

## ZMARTCHARGE APP USER MANUAL



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### VISITING ADDRESS

NEDRE PRINSDALS VEI 121B  
1263, OSLO  
NORWAY  
ORG NR 929 229 037

### TELEPHONE AND WEBSITE

TEL: +47 95 83 27 07  
WWW.ZMARTCHARGE.COM

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## 1. Downloading the ZmartCharge App

You can search for the ZmartCharge app in Apple App Store, Google Marketplace or Samsung App Store. Or you can scan the below QR codes to go straight to the app download. Please note that the app is only available for an iOS or Android phones and is not supported on Tablets or PCs.

QR Code for Android Phones



QR Code for iPhones



## 2. Installing the ZmartCharge App

### 2.1. Permissions



When installing the ZmartCharge app with a new charger for the first time you will need to give the app needed permissions to be able to use the camera for scanning the QR code on the charger, for GPS (location services) to be able to find your area for electricity prices automatically, and for Bluetooth (Search for nearby devices) for communication between the app and the charger. It is very important that you allow all this services as otherwise it will not be possible to install a new charger.

In case you are using the automatic lock/unlock function or guest access you will need to let the app have access to all these services on a permanent basis. In this case, if the phone asks you if the app shall continue to use these services you will need to answer -yes -on this.

Pressing the NEXT button will prompt the user for the different permissions needed. Kindly read and understand the purpose of the permissions written on each prompt, allow all of them and proceed.

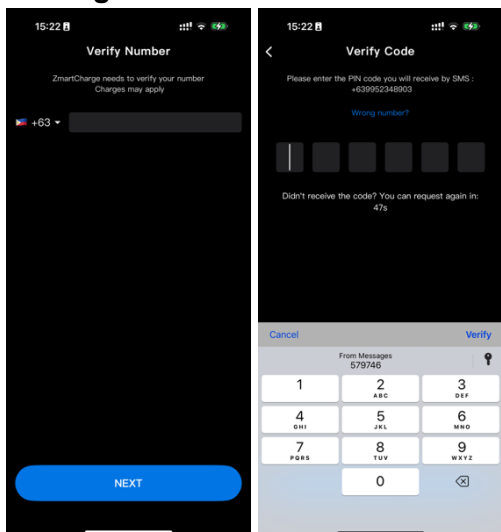
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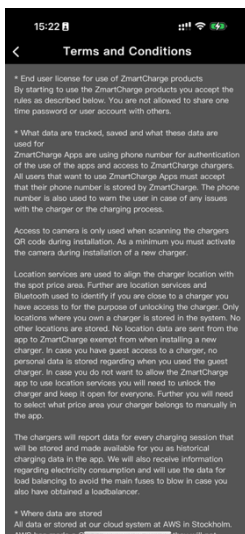
## 2.2. Registration of mobile number



You will now be prompted to enter your mobile number. Your mobile number will serve as your login name. You can select country code from the pull-down list with the country flag. After entering your number, you press the NEXT button.

The system sends a One Time Pin, to verify your mobile number. Enter the correct Pin accordingly. After you have received the Pin code you can also just click in the first field where you enter the Pin code and the keypad will pop up with the received Pin code under the -From Message on the Keypad. You can just click on this number and the registration process will continue.

## 2.3. Terms and Conditions



Now you will need to accept the Terms and Conditions to use the ZmartCharge system. You can only continue the installation after you press the accept button at the bottom of the Terms and Conditions screen. Your approval of the Terms and Conditions will be registered in our cloud system.

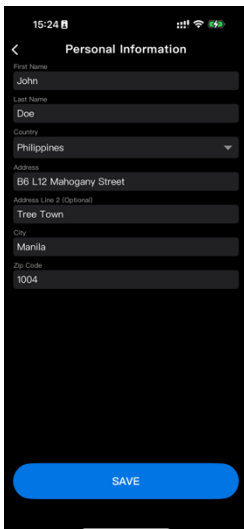
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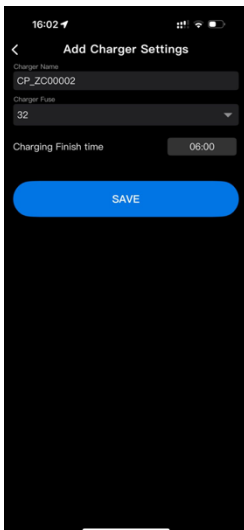
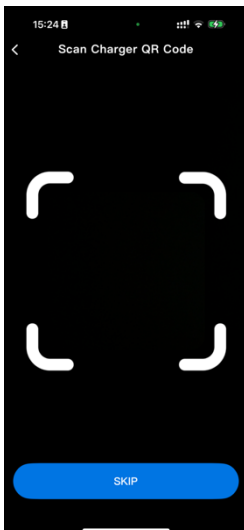
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## 2.4. Entering your Personal Information:



The App will under normal conditions have found your address during the installation so you will only need to enter your name. After you are happy with this page, press SAVE to continue.

