

# Hypervolt Home

7kW AC



## User Guide - English

Proudly designed and manufactured in Britain



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# Safety First

## Safety Notice



The user must read and fully understand the safety instructions provided. Disregard of or actions contrary to the safety information and instructions contained in this manual and printed on the device may lead to electric shock, fire and/or severe injury and either damage to the vehicle or to the Hypervolt Home device.

**Any resulting damage from such actions will unfortunately not be covered by your standard warranty.**

The installation of the Hypervolt Home device must be performed by a qualified electrician in accordance with the local wiring and building regulations. The relevant information, which is provided in the 'Installation Guide', does not relieve the user of responsibility to follow all applicable norms and standards or local regulations that may apply.

The Hypervolt Home charger device has been designed, developed and manufactured to satisfy requirements, safety dispositions and norms in accordance with the directives presented in the declaration of conformity.

# Legal Notice

## Legal Notice

This document is intended to be used as a reference guide for the operation of the charger. The product images shown are for illustration purposes only and may not be an exact representation of the product.

**Hypervolt Limited reserves the right to make changes to the specifications and processes of the product and documentation at any time and without prior notice.**

*Important information for the correct disposal of the product in accordance with Directive 2012/19/EC.*

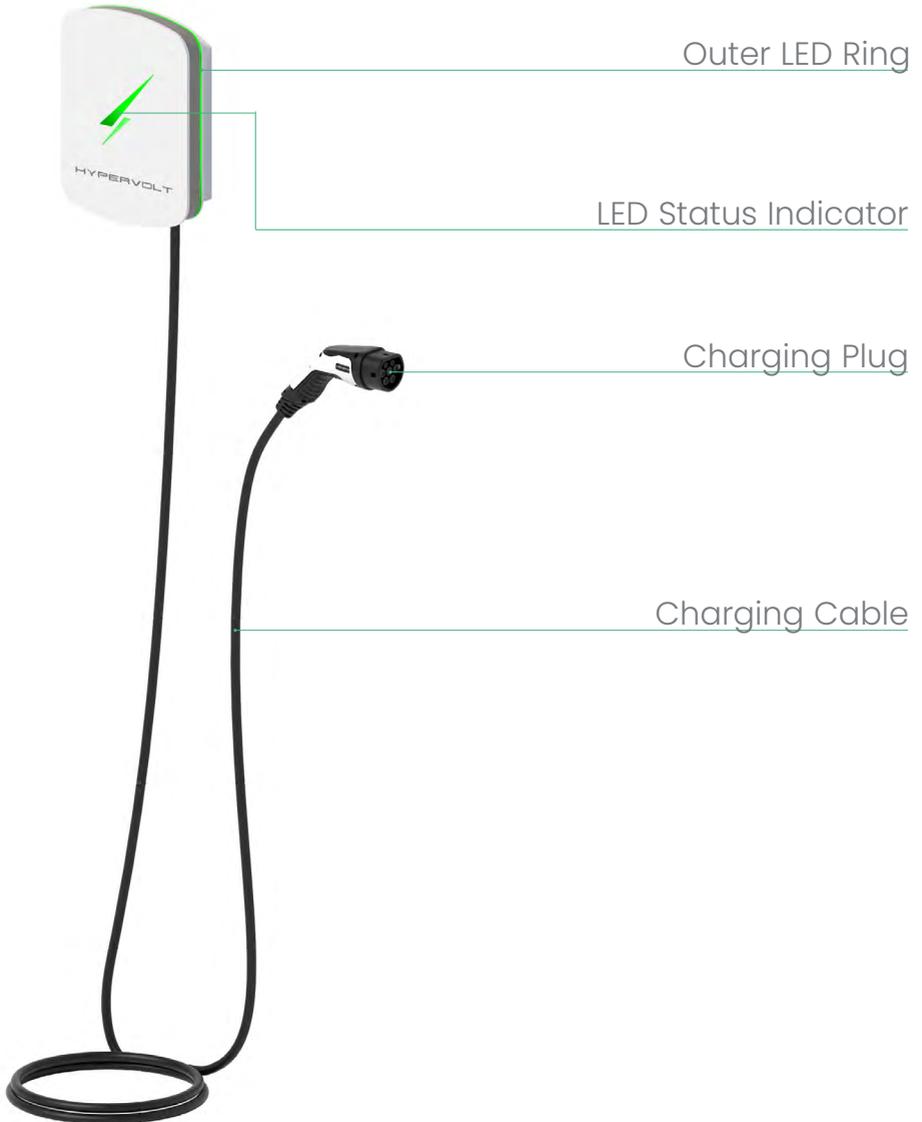
*At the end of its useful life, the product should not be disposed of as urban waste.*

