/35/EU
- 2) The provisions of the EMC guideline 2014/30/EU
- 3) The following harmonized standards:
 - NEN-EN-IEC 61851-1 (2010) – electric vehicle conductive charging system – General requirements;
 - NEN-EN-IEC 61851-22 (2001) – electric vehicle conductive charging station - AC electric vehicle charging station

As proof of this compliance the products are labelled with the CE mark and I have signed this declaration.

Almere, the Netherlands, 18 September 2017.



Dipl.-Ing. M. Roeleveld

1.1 Purpose and intended audience

The Alfen Twin™ charging station is exclusively intended for charging electric vehicles, both in situations with a separate grid connection (for instance at home with a meter box), and in public situations (connected directly to the grid with the Grid Connection Box). Follow these instructions carefully to ensure proper usage of the charging station.

The installation, commissioning and maintenance may only be performed by a qualified technician (Alfen certified partner).

This qualified technician must meet the following requirements:

- Expertise of the relevant generic and specific rules regarding safety and incident prevention;
- Awareness of the relevant regulations regarding electricity;
- The ability to identify risks and avoid potential hazards;
- Awareness of these installation and operation instructions.

This manual applies to the product Alfen Twin™, equipped with firmware version 3.2.2. (or higher).

1.2 General safety



DANGER!

The safety instructions are intended to ensure proper practical usage. If you do not comply with these safety regulations and instructions, you may expose yourself to the risk of electric shock, fire and/or severe injuries.

Using this product is expressly prohibited in the following situations:

- In the vicinity of explosive or highly flammable substances.
- If the product is located in or close to water.
- If the product or individual components are damaged.
- Usage by children or individuals not properly able to assess the risks associated with using this product.

In the following cases, Alfen ICU B.V. shall not be liable in any possible way for any kind of damages while all warranties on the product and its accessories become void:

- Non-compliance with these installation and operation instructions;
- Usage in ambient temperatures below -25 °C or above 40 °C;
- Improper use;
- Improper handling;
- Installation and/or usage by unqualified staff;
- Independently applied expansions or modifications of the product;
- Usage of replacement parts not manufactured or approved by Alfen.

More extensive safety information is available in the relevant sections of this document.

2. PRODUCT

2.1 The charging station

The cover of this manual features the corresponding images of the charging station. This page features more information about the contents of the product and how to use it to charge your vehicle.

The charging station (exterior, ref. page 2)

- ① Charging station identification number
- ② LED/RFID-interface
- ③ RFID reader
- ④ Quick starter user actions
- ⑤ Type 2 plug connection
- ⑥ Voltage indication sticker
- ⑦ Door lever
- ⑧ Cylinder for grid operator
- ⑨ Cylinder for end customer

The charging station (interior, ref. page 3)

- ① Fuses
- ② Type A residual current device
- ③ kWh meter
- ④ Identification label
- ⑤ Isolating switch
- ⑥ Grid Connection Box (GCB)
- ⑦ Safety GCB

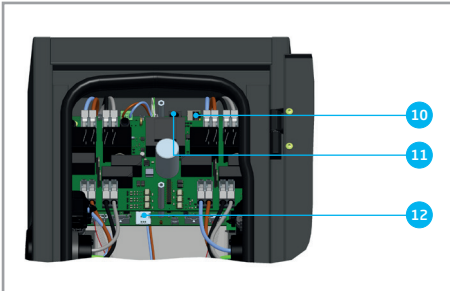


Image 1

- ⑩ UTP (Ethernet) Connection
- ⑪ P1 (Smart meter) Connection
- ⑫ SIM card holder (ref. image 1 for detailed location)
- ⑬ Identification number of the charging station (ref. description under title 'Identification label')
- ⑭ On/off switch 4-pole (ref. image 2 for detailed location)

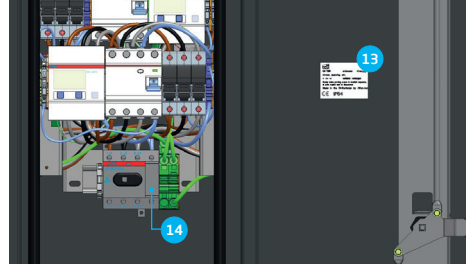


Image 2

Identification label

The identification label (image 3) specifies information such as the model, production date and serial number. This label is located both on the top side of the charging station and on the inside of its door. Please have your serial number available when contacting Alfen to enable quick support.