## 2.5. Adding your first Charger



You will now need to scan the QR code on your charger to start the process to add your charger into the application. It is important to be just a few meters from your charger during this process as this process is using Bluetooth for communication in between the App and the charger. And Bluetooth only reach 5-10 meters.

After the app has found the charger, it will ask you what name you will use for the charger. You can accept the suggested name here, or if you have many chargers, you can give each charger a more meaningful name like "Charger outside the garage" etc.

You will also need to enter the Fuse size for the charger. Normally this is 32A. In case you have limited power available you can reduce this setting to a lower value. The charger will never use more than the value set here.

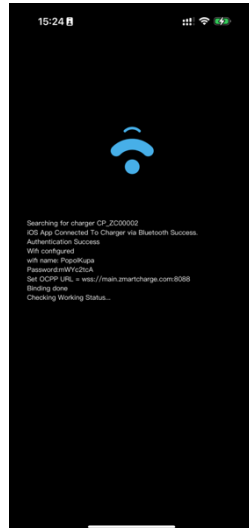
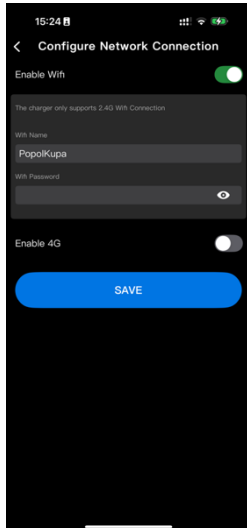
Finally, you will need to set the charging finish time. In case you want the charging to be finished in the morning you need to set the time before you will use the car. By example, if you have set the finish time to 9 AM and plugs in the charger at 6PM in the evening, the system will calculate the cheapest hours to charge your car based on the spot price, and your earlier charging history before 9AM the next morning.

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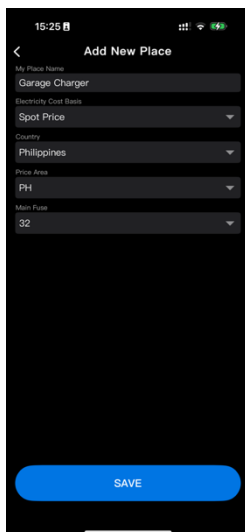
Now you will come to the communication setup for the charger. This is to make the charger communicates with the cloud. This can be either by WiFi or 4G mobile.

You can check with your phone if you have WiFi coverage at the place where the charger will be placed. If your WiFi coverage is good there, we recommend to use WiFi. Check if the prefilled WiFi name is the WiFi network you shall use. If not, change it. Enter the password and press save. Note: For WIFI, the charger can only support 2.4G WiFi connection. If you don't have a 2.4G WiFi network, you can use 4G mobile.

In case you don't have WiFi coverage where the charger shall be placed you can choose 4G and press save. There is no configuration for 4G.

After pressing save you can follow the charger network configuration process on the next screen.

## 2.6. Adding a Place



In the App you can have many places. By example you can have one place for your home address, and one place for your cottage. Then you can have several chargers in one place.

Now you will be asked to fill in the basic information for your first place. We recommend you to name the place so you easily remember where the place is. My home can be a good name.

At the first installation Spot Price, Country of the Spot Price and Price Area is usually selected automatically. If these settings are not correct you can change your price area here.

In case you have a fixed price, you can choose this here and enter the price you pay per kWh. Also, for fixed price you need to enter the country to get the right currency.

The system will calculate the cost of a charging session based on either the fixed price you set here, or the actual spot price in your price area.

Then you need to set the main fuse size of your place. In case you don't know your main fuse size you can look in your fusebox.

Now you can press save and the setup is complete. You will now be directed to the main home page of the app

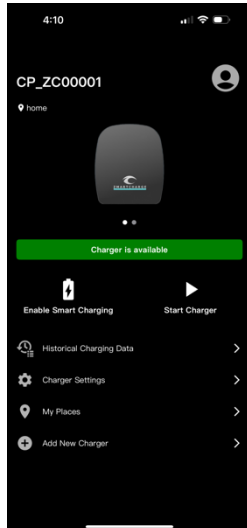
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### 3. Main, homepage of the App





All the choices on the main page will be explained in chapters further below.



On the top left you will see the name of the charger in focus. If you have several chargers, you can swipe left and right in between the chargers. Right under the charger's name you will see the name of the place this charger belongs too.

On top right you see a person. If you click on the person you will come to the account page where you can modify your name, address, find a Frequently asked Questions section as well as buy a new charger.

Right under the charger you will see status messages that gives you status details about the selected charger.

