

# Charge Amps Aura

The Electric Vehicles (Smart Charge Points)  
Regulation 2021



# Installation Manual

English

Charge Amps Aura 131293

Charge Amps Aura 131294

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Respect the environment! Must not be discarded with household waste! This product contains electrical or electronic components. Leave the product for separate collection and proper treatment at a designated location e.g. the local authority's recycling station.



In conformity with the relevant EU directives.

Neglecting to follow and carry out the directions, instructions and safety precautions in this Installation Manual implies that any warranty provisions will be cancelled and that Charge Amps can reject any and all claims for compensation in connection with any injuries/damage or incidents – direct or indirect – that are a result of such negligence.

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# 1 Safety

**WARNING! Read all instructions before installation.**

- The product must only be installed or opened by a qualified electrician in accordance with the Installation Manual.
- Charge Amps Aura complies with the device-level requirements set out under the Electric Vehicles (Smart Charge Point) Regulations 2021, as detailed in the technical file, which is available online.
- Installers must adhere to the instructions stated in this Installation Manual regarding installation and configuration of the charger to ensure compliance with the Electric Vehicle (Smart Charge Point) Regulations 2021.
- It is the responsibility of the installer to provide proof of compliance to the Electric Vehicle (Smart Charge Point) Regulations 2021 of the complete charge point installation.
- Make sure to switch the power off at the main switch before installation or service.
- For this product, automatic reclosing of protective devices are not allowed.
- Improper use and negligence to follow the instructions of this Installation Manual may create a risk of personal injury.
- National installation requirements and restrictions apply.
- Only use this product for charging compatible electric vehicles.
- Inspect the product for visible damage before use.
- Never attempt to repair or use the product if it is damaged.
- Make sure that the product is in good condition and that all cables are properly seated before use.

- Do not immerse the product in water, subject it to physical abuse or insert foreign objects in any part of the product.
- Never attempt to disassemble the product in any way other than what is described in the Installation Manual.
- Make sure no flammable, explosive, corrosive or combustible materials, chemicals, or fumes are nearby the mounting position.
- Make sure the front cover does not interfere with any cables inside and that the front cover is locked in place upon completion of installation.
- To avoid muscle strain or back injury, use lifting aids and proper lifting techniques.

## 2 Technical data

Charging mode	Mode 3
EV power supply identifier	
Metering	1 to 3 phase voltage, current and power
Socket	Type 2, up to 2x22 kW
Rated voltage ( $U_n$ )	230/400 V
Rated insulation voltage ( $U_i$ )	250/400 V
Rated impulse withstand voltage ( $U_{imp}$ )	4 kV
Rated operational voltage ( $U_e$ )	230/400 V
Rated frequency ( $f_n$ )	50 Hz
Rated current ( $I_n$ )	63 A
Rated output current ( $I_{nc}$ )	32 A/socket
Rated diversity factor (RDF)	1 (can be lowered if used together with a load balancing functionality)
Rated peak withstand current ( $I_{pk}$ )	3 kA, 20 kA <sup>2</sup>
Rated short-time withstand current ( $I_{cw}$ )	192 A for 2 s
Residual current safety	Separate DC fault current protection. Type A RCBO complying with EN 61009-1 and EN 61009-2-1 is integrated to the charging station for each socket.
Protection against electrical shock	Class I
Types of earthing system	TN, TT and IT
Overvoltage category	III

Pollution degree	3
Electromagnetic compatibility	Environment B
Operating temperatures	-35°C to +45°C
Altitude	0 m to 2000 m
IP code	IP55
IK code	IK10
Mechanical resistance	High
Dimensions (W x D x H)	367 x 159 x 405 mm
Weight	10 kg
Characteristics of power supply and output	AC EV supply equipment connected to AC supply network, permanently connected.
External design and method of mounting	Enclosed wall-mounted surface type: - surface mounted on walls - stationary ground and floor mounted installation with accessory Charge Amps Pole mount
Type of construction	Fixed
Intended use and location type	By ordinary persons, indoor and outdoor installation with non-restricted access