- ① Type number of the charging station consisting of the platform name and the last five digits of the article number: (NG920)-(52501, 52502 of 52504)
- ② Serial number, unique number issued by Alfen for this specific charging station
- ③ Production date of the charging station
- ④ Technical specifications of the charging station, such as the number of phases, maximum charging current and voltage
- ⑤ Article number of the Twin
- ⑥ Maximum charging capacity configured for the charging station

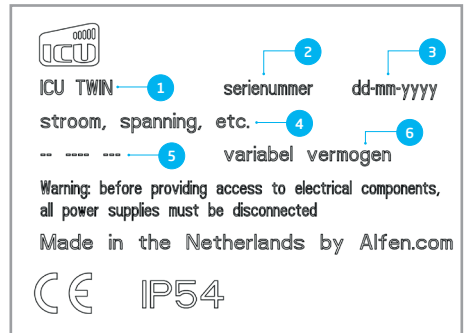


Image 3: the identification label

2.2 Status indications on the interface

The Alfen Twin uses an interface equipped with LEDs to provide status indications of the charging station, and inform the user about starting and stopping the charging process.

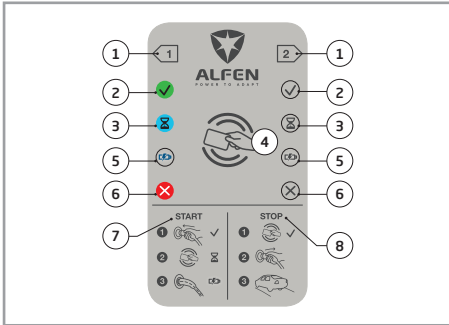


Image 4: Display of the Twin during a charging session (left)

Status and information interface:

The charging station informs the user about the actual status of the charging station and provides the user with feedback about completed actions. The following information is available:

- ① Charging side indication
- ② Charge card accepted, cable connected
- ③ Communicating with vehicle, or charging completed
- ④ RFID-reader
- ⑤ Charging session active
- ⑥ Error
- ⑦ User steps while starting charging process
- ⑧ User steps while stopping charging process