Just under the charger status message you have two important buttons. The button to the left is to change between smart charging and full charge now. When smart charging is set the system will pick the cheapest hours to charge your car on. The button to the right can start and stop the charger. Some cars are locking the charging gun in the car and by stopping the charging the gun will unlock.

	Enable Smart Charging
	Disable Smart Charging

	Start Charging
	Stop Charging

Under the two buttons you will find historical charging data. In case you have several chargers, you will need to swipe left and right to have the right charger in the window before you select historical charging data.

In charger setting you will be able to modify all parameters for the charger in focus. If you want to change charger settings for another charger you will need to swipe left and right to have the right charger in the window before you select Charger settings.

Under my places you can modify, add and delete places. You can also add a loadbalanser to a place from this setting.

Finally on the bottom you can add a new charger.

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### 3.1. Charger Status messages

Charger is available	Charger is waiting for someone to insert a charging gun to start a charging session.
Charger is preparing	Someone has inserted a charging gun and the charger is preparing for the next charging session.
Waiting for start or cheaper electricity	This can be either a temporary stop in the charging initiated by the car, or the ZmartCharge system has paused the charging while waiting for an hour with a cheaper spot price.
Car suspended the charging	The car has temporary stopped the charging
Charging is Finished / Stopped	The car has signaled to the charger that the battery is full
Please connect charger to Internet	Charger has no Internet connection. In case you see this message, it might be that the WiFi network is not reachable where the charger is or that you have changed the WiFi password for your network. Please refer to chapter 2.5 Adding your first chapter for how to get the charger connected to the Internet again. Please note that the charger will not work in case the charger is not connected to the Internet. Adding your first Charger
Charging is ongoing	The car has an ongoing charging session.
The charger has a problem	Charger has encountered a problem. This message may be followed by an Error code that is needed when you contact ZmartCharge regarding the problem.

### 3.2. Historical Charging Data



In case you have more than one charger, swipe left or right on the main page so that the charger you want to see historical data for is in focus.

When you open Historical Charging Data, you will see charging for every day in the current month. Ongoing charging will be added a couple of minutes after the hour is over.

The actual kWh's are reported from the charger.

By pressing the left arrow, you can go back to earlier months. Right arrow will show next month.

By pressing the NOK, kWh button on top right you can toggle between how many kWh's that are charged and

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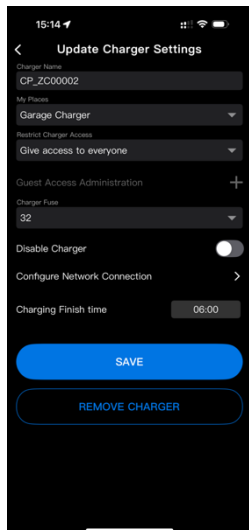
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the actual price for the electricity. Price is calculated every hour based on the actual spot price for that every hour.

### 3.3. Charger Settings



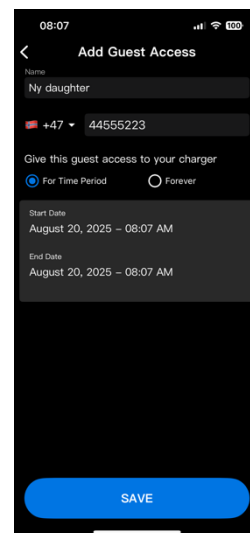
In the **Charger Name** field, you can change the name of the charger to a name more meaningful for you, like Charger in Garage, etc. This is handy when you have more than one charger so you can know what charger you use on the app.

Under **My Places** you can change the Place this charger belongs to. See more about places in the next chapter.

Under **Restrict Charger Access** you can decide if this charger is open for anyone to charge or if it shall be open for you only. If you select By Phone the charger will open automatically when you and your phone is nearby. Please note that this requires "Search nearby devices", Bluetooth and background services to be enabled for the app.

If you have changed Restrict Charger Access to By Phone you can add guests to your charger under **Guest Access Administration**. If you press the + symbol you can add new guests. Just enter the name of the guest and the phone number for the guest. For family members you can choose always. Please note that the guest also needs to install the ZmartCharge App on their phone for them to be able to use the charger. Please read more about Guest administration in the chapter later in this document.

For **Charger Fuse** you can modify this field to the size of the fuse in your Fusebox for the dedicated line to your charger. In case you have limited power, like by example in the winter where you use a lot of power for heating you can reduce the Charger Fuse value. The Charger will never use more than what you set here. Please also note that the car may use less power than you set here.