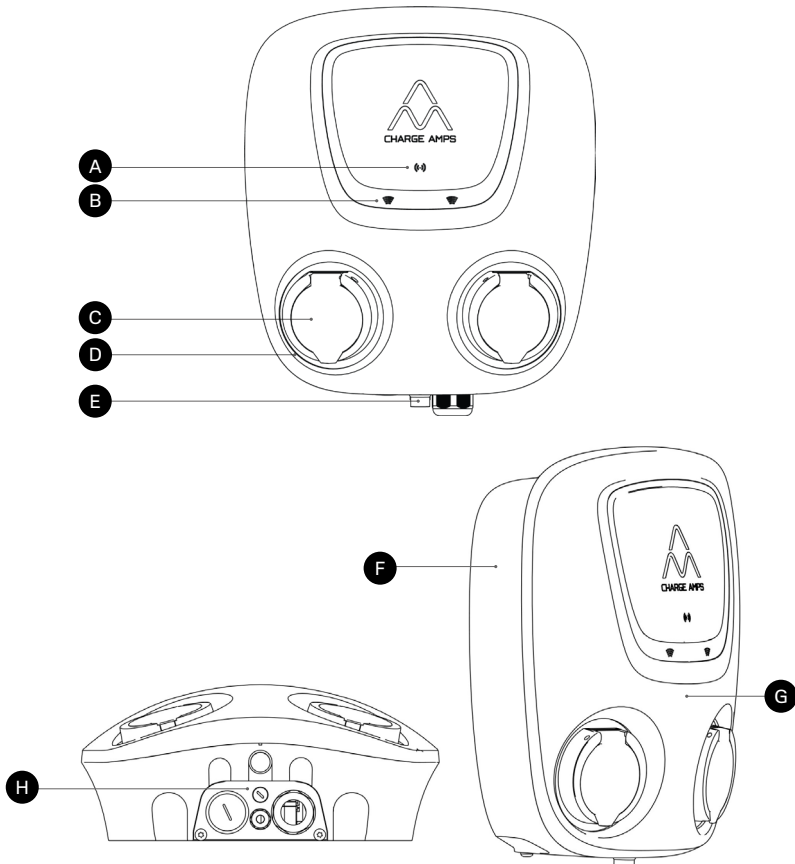


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RFID	Type: ISO/IEC 14443 Typ A 13.56MHz Mifare Range: 13.553 – 13.567 MHz Output: 31 dBm
Wi-Fi	Type: 802.11 b/g/n Range: 2400 – 2500 MHz Max output: 20/17/14 dBm@802.11 b/g/n
Communication protocol	OCPP 1.6J
Cellular networks communication (only applies to 131293).	Type: GSM, GPRS, EDGE, UMTS/ HSPA+, LTE Range: 698 – 960 / 1710 – 2690 MHz Max. output: 33 dBm@GSM, 24 dBm@ WCDMA, 23 dBm@LTE SIM Card: Standard SIM (25mm x 15mm)