*It must be taken to a collection center for special and differentiated disposal or to a distributor that provides this service.*



**HYPERVOLT**

# Get to know your Hypervolt Home



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# Get to know your Hypervolt Home

## Status light indicators...



**Blue: Stand-by**

The charger is ready to start a charging session.



**No light: Device is off**

If there are no lights on, check if power is available at the source.



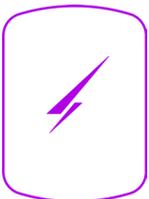
**Green: Charging**

Charging is in progress.



**Red, flashing: Fault**

There is an issue with the charging session. Check status in the Hypervolt app.



**Purple: Scheduled Charging**

Ready to start charging, waiting for a time you have scheduled.



**White (ring): Hotspot Mode**

No internet - requires configuring a network connection.

# Using your Hypervolt

## 1 Before a charging session

You will know your Hypervolt Home 2.0 charger is ready for action when it displays a **solid BLUE light**. This indicates the device is powered up and ready to connect to your vehicle.



To learn more about charging modes and set your preferences, visit the Hypervolt app.

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# Using your Hypervolt

## 2 Starting a charging session

Plug the charging plug into your vehicle's charge port. Within a few seconds you should hear the safety latch locking the charging connector in place. If the Hypervolt is in Plug and Charge mode the charging session will start right away, and the Hypervolt will display **a solid GREEN light** to indicate that your vehicle is charging. To end a charging session, use the in-car control to stop the charging or use the Hypervolt app.



## 3 Scheduling a charging session

If you would like to schedule charging to start later instead of right away: select Schedule Charge mode in the App, set the charging times, and then plug your charger into your vehicle. Once plugged in, your Hypervolt Home will display **PURPLE** lights. This means it is ready to charge, but is waiting until the time you have scheduled before starting.



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# Using your Hypervolt

## In case of...



## No Lights Showing

If the charger displays no lights you must check if power is available to the device. Check any fuses/switches which your electrician has installed and make sure they are all switched on. If you are sure the device is receiving power but there are no lights showing, contact your installer.

# Using your Hypervolt

## In case of...



## Alert/Fault

In the unlikely event of a fault during your charging session the Hypervolt will display a pulsing **RED** light. With 90% of faults, checking the troubleshooting guide below will resolve the issue in no time. If connected to the internet the Hypervolt charger will have already sent diagnostics information to the HyperCloud, and our tech team has been notified of the issue.

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# Troubleshooting

## What to do if ...

### 1. The charging station is unlocked in my app but appears off and no lights are on

This could mean that there is no power reaching your Hypervolt charger. It is usually as simple as a circuit breaker that is off or has tripped. Check the circuit breaker in your fuse board/consumer unit and make sure that it is ON. Press the test button on the circuit breaker to test that it works.

**If you have checked the circuit breakers of your device unit but the Hypervolt charger is still off?**

**Contact your installer.**

# Troubleshooting

## What to do if ...

### 2. The charging cable does not disconnect from the car

The Hypervolt Home device is unfortunately not responsible for locking the cable inside your vehicle charge port. It is the electric vehicle which must release the charging port lock in order to allow the cable to be safely disconnected. In this case, the vehicle has not ended the charging session.

**You must end the charging session from the vehicle before removing the charging cable. Check the vehicle user guide in order to ascertain how this is done for your particular make and model.**

Although each vehicle has a different technique for ending the charging session, most charge port unlock buttons can be found in the vehicle's centre console between the two front seats, or by the driver's door.

# Troubleshooting

## 3. The charging session does not start

There are a few reasons why a charging session might not start:

- The vehicle is scheduled to charge at a later time.
- The vehicle is fully charged, hence it cannot charge anymore.
- The vehicle may have an error, check the vehicle for any messages.
- The charging plug is not connected properly, unplug the charging plug and re-connect.
- The charging plug may be dirty or damaged, ensure that it is in good condition.