Charge card accepted, cable connected



Communicating with vehicle, or charging completed



Active charging transaction

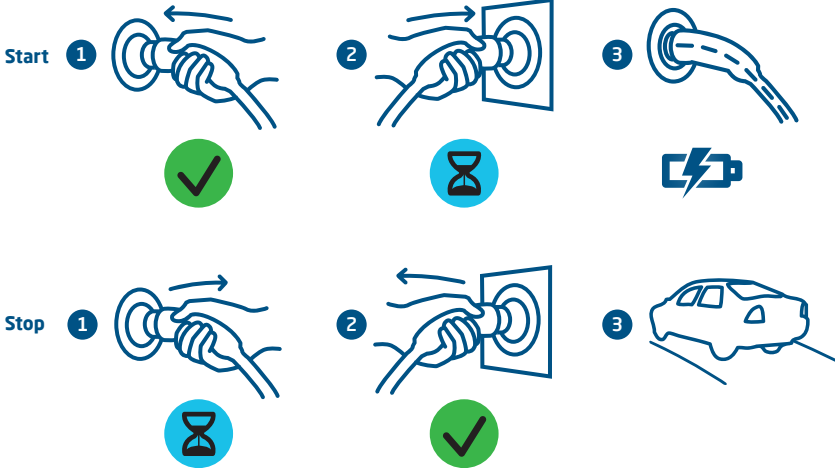


Error

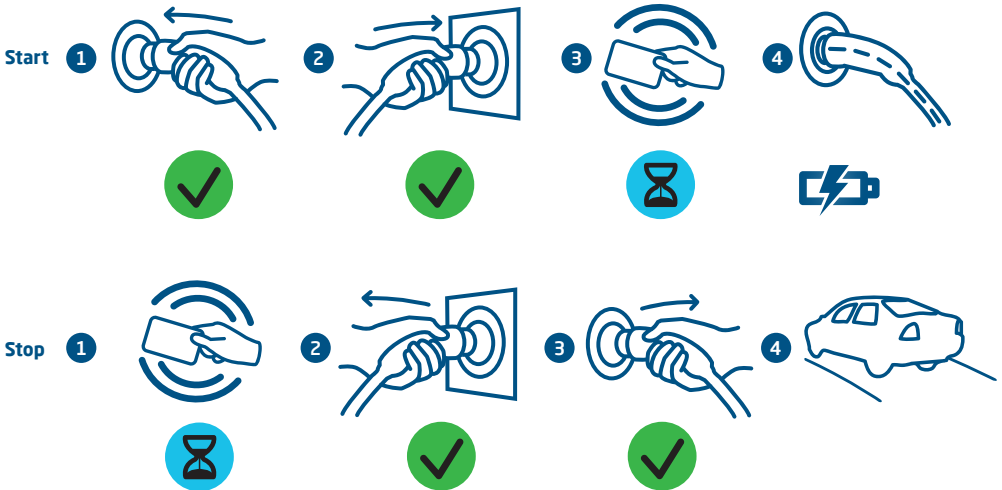
2. PRODUCT

2.3 Using the charging station

Plug & Charge – General authorization without charge card



RFID – Charging station with user authorization



2.4 Technical specifications Twin model 2017

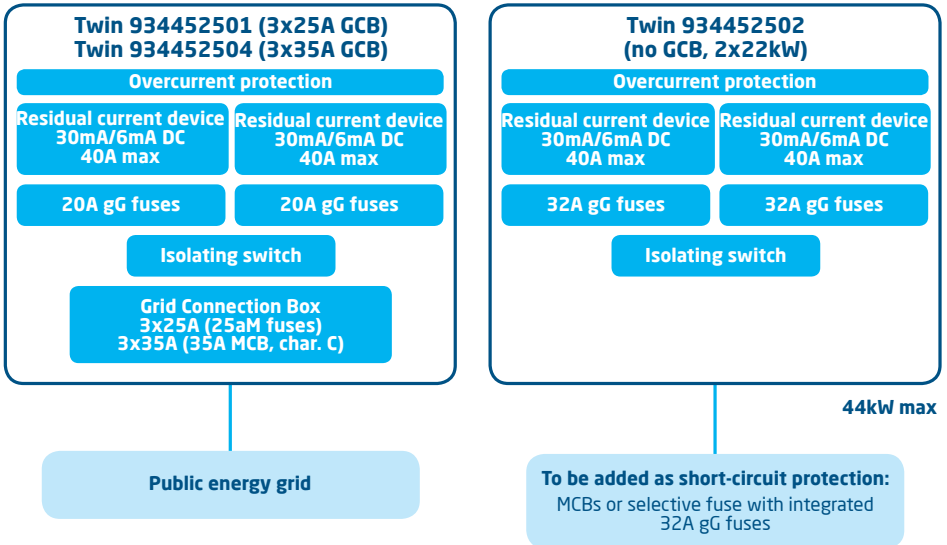
2.4.1 Twin 2017 model overview

Editions

Model name	Art. no.	OCPP chargePointModel
2 x type 2 socket, 3-phase, max. input current 35A per phase, RCD type A, 6mA DC detection	934452504	NG920-52504
2 x type 2 socket, 3-phase, max. input current 64A per phase, RCD type A, 6mA DC detection	934452502	NG920-52502
2 x type 2 socket, 3-phase, max. input current 25A per phase, RCD type A, 6mA DC detection	934452501	NG920-52501
Packing unit (PU)	1 piece	

Package content charging station: Alfen Twin™, installation manual, assembly accessories and RFID charge cards (depending on selected options)

System structure Twin model 2017



2. PRODUCT

2.4.2 Input / power supply



NOTICE!

Your installation must comply with the standards and regulations of the location (country) where it is located. The tables below are advisory and based on proper practical functioning of the charging stations; provided that all prerequisites are satisfied.

Printing errors expressly reserved.

Input: minimum advised cable diameters	3-phase 20A charging, Grid Connection Box 3x35A 934452504: 25 mm ² connection cable 3-phase 2x22kW charging (32A per phase selected) 934452502: 5 x 6 mm ² (assuming a max. 50m cable trajectory) 3-phase 20A charging, Grid Connection Box 3x25A 934452501: 25 mm ² connection cable
Nominal voltage	3x230V, 400V potential difference between the phases.
Protection	934452502: 3 phase: 1 x 80 A max 4P 934452501 and 934452504: all protective elements are already integrated in the product.
Nominal frequency	50 Hz
Connection terminals	Strain relief, clamping range for cable thicknesses 17mm to 25.5mm Cable grommets base plate range 13mm - 34mm Range cable clamps: max. 16 mm ² per wire
Earthing	TN-system (PE cable) TT-system (own installed earth electrode)
Main switch	4-pole, 80 A, 400 V (934452502) Connection in Grid Connection Box (934452501 and 934452504)