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### 3 Product overview



**A** RFID reader

**B** RFID light

**C** EV socket

**D** Socket light

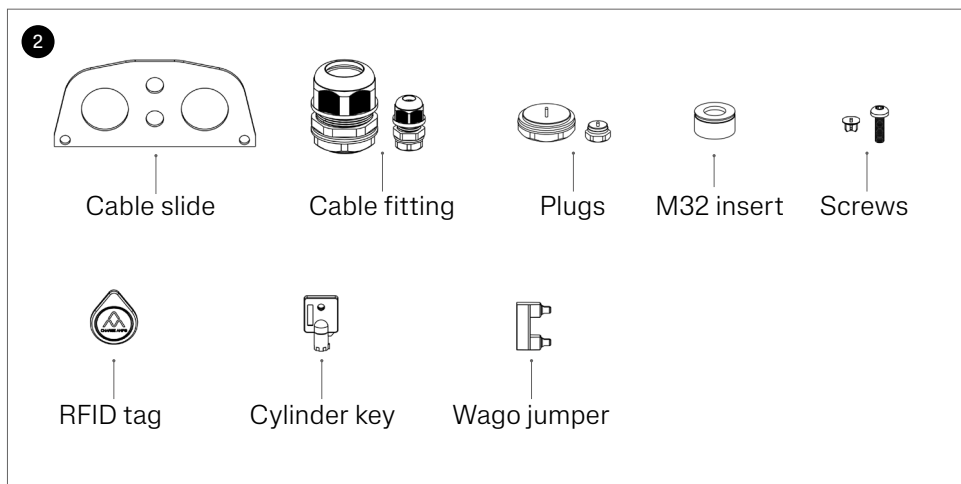
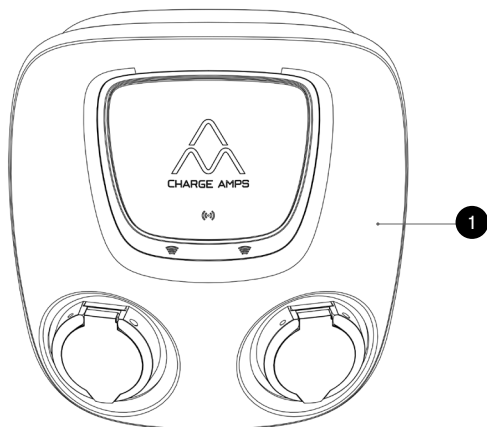
**E** Cylinder lock

**F** Back cover

**G** Front cover

**H** Cable slide: data and power cable in/out

### 3.1 Package contents



❶ Charge Amps Aura

❷ Accessories:

- Cable slide
- Cable fitting for power (M32): 13 - 17.5 mm and 17 - 25 mm
- Cable fitting for data (M12): 4 - 8 mm
- Plugs for non-used cover entries.
- M32 insert only
- Screws
- 2x RFID tags
- 2x Cylinder lock keys
- Wago jumper for IT network connection (MPN: 2016-433)

**Additional contents:**

- Document with serial number and password
- Quick Guide User

## 4 Before installation

N.B: This Installation Manual is only applicable to Charge Amps Aura with product number 131293 and 131294.

### 4.1 Recommended tools

- 3.5 mm flat head screwdriver
- Drill
- Multimeter
- Laser/spirit level
- Wire stripper for cabling
- Mobile phone, tablet or computer

### 4.2 Materials provided by installer

- 4 x M6x30 mm or longer, flat head stainless screws type A2 or A4 with associated washers type A2 or A4 having a maximum outer diameter of 20 mm and plugs (if required, depending on wall conditions)
- Installation cable, according to the charging capability of the selected product
- Ethernet cable

## 4.3 Mounting requirements

- If possible, do not mount the Charge Amps Aura in direct sunlight.
- Make sure the wall can support a weight of 10 kg and the tractive force from the inserted cabling.
- Do not install Charge Amps Aura in confined spaces.
- Use screws and plugs (if required) suitable for the wall material.
- Charge Amps Aura must be mounted upright.
- Permissible mounting height 900 -1450 mm, measured from the ground to the bottom of Charge Amps Aura.
- For alternative mounting requirements for a pole mount, contact Charge Amps Support.

## 4.4 Electric requirements

**N.B:** Local regulations might add additional requirements for the electrical installation and must always be met.

- Charge Amps Aura must be earthed through a permanent electrical installation.
- Only insert the power cable through the specified cable entry. Cables must not be passed through the rear housing.

### 4.4.1 Short circuit safety

Make sure the installation for Charge Amps Aura is properly fused up to 63 A with one of the following:

- B- or C-curve MCB\* with energy limiting class 3.
- D-type fuse category gG.
- NH blade fuse category gG.

\*MCB = Miniature Circuit Breaker, B Curve MCBs trip at 3–5 times the rated current and C Curve MCBs trip at 5–10 times the rated current.

### 4.4.2 Residual current safety

Following is integrated to Charge Amps Aura for each socket:

- Type A RCBO complying with EN 61009-1 and EN 61009-2-1.
- Separate DC fault current protection.

## 4.5 Internet access

Both Wi-Fi, LAN, and 4G-LTE (only available for Charge Amps Aura with product number 131293) connection is available for Charge Amps Aura.

### 4.5.1 Wi-Fi

Once the power is switched on, Charge Amps Aura will provide a Wi-Fi access point which is available for 10 minutes. Use the Wi-Fi access point to connect Charge Amps Aura to the Wi-Fi network of the facility.