# Troubleshooting

## 4. The charging session finished earlier than expected and my car battery is not full

Check whether your vehicle has a maximum charge limit set which prevents the battery charging to full. Some vehicles have this setting in order to reduce charging times and congestion at motorway charging stations, and in some vehicles you are able to remove the limit. **Consult your vehicle's manual.**

If there is a power outage during your charge session, charging your vehicle will resume automatically as soon as power is available to the Hypervolt.

# Troubleshooting

## What to do if ...

### 5. The charging time is greater than expected

When a vehicle's charging session is almost complete it is normal for the charging speed and power to begin to decrease.

**Check your vehicle's dashboard for an indication of the charging power and whether it is at the level you expect it to be.**

### 6. The vehicle charges at a lower power than expected

Check the specification of your vehicle make and model and verify the maximum power figures for AC Mode 3 charging. Some vehicles have a maximum charging power of less than what the Hypervolt Home can deliver: 32A. If the vehicle always charges at a lower power than specified for its make and model, and has never charged at a higher power, **check whether a power limitation has been enabled during your installation.**

# Troubleshooting

## 7. The charger is displaying a pulsing red light

The Hypervolt Home has detected a problem during your charging session or with your device. If connected to the internet, Hypervolt will have already received diagnostics information and our tech team has been notified of your issue.

**Check further information on the status of your device in the Hypervolt app.**

**Problem still not solved?**

Contact us at [support@hypervolt.co.uk](mailto:support@hypervolt.co.uk)

# Safety Precautions

## Safety Instructions



To ensure a seamless and trouble-free experience while using your smart Hypervolt charger, take a minute to read the following safety advice:

- Do not operate if physical defects such as cracks, breaks, corrosion, or other damage are observed. In this case, contact us should you have any doubt.
- Only an authorised specialist and qualified personnel may open, disassemble, repair, alter or modify your Hypervolt charger.
- Do not remove any symbols or parts from the device, including safety symbols, warning notices, rating plates, identification plates or cable markings.
- Hypervolt Home chargers can only be used under the operating parameters specified and within  $-25^{\circ}\text{C}$  to  $40^{\circ}\text{C}$  ambient temperature.
- Do not open the cover in the rain.

# Safety Precautions

## Safety Instructions



- ✓ Always check the charging cable and the contacts for damage and contamination before use.
- ✓ Never use a damaged charging cable.
- ✓ Never use contacts that are dirty or wet.
- ✓ Only connect the plug to a suitable vehicle inlet.
- ✓ After the charging session has ended, simply unplug the charging plug from your vehicle. Never use excessive force to disconnect the vehicle connector from the inlet. If you are having trouble removing your charging plug, consult the troubleshooting guide in this manual.
- ✓ Depending on the vehicle, the time to complete the charging process and the duration of unlocking may vary.

# Safety Precautions

## Safety Instructions



- ✓ Depending on the vehicle, the time to complete the charging process and the duration of unlocking may vary.
- ✓ Some vehicles can be started with the charging cable connected. Be sure to unplug before driving off.
- ✓ Never use the charging cable with an extension cable or an adapter unless explicitly allowed to do so.
- ✓ Keep the charging cable out of the reach of children.
- ✓ Be careful with the plug, do not step or drive on it or on the cable.
- ✓ Uncoil the entire cable length from the charger prior to connecting to vehicle.

# Technical Sheet



## Compatibility

Hypervolt Home units are compatible with the Mode 3 charging standard and have been tested with the vehicles listed on our website.

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# Technical Sheet

## Product Information

<b>Model</b>	Hypervolt Home
<b>Connection Capacity</b>	Single Phase, 7kW AC
<b>Charging Connector</b>	Tethered, IEC 62196/Type 2 OR SAE J1772/Type 1
<b>Tethered Cable Length</b>	5 or 7.5 Meters
<b>Charging Protocol</b>	Mode 3 (EN/IEC 61851)

## Electrical Properties

<b>AC Charging Output</b>	7kW, 32A@230V AC  Charging power may vary based on vehicle make and model as well as electrical installation setup.
<b>Input Voltage</b>	230 ± 10% V AC
<b>Input Frequency</b>	50 Hz
<b>Input Current (max)</b>	32 A
<b>Energy Monitoring</b>	Power and energy monitoring as standard; optional MID grade metering is available.
<b>Overcurrent Protection</b>	Internal overcurrent protection (software) plus MCB protection at source
<b>RCD Protection</b>	Internal 6mA DC fault current detection (compliant to BS 7671:2018)