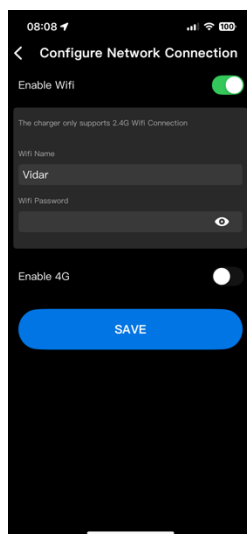


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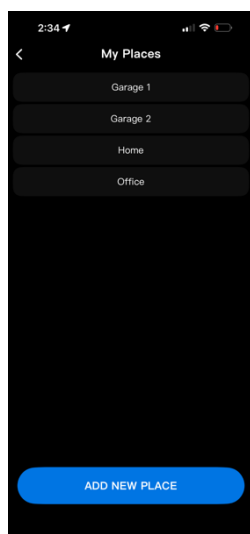


In case you want to **Disable Charger** for some reasons you can choose this selection. In case you disable the charger, it will not accept anyone to charge. Please note that the button that says **Remove Charger** deletes the charger completely from your account. This choice can be used in case you sell the charger to someone else or sell the house with the charger. In case you do this by a mistake you will need to reinstall the charger as all old data will be deleted.

Under **Configure Network Connection** you can set up the communication between the charger and the cloud. For this configuration you need to be close to your charger as this setting is using Bluetooth between the App and the Charger. Use your phone to check that you have WiFi where the charger is places. In case you don't have WiFi, you will need to use the 4G choice. The same applies if your WiFi does not have 2.4G. In case you select 4G there is no additional settings. Select WiFi or 4G and press SAVE. Then you will see a new page with the progress of the setup. When progress is finished, please press Save on the Update Charger Settings Page.

**Charger Finish Time** is the time you want the charging to be completed when you use Smart Charging. In case you only use the car in the afternoon it is wise to set finish time to by example 4PM as electricity is sometimes cheapest at lunch time.

### 3.4. My Places



When you select **My Places**, you will see a list of your current places. In case you only have one place here you will see only one place in the list. To edit this place, you simply click on the place.

In one place you can have many chargers. By example you can have two chargers in your place names Home and you can have two chargers in your Place named My Cottage.

The reason we have organized the chargers in places is because you usually have one meter and one main fuse on each place. You can add a Load Balancer unit to your meter and then the chargers on that place will automatically reduce charging in case the total energy is getting close to the main fuse. This way, you avoid the main fuse to blow.

It can also be used to control the total power consumption in the house to reduce cost on electricity delivery.

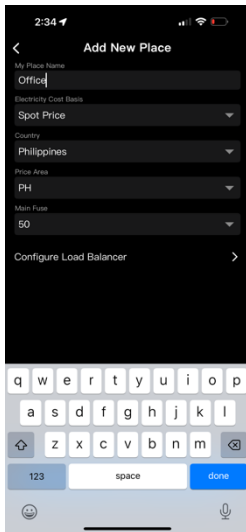
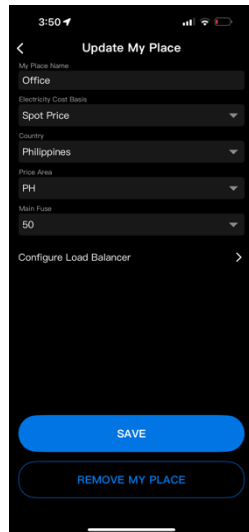
If you press the Add New Place button at the bottom you can add a completely new place to your system. After you have added a new place, you can add chargers to this new place.

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Whether you add a new place or update an existing place the configuration will be the same.

In **My Place Name** you can select the name you want to use for this place. By example, My Cottage.

In **Electricity Cost Basis** you can select between Fixed Price or Spot Price.

In case you select **Fixed Price**, you will get a new field where you can enter the electricity price per kWh. It is important to add the correct price as the system will calculate historical charging costs based on this price. Now you will also get a check box where you can select if the charging only shall take place during the night. In case this box is ticked off and you have chosen smart charging on the apps main page under the charger, the charging will only take place during the hours where the

delivery of electricity is cheaper (Night Price). In case you select charge full now on the apps main page the charging will start immediately when you plug the charging gun in the car.

In case you select **Spot Price**, you will need also to select the correct Country and Price Area. Normally when you set up the charger for the first time or add a new place, the system will automatically find the price area where the charger is installed.

You will need to enter the **Main Fuse** size for this place. This is the fuse size for your main fuse in your fuse box. The system will need to know the size of this fuse in case you are using the Load Balancer to avoid the main fuse to break.

You can **REMOVE MY PLACE** by pressing this button. In case by example, you have sold your cottage you may want to remove this place. Please note that it is not possible to remove a place in case you have a charger connected to this place. In that case you will first need to delete the charger(s) you have connected to this place.