2.4.3 Output / vehicle connection

Vehicle connection	2 x type 2 socket, compliant with IEC62196-2
Output voltage	400 V (934452501, 934452502, 934452504)
Max. charging current	32 A per phase (22kW per socket) (934452502) 20 A per phase (13.75kW per socket) (934452501, 934452504)
Load balancing	Optional Required for connections with a capacity lower than the sum of the maximum capacity of both sockets

2.4.4 Protection / integrated components

Residual current protection	Type A 30mA, per socket DC current detection 6mA, per socket
Energy meter	1x kWh-meter per socket, MID-certified
Power switching relay	Integrated, simultaneous activation
Overcurrent protection	Integrated in firmware, shutdown at: 105% after 1000 seconds; 110% after 100 seconds; 120% after 10 seconds; 150% after 2 seconds

The charging station is equipped with a 6mA detection circuit per socket. The charging current is interrupted if a DC leakage current of 6mA or more is detected. After 5 minutes, the charging current will be switched back on. If the 6mA DC leakage current is detected again, the station will interrupt the charging current again.

This protocol is repeated up to 3 times while the charging transaction remains active, after which the transaction will be permanently terminated. If the charging cable is reconnected, the charging station will restart this cycle.

2.4.5 Charging and access

Controllers	Central unit for sockets and communication
Communication with vehicle	Mode 3
Status indication	User interface equipped with LEDs
Card reader	RFID (NFC) ISO/IEC 14443A/B, Mifare 13,56 MHz, DESFire
Internet / network capabilities	GPRS, Ethernet/ LAN
Communication protocol	OCPP 1.5 (JSON) OCPP 1.6 (JSON)
Back-end connection	ICU Connect (optional) or other administration system (upon request)
Communication with Smart Meter	DSMR 4.0 and higher via P1 port (RJ11) (934452502)

2.4.6 Operating conditions

Operating temperature	-25°C to 40°C
Relative humidity	5 % to 95 %
Protection class	I
Protection level (casing)	IP54
IK protection	IK10
Stand-by consumption	Approx. 9 - 12W



NOTICE!

The mentioned operating temperature assumes the **ambient temperature** of a product delivered in the standard casing color RAL7043. Direct exposure to sunlight may have an adverse effect on the temperature range.

The temperatures mentioned in the table apply to- the ambient temperature for the product, assuming the standard casing color: RAL7043. Other (darker) colors may have an adverse effect on the operating temperature of the product. If the product is exposed to lower or higher temperatures, continuous operation cannot be guaranteed. In case of higher temperatures, the charging station will automatically decrease the charging capacity to stabilize

the internal temperature. This prevents transactions from being paused unexpectedly.

If the product is exposed to direct sunlight, it may occur that the automatic temperature management is configured below the maximum ambient temperature.

2. PRODUCT

2.4.7 Casing

Type	Charging column
Mounting options	Directly on solid underground or on optional metal or concrete pedestal
Material (casing)	Cold-rolled stainless steel 304
Color (casing)	RAL 7043 (Traffic Grey B)
Locking	Lockable lever with space for two cylinder locks (not included) Standard master key included for door operating
Dimensions (H x W x D)	
Casing	1,385 x 335 x 220 mm
Packaging	1,400 x 350 x 300 mm
Weight	
Casing	Approx. 40 kg
Packaging	Approx. 2,5 kg

2.5 Optional factory settings

Factory settings	Options
Authorisation	Plug & Charge RFID *
Maximum available charging current per socket	20 A 32 A *
Smart charging options	Off Standard load balancing *
User availability if temporarily offline	Accept all RFID cards Only cards registered in the database Not available
Behaviour if plug is disconnected on vehicle side	Terminate transaction and release plug Pause charging session until plug is reconnected
Administration system	Stand alone ICU Connect * Various administration systems available upon request *
Communication via *	Autodetect GPRS UTP/LAN

The settings marked with an asterisk *) may incur additional costs. The default settings are always mentioned first.