**N.B:** The Charge Amps Aura Wi-Fi access point is deactivated if the RJ45 port is connected.

Before installing Charge Amps Aura, make sure the Wi-Fi network of the facility is supported:

#### **Supported networks:**

- Wi-Fi 2,4 GHz according to 802.11b/g/n.

#### **Recommendation for network security and encryption:**

- WPA using TKIP: supported but not recommended.
- WPA2 using AES: recommended.
- WPA3: not supported.



## 4.5.2 4G-LTE

**N.B:** Only applicable to Charge Amps Aura with product number 131293.

**N.B:** If you wish to use the Charge Amps Aura Wi-Fi access point to configure Charge Amps Aura via the local management interface, make sure to disconnect the 4G-LTE modem from the RJ45 port.

The Charge Amps Aura 4G-LTE model comes with the 4G-LTE modem connected to one of the RJ45 ports on the main card. Once the power is on, and a SIM card is inserted, Charge Amps Aura will automatically connect to the 4G-LTE network.

- 4G-LTE modem model: Teltonika TRB 140 (if you wish to log in to the 4G-LTE modem, see the TRB 140 User Manual to find the default password and other information).

## 4.5.3 LAN

It is possible to connect Charge Amps Aura via a network cable. A cat5 cable, or better, is required.

## 4.5.4 Network daisy chain of Charge Amps Aura

**N.B:** There's a dependency between upstream and downstream chargers in the chain, therefore the recommended best practice is to connect a maximum of 4 Charge Amps Aura 4G-LTE, or Charge Amps Aura with LAN connection, in series.

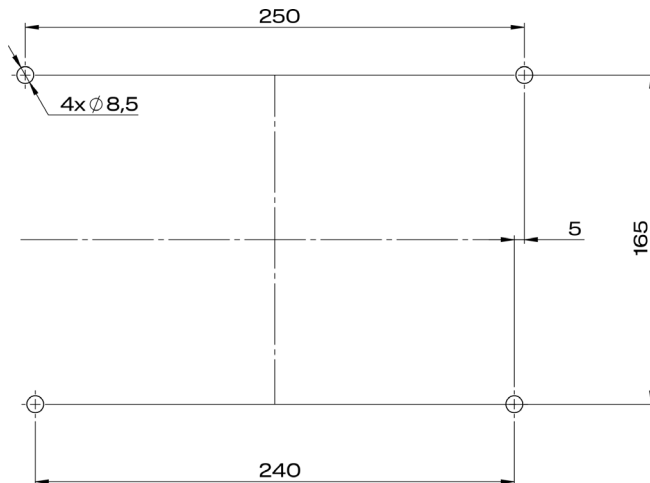
It is possible to daisy chain the network connection of several Charge Amps Aura 4G-LTE or Charge Amps Aura with LAN connection. For Charge Amps Aura 4G-LTE, use a separate router or an Aura 4G-LTE as an uplink. It is not possible to use one Charge Amps Aura with Wi-Fi as an uplink.