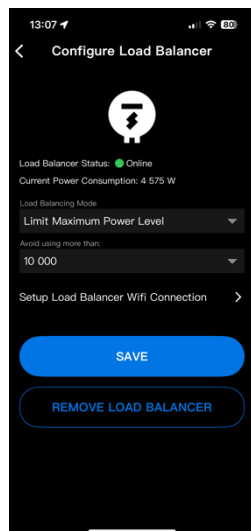
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### 3.5. Add loadbalancer



Load Balancer can be used in case you have limited power in your house. The Load Balancer unit is connected to the meter in the fusebox. Please see <https://zmartcharge.com/en/loadbalancing/> for more information on installation and how the Load Balancer works. Here you can also find what Load Balancer you meter in your fusebox requires.

In the app select Configure Load Balancer from the My Places page. You will then come to the Configure Load Balancer page. The first time you enter this page you will need to set up Load Balancer WiFi connection as described later in this chapter.

Once you have set up the WiFi for the loadbalancer unit and inserted the loadbalancer in your meter in the fusebox you will see that status on this page changes to connected and the dot will be green.

Then you can choose between using the loadbalancer to Prevent the Main fuse from breaking by overload or to Limit Maximum Power level.

In case you select Prevent Main Fuse Overload it is important that the main fuse is set to correct size on My Places. Then you will see how many Amps that passes through your main fuse on this page.

In case you want to Limit Maximum Power Level you can set the level you want to stay below on the Configure Load Balancer page. You will also see your current power consumption in your house. For more details on Loadbalancer Mode settings, please read chapter 7.

Before you can start using Load Balancer you need to set up its WiFi and have it inserted in the meter in the fusebox.

Please note that only 2.4GHz WiFi is supported.

Please connect your loadbalancer to an external power supply during configuration. During operation, the load balancer will get power from the meter. But meter power is not enough for configuration.

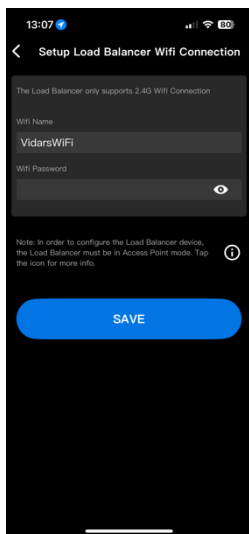
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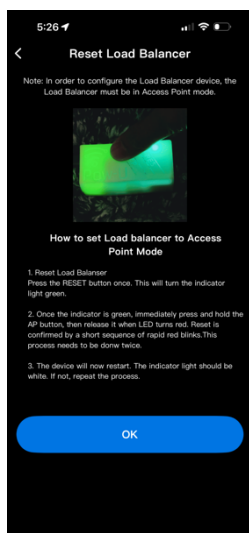
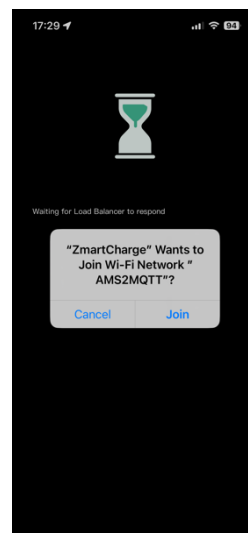
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Enter the Setup Load Balancer WiFi Connection from the Configure Load Balancer page. Check that you have WiFi coverage at your fusebox by using your own phone. Connect the loadbalanser to a power supply. Enter the WiFi details and press SAVE.

The next window will ask you to change WiFi connection to the load balancer. You need to accept this, and then a progress window will show up.

In case the app has a problem to connect to the load balancer's WiFi network you will see an error message. In this case it may be that you need to reset the Load Balancer. On the Configure Network Connection Window for the Load Balancer there is information symbol ⓘ. Please click on this symbol and you will see a window with information and a movie on how you reset the load balancer.



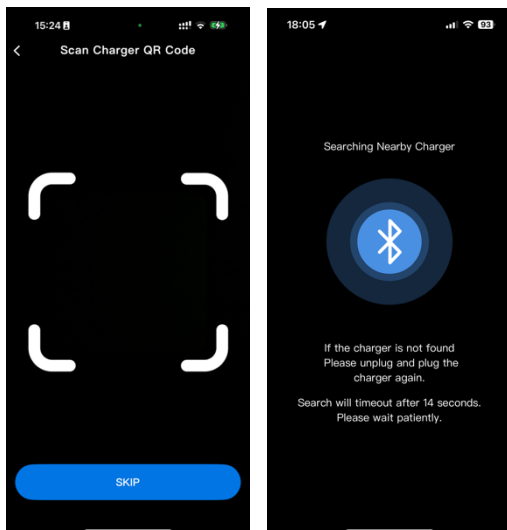
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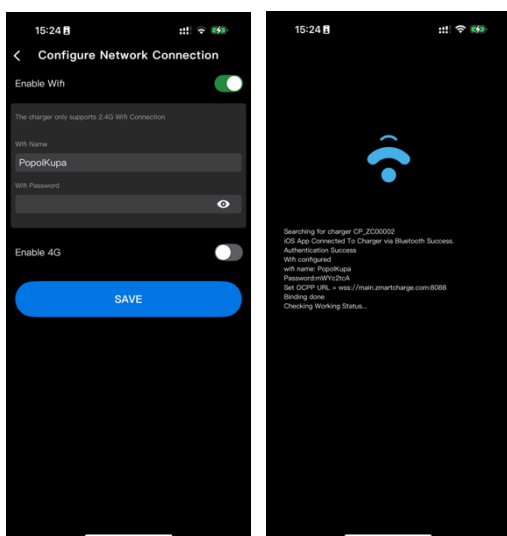
### 3.6. Add Another Charger