# Technical Sheet

## Physical Properties

<b>Dimensions (H x W x D)</b>	328 x 243 x 101mm
<b>Mounting Type</b>	Wall/Pole mounted
<b>Colour</b>	White/Grey
<b>Shipping Weight</b>	5.2 Kg
<b>Unit Material</b>	ABS composite

## Environmental Properties

<b>Operating Temperature</b>	-20 to 40 °C
<b>Operating Humidity</b>	Up to 95% RH, non-condensing
<b>Environmental Protection</b>	IP54

## Standards and Compliance

<b>EMC Compliance</b>	EN 61000-6-3:2006, EN 61000-6-2:2019
<b>Safety Compliance</b>	Low Voltage Directive (LVD) 2014/35/EU, EN 60950-1:2006 + A11 + A1, EN 60950-22:2006
<b>PEN Fault Protection</b>	Fully compliant with Amendment 1 of BS7671:2018.
<b>EV Charging Compliance</b>	EN 61851-1:2019, EN 61851-21:2002, EN 61851-22:2002, IEC 62196-1, BS 7671:2018 + A1:2020

# Technical Sheet

## Communication

<b>Status Indication/HMI</b>	Multi-colour LED ring and front cover signage
<b>WiFi</b>	Wi-Fi 802.11b/g/n @2.4 GHz
<b>GPRS/3G/4G</b>	Optional
<b>Communication Protocol</b>	OCPP 1.6/2.0
<b>Network Security</b>	State-of-the-art Cryptography Engine for fast and secure WLAN Connections with 256-Bit Encryption

## Warranty

All correctly installed Hypervolt hardware is covered by our thirty six month limited warranty.

Any hardware failure should be promptly reported to us. Our support team will investigate and take immediate steps to resolve the issue in a timely and speedy manner.

## Limitation of liability

In no event will we accept any liability for loss, costs or damage consequential to the use and/or misuse of our hardware products, except and only to the extent that this is caused by our negligence.

Hypervolt Limited, Unit 17, Innovation  
Business Centre, Rainham, RM13 8HZ, UK.

Revision 3. Issue date: Nov 2020

[contact@hypervolt.co.uk](mailto:contact@hypervolt.co.uk)

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# EU Declaration of Conformity

## We of:

**Hypervolt Limited**

Unit 17, Innovation Business Centre  
Consul Avenue  
RM13 8HZ  
Rainham  
United Kingdom

## Hereby declare that:

**Product Model Name:** Hyperpoint Home 2.0

**Product Model Number:** HYPV-2.0-7



## In accordance with the following legislation:

2014/35/EU: The Low Voltage Directive

2004/30/EU: The Electromagnetic Compatibility Directive

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# EU Declaration of Conformity

**Is in conformity with the applicable requirements of the following documents:**

**BS EN 61851-1:2019** - *Electric vehicle conductive charging systems. General requirements.*

**BS EN 61851-22:2002** - *Electric vehicle conductive charging system. A.C. electric vehicle charging station*

**BS EN 62196-1:2014** - *Plugs, socket-outlets, vehicle connectors and vehicle inlets - Conductive charging of electric vehicles*

**BS EN 61000-6-2:2019** - *Electromagnetic compatibility (EMC). Generic standards. Immunity standard for industrial environments*

**BS EN 61000-6-3:2006** - *Emission standard for residential, commercial and light-industrial environments*

**I hereby declare that the equipment named above has been designed to comply with the relevant sections of the above referenced specifications. The unit complies with all applicable Essential Requirements of the Directives.**

**Signed by:** Razvan Vasiliu  
**Position:** Technical Director

**Signature:**



**Place and date of issue:**

15/01/2020, Unit 17, Consul Avenue, RM13 8HZ, Rainham, UK

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# Hypervolt Service

Need assistance or having trouble  
charging your car?

**We're here to help!**

Hypervolt Limited

[support@hypervolt.co.uk](mailto:support@hypervolt.co.uk)

+44 (0)330 122 7420

Version 3: Jan 2021

**HYPERVOLT**

**Thank you for choosing Hypervolt!**



**Connect with us!**



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