2.6 Accessories

Concrete pedestal	Art. 833829300-ICU
Dimensions (H x W x D)	570 x 350 x 220 mm
Weight	42 kg
Metal pedestal	Art. 803828601-ICU
Dimensions (H x W x D))	598 x 204 x 300
Weight	7.8 kg
Packaging (H x W x D)	50 x 295 x 620
Additional RFID card	Art. 203120010-ICU

Package content

Content of the package of the charging station consists of: Alfen Twin™, installation manual and assembly accessories, RFID charge cards (depending on the selected options)

1X AlfenTwin

107335530

Cable clamp k24u

104565102

Wiska cable gland ESKV M12x1,5

104565103

Connection nut EMUG 12 M12x1.5

803882028

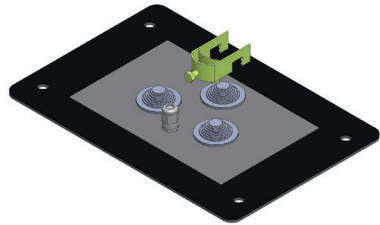
Gasket cable entry

104060040

Grommet
STM40 - 13-34mm

803882029

Bottom gasket plate



(from top to bottom)

- 1x Cable clamp
- 1x Cable gland and connection nut
- 1x Gasket cable entry
- 3x Grommet
- 1x Bottom gasket plate



DANGER!

The electric system must be entirely disconnected from every power source prior to performing installation or maintenance work!

3.1 Installing and connecting

REMARK

The installation must be carried out by a qualified professional who has read this manual and works in compliance with the IEC 603364 guideline. Neglecting this may lead to injuries or hazardous situations while working with electricity.

REMARK

This work may not be carried out if it rains or if the air humidity exceeds 95%.

REMARK

A charging station must always be installed in a dedicated power circuit.



DANGER!

The charging station contains electric components that may still contain electrical charge after being disconnected. Wait at least 10 seconds after disconnection before commencing work.



DANGER!

Hazard of fatal injury if installed incorrectly! Non-compliance with the installation and environmental requirements may lead to hazardous situations while working with electricity.

3. INSTALLING AND CONNECTING

3.2 Mounting and installation requirements

Refer to the table in paragraph 2.4.2 for the safety options and required cable thicknesses to create a proper connection.

Ensure that the following requirements for installing the Alfen Twin are satisfied:

- The cable trajectory from the main distributor to the Alfen Twin (934452502) must be protected against overcurrent with:
 - gG type fuses (or different pursuant to local standards and regulations) or a type B or C MCB
- The Twins equipped with a Grid Connection Box (934452501, 934452504) do not require these separate protective features.
- The cable trajectory and the charging station are part of a TT/TN-S system; the appliance must be earthed via the main distributor or earth electrode.
- The cable trajectory must be installed in compliance with the usual locally applying professional standards.

REMARK

The conditions at the specific location may influence the installation requirements.

REMARK

The system and cables must be installed based on the maximum charging current on the input(s) of the charging station. This must assume a continuous load (no diversity).

The cable diameters mentioned in this manual are indicative. The technician remains responsible for determining the correct cable diameter and compliance with the applicable standards and regulations.

While selecting an installation location, the following criteria must be taken into account:

- Never install in a potentially explosive atmosphere;
- Never install in areas prone to flooding without implementing compensating measures;
- Always fully comply with local technical requirements and safety regulations;
- The installation site must have a levelled and solid underground;
- Maximum atmospheric humidity of 95%;
- Ambient temperature of -25 °C to 40 °C;
- Temperature difference within 24 hours < 35 °C;
- Ensure that the charging station is located in such a way that users can use their charging cable (approx. 5 meters length) without tension being applied on the cable;

- Prevent road users from being able to drive over the cable;
- Prevents pedestrians from being able to trip over the cable.