Select first Add another Charger from the main windows. From the new window that opens, you will need to scan the QR code on the label of your charger to start the process to add another charger into your account. You will need to be next to the new charger and the charger needs to be powered up during the process of adding a new charger. You need to be closer than 5 meters.

First the system will look for the charger you scanned. Then the system will check that this charger does not belong to anyone else and is a genuine ZmartCharge charger.

In case the app cannot find the charger and the charger is powered on you can try to unplug the charger for 10 seconds and do a new scan of the QR code.



Now you have come to the page where you will set up the network connection for the charger so the charger can communicate with the cloud.

First you can verify with your phone that you have WiFi coverage where the charger is. Please note that the charger only supports 2.4G WiFi network.

If you have WiFi coverage at the charger, enter the name and password for the WiFi Network and press SAVE.

In case there is no WiFi where the charger shall be placed, or you only have 5G WiFi network you can use mobile 4G for communication. For 4G there is no configuration. You simply select 4G and SAVE.

Now you will see a window showing the charger setup process.

After the App has completed the network configuration for the charger you will come to the Charger Settings Page. For detailed information on all these settings, please go to chapter 3.3 Charger Settings. Once you have completed the charger settings press **SAVE**.

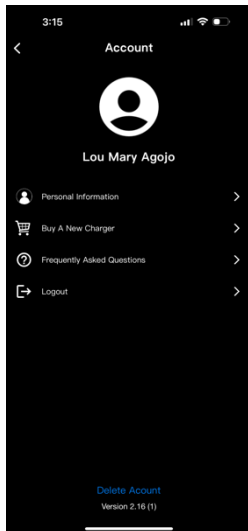
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### 3.7. Account Page



#### Personal Information

This page let you modify your name and address. Please note that it is not possible to change your phone number. If you want to change your phone number you will need to delete your account and do a fresh installation with the new telephone number.

#### Buy New Charger

You will be directed to our web page where you can buy a new charger.

#### Frequently Asked Questions

Find answers to the most common questions about app usage, troubleshooting, charger, and more. This section helps resolve issues quickly without needing to contact support.

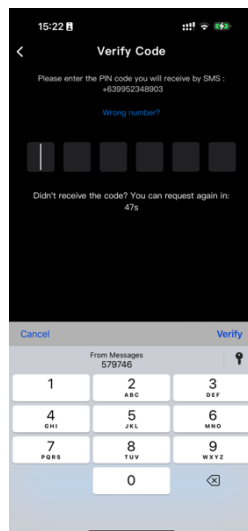
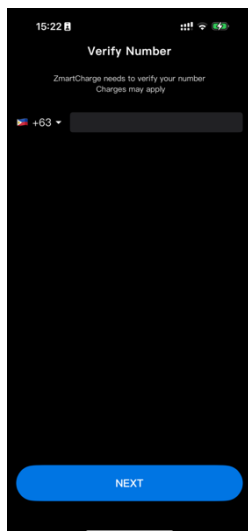
#### Logout

You should let your app always be running on your phone so you can get fast access to status and also for the automatic lock and unlock function to work. In case you really want to log out you can do it here.

#### Deleting account

Please note that deleting your account will delete all chargers, all places, all historical charging data and all data related to your account in the system. If you do this by accident you will need to do a new installation and setup as there is no way to restore your data.

### 4. Logging in your existing account



If you have logged out of your account you can easily log in again. Your mobile number serve as your login detail. You can select country code from the pull-down list with the country flag. After entering your number, you press the NEXT button.

The system then sends a One Time PIN, to verify your mobile number. Enter the correct pin accordingly. After you have received the PIN code, you can also just click in the first field where you enter the PIN code, and the keypad will pop up with the received PIN code under the -From Message. You can just click on this number and the registration process will continue.

You will then be directed to the main page of the App where you can control your charger.

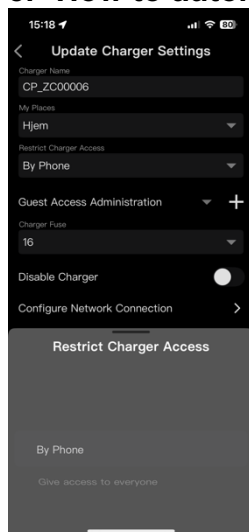
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1263, OSLO  
NORWAY  
ORG NR 929 229 037

#### TELEPHONE AND WEBSITE

TEL: +47 95 83 27 07  
WWW.ZMARTCHARGE.COM

## 5. How to automatic lock and unlock Charger

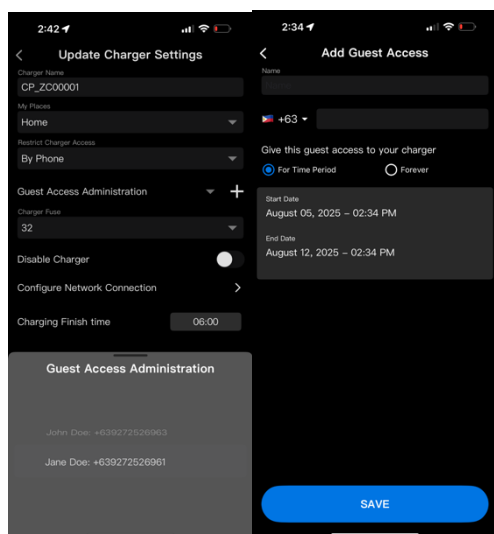


ZmartCharge is equipped with a digital lock that automatically can unlock your charger when you and your phone is close to the charger. From the Main Menu go to Charger Settings and look for Restrict Charger Access. Here you have two choices, either the Charger is open to everyone, or the charger requires your phone to be close when you want to charge (By Phone).

When you select **By Phone** your phone will allow your charger to unlock when you and your phone is close to the charger. Please note that for this to work you will need to let the App have access to Location, Bluetooth (Search for Nearby Devices) and Background App Refresh.

## 6. Guest Access Administration and use

When you have restricted the charger to automatically lock and unlock for yourself as described in previous chapter you can also let others have access to your charger.

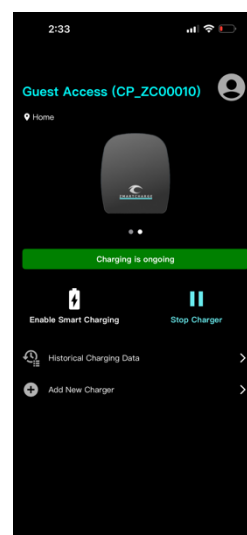


Go to Charger Settings from the Main screen. By pressing the + sign to the right of Guest Access administration you can add a new guest. In the new window enter the name for the guest and the guest's mobile number. Use the drop-down box to select the country. If this is a family member you can select Forever. This guest will then always have access to charge. In case you by example are renting out your cottage you can set a time period for when the guest shall have access to your charger.

The guest will also need to download the ZmartCharge App and follow the installation instructions in chapters 2.1, 2.2, 2.3 and 2.4.

The guest will then come to the main screen and see the charger he has guest access to. The guest will not have access to Charger Settings and My places so he will not be able to do any changes to the settings. The guest will only be able to see historical charging data for the time period he has access to the charger.

The guest can also have his own chargers in his app and will be able to control the chargers he owns.



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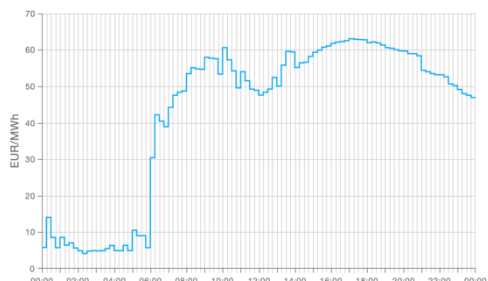
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## 7. Spot Price, Fixed price, load balancing and charger configuration

### 7.1. Spot Price



In case you buy electricity on spot price terms, the price will vary a lot throughout the day and it will be smart to charge only during the hours when the electricity is cheap.

The variation in electricity price is much larger than the variation in electricity delivery cost and you should choose Spot Price as the electricity cost basis on the My Place settings. In addition, you need to enable the Smart Charging button on the apps main page.

Based on your earlier charging sessions ZmartCharge will calculate how many hours you need for the next charging session and select these cheapest hours. On Charger Settings you can also set when you wish the charging to be completed the next day, and ZmartCharge will find the cheapest hours in between the time you plug in your car and the finish time you have set for the next day.

### 7.2. Fixed price and Norway price (Norgespris)

Nettleien består av tre deler; fastledd, energiledd, og avgifter.