3.3 Mechanical installation

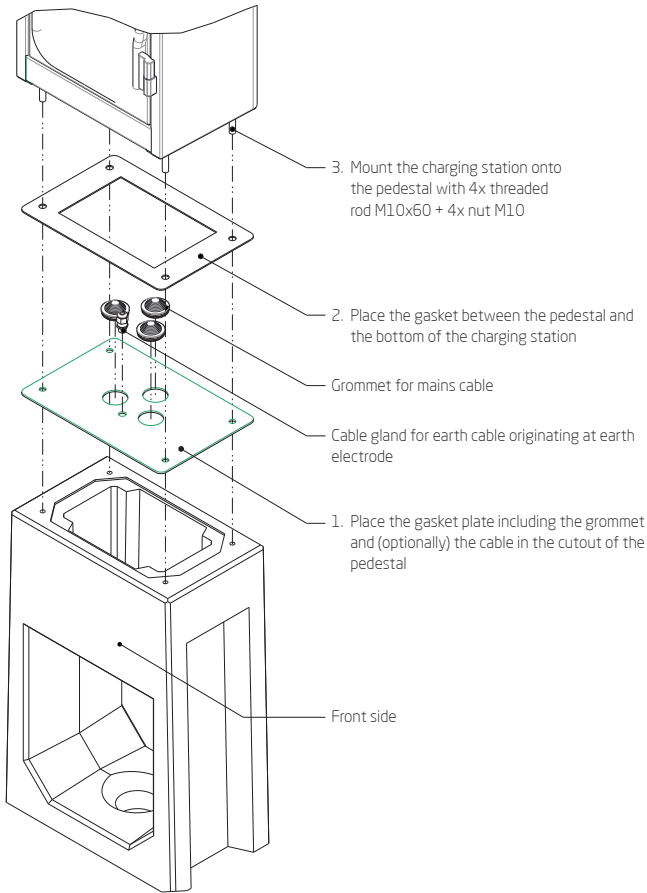
Use the following tools and materials to install the Twin:

- Spirit level
- Spade
- Utility knife
- Screwdriver for a terminal block
- Wire stripper
- Ratchet set/open-end wrenches

Preparing the charging station

1. Verify the content of the packaging based on the required parts
 - a. On the door of the Twin. The charging station is equipped with a lock with a lever suitable for two locks (type euro profile cylinder 17mm).
 - i. Left lock is for: **Owner of the charging station**
 - ii. Right lock is for: **Grid operator**
 - b. Remove the protection from the lock.
 - c. The charging station may have one, two or no cylinder lock(s);
 - d. Open the lock with the included key(s) or the included master key if no cylinders were placed;
 - e. Lever can be pulled outward;
 - f. Rotate the lever counterclockwise to open the door.

3.4 Installation



Installing the charging station

1. Foundation for mounting on the ground (with concrete or metal pedestal):
 - a. Excavate a hole of 50x50 cm with a 55cm depth below the surface level.
 - b. Level the hole horizontally.
 - c. Insert the concrete or metal pedestal.
 - d. Level the pedestal.
 - e. Place the cable glands and cable grommets included with the Twin on the gasket plate, then place it into the bottom of the Twin.
 - f. Apply the prescribed earth electrode, or apply the earthing via the TT-system.
2. Inserting the mains cable and earth cable:
 - a. Guide the mains cable through the pipe sleeve, concrete pedestal and grommet in the gasket plate. Refer to the specifications for appropriate cable diameters.
 - b. The excess length from the upper side of the pedestal must be at least 25cm. Due to the installation of the strain relief, it is advised not to cut the cable before the charging station is mounted on the pedestal. If the charging station is not equipped with a Grid Connection Box (934452502), the system must be directly connected to the main switch. This requires a greater excess length of the supply cable. Measure this distance before proceeding.
 - c. Guide the earth cable, originating at the earth electrode, through the pedestal and the cable gland in the gasket plate.
3. Mounting the charging station on the pedestal

3. INSTALLING AND CONNECTING

- Insert the 4 threaded rods M10x80mm into the openings on the pedestal.
- Apply the gasket over the threaded rods and the gasket plate.
- Tilt the Twin, which was readied on its back, over the pedestal, which is fitted into the charging station rods and over the supply cable and earth cable.
- Cut the cable grommet to fit, so that it firmly grips the supply cable and guide the supply cable through the base plate, which is fitted into the charging station. Pull the supply cable to the exterior of the charging station to install the strain relief (type PUK, ref. image).
- Guide the supply cable, after having installed the strain relief, back into the charging station / concrete pedestal, so that the prescribed 25cm cable length remains in the charging station.
- Attach the charging station with the 4 M10 nuts including washers and v-rings.
- Mount the charging unit with 4 x stud bolts M10x80 mm onto the concrete pedestal.