Fastledd	Døgnmaks kWh per time	kr/måned	Energiledd *Dag	Energiledd *Natt og helg
Trinn 1	0-2	125	43,15 øre kWh	33,15 øre kWh
Trinn 2	2-5	190	43,15 øre kWh	33,15 øre kWh
Trinn 3	5-10	300	43,15 øre kWh	33,15 øre kWh
Trinn 4	10-15	410	43,15 øre kWh	33,15 øre kWh
Trinn 5	15-20	520	43,15 øre kWh	33,15 øre kWh

In case you have a fixed price agreement you will pay a fixed price per kWh for the electricity. Norway price is also a fixed price agreement.

But, even if you pay a fixed price for the electricity, the electricity delivery cost is variable. The delivery cost consists of a Fixed part (Fastledd) and an Energy part (Energiledd).

The Energy part has one price during the day and a lower price during the night. See the table to the left. Here you will save money by charging at night. In case you have selected fixed price on My Place settings you will also get a check off box where ZmartCharge will charge only during the night between 22.00 and 06.00.

In case you have selected to charge during the night, and chosen smart charging on the app main screen, ZmartCharge will automatically charge during the night. In case you switch off smart charging on the apps main page under the charger, the charging will start right away when you insert the plug in your car.

ZmartCharge can also help you to control the price of the Fixed part. Fixed part has different cost levels (Trinn) calculated from the 3 hours in the month where you use most electricity. If, by example, you use more than 10 kWh 3 different hours in a month, but not more than 15 kWh 3 hours in a month, you will be billed according to step 4 in the price table. In this example, and based on the table above you will be charged 400 NOK plus taxes for this month for the Fixed part.

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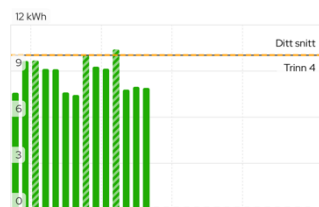
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### Månedens høyeste timer

DITT GJENNOMSNIITT

**10,01** kWh

Snittet av dine tre høyeste timer denne måneden



November	
Ditt gjennomsnitt	10,01 kWh
Fastleddstrinn 4	410 kr

In order to use this feature, you will need to buy a ZmartCharge loadbalancer to be inserted in the meter of your fuse box. Please see <https://zmartcharge.com/lastbalansering/> for what loadbalanser you will need to buy as it depends on your meter brand. When you have identified what loadbalanser you need, you can buy it on [www.ZmartCharge.com/shop](http://www.ZmartCharge.com/shop).

First you need to get a picture of your current power consumption. By looking at the app from your electricity supplier you can see how much you have been using during the hours you have been using most the last month. In the example to the left we can see we have been using between 7 and 10 kWh several hours last month.

You will also need to look up your daily consumption hour by hour to get a picture on how much you have left to reach the next level. In case there are many days where you have been using around 5kWh per hours, you have a possibility to stay below 10 kWh when charging:

You will also need to consider how much, or rather how little you can charge per hour. According to the charging standard a car will not charge if its given below 6 A. So this is the minimum. In case you have a 400V system and a 3 phase car, you will be charging 240V x 6A x 3 phases = 4.3 kW. In case you need to secure less usage than 10 kWh we will suggest setting the fuse size in Charger Settings to 6A for this example. Then the loadbalanser will stop and start charging to control that you use less than 10 kWh.

In case you have a 240 V system in your house only Tesla will charge on more than one phase. So if you dont have a Tesla and want to charge up to 5 kW you can set the charge fuse to 20 A. Your charger will then use up to 240V x 20 Amps = 4.8 kW. In this case the loadbalanser will reduce charging when you use more power in your house.

In case you by example have an average of 5 kWh the most hours during the day without charging you will be able to stay below 10 kWh with our loadbalancing module. On the Configure Loadbalancer Page in the app you can choose to avoid using more than 10 000 W (10 kW). The ZmartCharge system will then reduce the charging in case there is a risk you will use more than 10 kWh. But please note that ZmartCharge can only control how much your charger is using, and the other electricity appliances you have in your house may cause the consumption to get higher. In case you experience that the car has been charged very little you will need to choose a higher consumption level as the system has then been stopping the charging most of the time.

### 7.3. Avoid that the main fuse to break

In case you have limited power and there is a risk that the main fuse breaks, you can use our loadbalancer to avoid this. On My Places you will need to set the right size of the main fuse. You choose Prevent Main Fuse Overload on the Load Configure loadbalancer page.

Then the ZmartCharge system will reduce charging in case there is a risk that the main fuse will break. On the Configure Loadbalancer page you can also see your current power consumption.

For this feature you will need to buy our loadbalancer unit on [ZmartCharge.no/shop](http://ZmartCharge.no/shop).

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