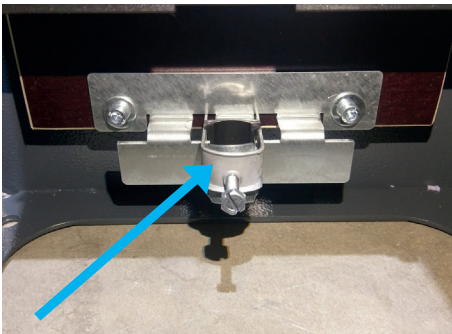


Image 5: PUK Strain relief

3.5 Electrical installation

! WARNING

Read and comply with all safety instructions in this manual!

! DANGER!

The electric system must be completely disconnected from every power source prior to carrying out installation and maintenance work. Always wait 10 seconds after disconnecting from an energy source before proceeding.

- Remove the sheath of the supply cable with a utility knife and remove the sheaths of the separate wires with a wire stripper;

! WARNING

Always connect a proper earth connector first

- The charging station must be properly earthed. Connect the earth electrode first. An earth busbar is installed at the right bottom of the charging station to which the earth electrode can be connected;
- The grid operator's earth sheath / earth wire may only be regarded as an earthing solution after having obtained written permission of the grid operator to do so;
- The earth spreading resistance must be below 100 Ohm;
- Verify if the isolating switch is put on the OFF (0)-position. Turn off the main protection in the installation (for products without a GCB) or remove the fuses / switch the MCBs into the OFF (0)-position (for products equipped with a GCB);
- Connect the phase wires to:
 - The MCBs or fuse holders in the grid operator box of the Twin including standard grid connection. PE on separate rail;
 - Directly on the isolating switch of the Twin excluding grid connection, PE on separate rail;
- A PUK type clamping bracket is included (ref. image 5) for strain relief;
- Put the isolating switch and the residual current device on the ON (1) setting;
- For the types delivered with a main junction box, place the fuses into the fuse holders and close the holders.
- If a transparent cover cap was delivered for the internal components, install it with the accompanying plastic bolts;
- Close the door and the lock and verify if it is properly locked.

! NOTICE!

Ensure that the cables do not become trapped while closing the door of the Twin.

! NOTICE!

Absolutely no gaps may be present between individual parts of the casing. This is detrimental to moisture and dust protection, and has an adverse effect on the lifecycle of your charging station.

4.1 Safety instructions prior to usage

Follow these safety instructions prior to commissioning your charging station:

1. Ensure that your charging station is properly connected to the power supply and the foundation as prescribed in this manual;
2. Ensure that the distribution of the electricity supply is separately protected by an appropriate circuit breaker (934452502: MCB or fuses);
3. Ensure that the charging station is installed in compliance with this manual.
4. Ensure that the casing always remains closed during regular usage.

4.2 Commissioning

1. Ensure that the RCDs and MCBs are switched on and all fuses are in place.
2. Turn the isolating switch on setting I (ON). You can use a special wrench to simplify this switching.
3. Close the Twin by clicking the door into the lock.

Turn on the power at the power cable if possible. The charging station will now run a self-diagnostic. During this process, the following actions are performed:

1. The sockets are tested individually, each side follows the following sequence:
 - Testing locking (locking and unlocking)
 - Internal relays are tested, switching is audible
2. The LED interface flashes briefly;
3. The red crosses flash twice;
4. The Alfen Twin is now ready to use. If the charging station is configured to connect with an administration system, this will take place automatically and directly.
5. The charging station may be configured further if desired. Use the Service Installer software application to gain access.
6. Did you opt to have your charging station configured with a smart charge feature? Then please verify these settings with the Service Installer, to optimally configure your charging station for local requirements.

REMARK


For more information about the Service Installer, please visit our website to download the latest version and an extensive user manual.

<https://alfen.com/en/downloads>

5 CONNECTIVITY

5.1 Administration systems

Your Alfen charging station is an intelligent solution that is able to communicate with an administration system over the internet. These systems enable features such as remote monitoring of the energy consumption of individual users, remote management of the charging process and simplified maintenance of your charging station.

If, during the purchase of your charging station, you opted for additional services with a (back-end) partner or Alfen ICU B.V. (the ICU EZ services), your charging station has been preconfigured with default factory settings for the administration system you selected. The internet connection is established via GPRS or a UTP (Ethernet) cable connection. If you opted for a GPRS (SIM card) connection, your charging station is already equipped with its SIM card and will automatically connect once your product is commissioned. If your SIM card holder  does not contain a SIM card, please contact your back-end provider or Alfen.

The following section explains how to connect your charging station to the internet with GPRS (SIM card) or a UTP (Ethernet) cable.

5.2 Establishing a connection

5.2.1 Wireless connection

To establish a wireless connection, the charging station must be equipped with a GPRS-capable SIM card. Furthermore, correct settings must be configured in order to connect with the preferred administration system. Various options (shortcuts) are available for this purpose in the Service Installer. With these shortcuts, it is easy to select the preferred system with the corresponding settings.

REMARK

A connection with an administration system can only be established if you made arrangements with the supplier of this system to start your services. Services delivered by third parties are not part of the scope of delivery of Alfen.

If, during the order process, you opted to use ICU Connect, the charging station is already equipped with a SIM card. The Twin will automatically connect with ICU Connect during the commissioning process.

If you opted for another administration system while placing your order, it might be required to install the SIM card yourself. Image 6 shows the location of the SIM card holder and the Ethernet port.

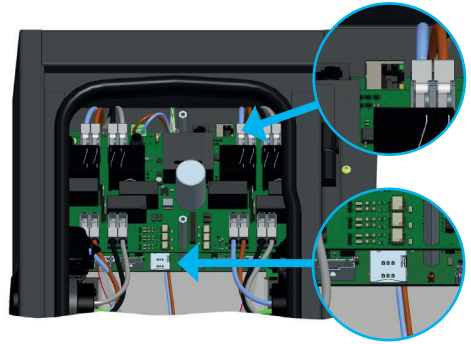


Image 6: Location of the SIM card holder and Ethernet port

5.2.2 UTP (Ethernet) connection

Which type of cable is required?

A CAT5 UTP cable is the minimum requirement in order to be able to connect with the internet. This cable can process speeds of up to 100 Mbps.

Installation

1. Connect the UTP cable to your router;
2. Turn your charging station off by putting the main switch on the 0-position;
3. Connect the UTP cable with the Ethernet port;
4. Turn your charging station back on by putting the main switch on the 1-position;
5. To enable communication between your charging station and ICU EZ over a UTP Ethernet connection, it may be required to modify your network settings if security settings are configured. The information required to access ICU EZ over your network is displayed below:
 - IP address ICU EZ: 93.191.128.6
 - Port: 9090
 - Inbound/Outbound

It might also be required to specify a MAC address. This is registered on the inspection report of your charging station. Please contact Alfen to receive a copy of this report.

REMARK

Ensure that your network settings allow for establishing a connection to the Alfen servers over a secured FTP connection. This enables the exchange of software updates and diagnostics.

5.3 Registering your ICU EZ account

If you wish to subscribe to the ICU EZ back-end services, please visit the following link to register:

<https://alfen.com/en/management-charging-stations/registration-ez-managementssystem>

REMARK

You can register your user account for ICU EZ once you have received your charging station. During the registration process, the information of your first charging station is required (identification label or order confirmation). This information is used to recognize you. Once your account is created, Alfen will send you your login information.

Did you forget to register while ordering ICU EZ? No problem. If you opted to have your charging station configured for ICU EZ, your charging station is already registered and active in the administration system. All transactions and other past events are stored and are available in your overview.

1. Complete the registration form on the Alfen website;
2. Mention the numbers on the back of the charge cards delivered to you in the 'Remarks' field;
3. Click on 'Send';
4. Alfen will process your registration and will activate your account. Your login details will be sent to you shortly;
5. Use these login details to log into your account at: <https://alfen.com/en/more/login>.
6. Once logged in, you can directly monitor your charging station and its status.

5.4 Registering your charging station within your own administration system

If you want to use your own administration system, or one delivered by a third party, please ensure a correct registration of the charging station model.

Every Twin model has its own so called ChargePoint-Model that is automatically sent along during registration pursuant to OCPP specifications. This consists of a platform identification, combined with a unique product identification:

- 934452501
- With Alfen NG920 platform: NG920-52501

The table below shows the various options. If the charging station is correctly registered, connecting to the administration system is easy.

Art. no.	OCPP chargePointModel
934452501	NG920-52501
934452502	NG920-52502
934452504	NG920-52504

Contact

Alfen ICU B.V.
Hefbrugweg 28
1332 AP Almere
The Netherlands

P.O. box 1042
1300 BA Almere
The Netherlands

Tel. Sales Support: +31 (0)36 54 93 402
Tel. Service: +31 (0)36 54 93 401
Website: www.alfen.com/en/ev-charge-points