# 5 Installation

## 5.1 Mounting

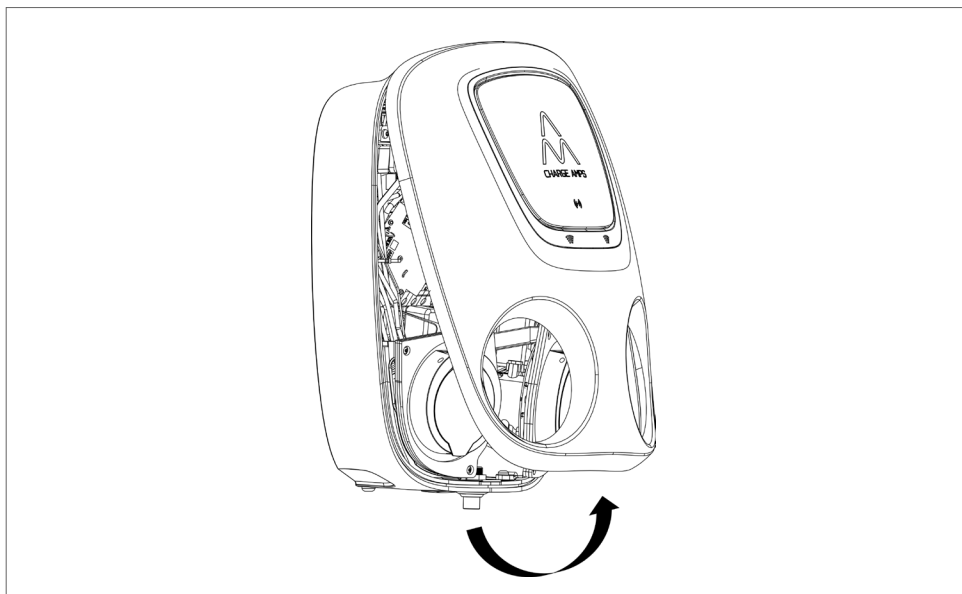
N.B: Mounting shall only be performed by an qualified electrician.

1. Unpack Charge Amps Aura. Make sure that Charge Amps Aura is in a good condition and that all cables are properly seated. Do not place the face plate directly on to the ground.
2. Mark the mounting holes on the wall according to the dimensions in the drawing below\*.

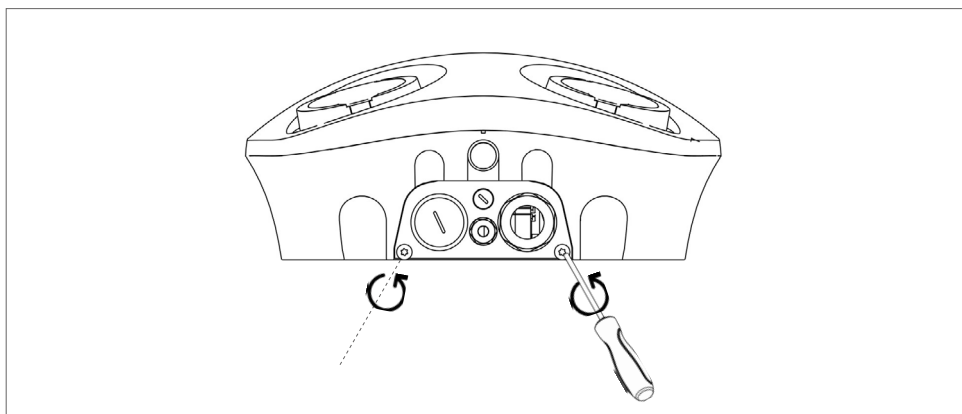


\*Not to scale, [mm].

3. Unlock the cylinder lock. Rotate the front cover upwards and suspend the front.

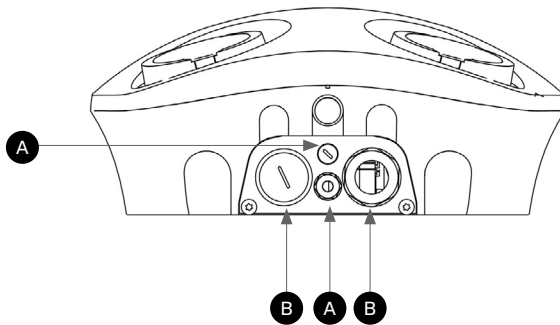


4. Remove the cable slide by unscrewing the two M6 screws.



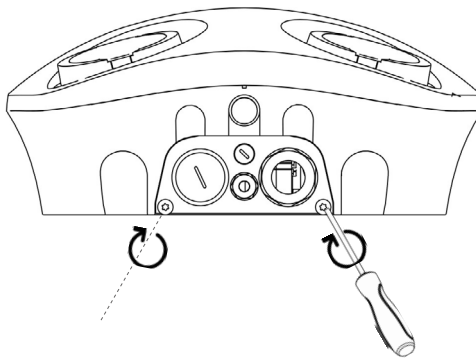
5. Attach the cable fittings for power and data (NOTE: cable fitting for data is only applicable for Charge Amps Aura with LAN connection).

**Important! Make sure to cover non used cable entries with suitable plugs from the accessories.**

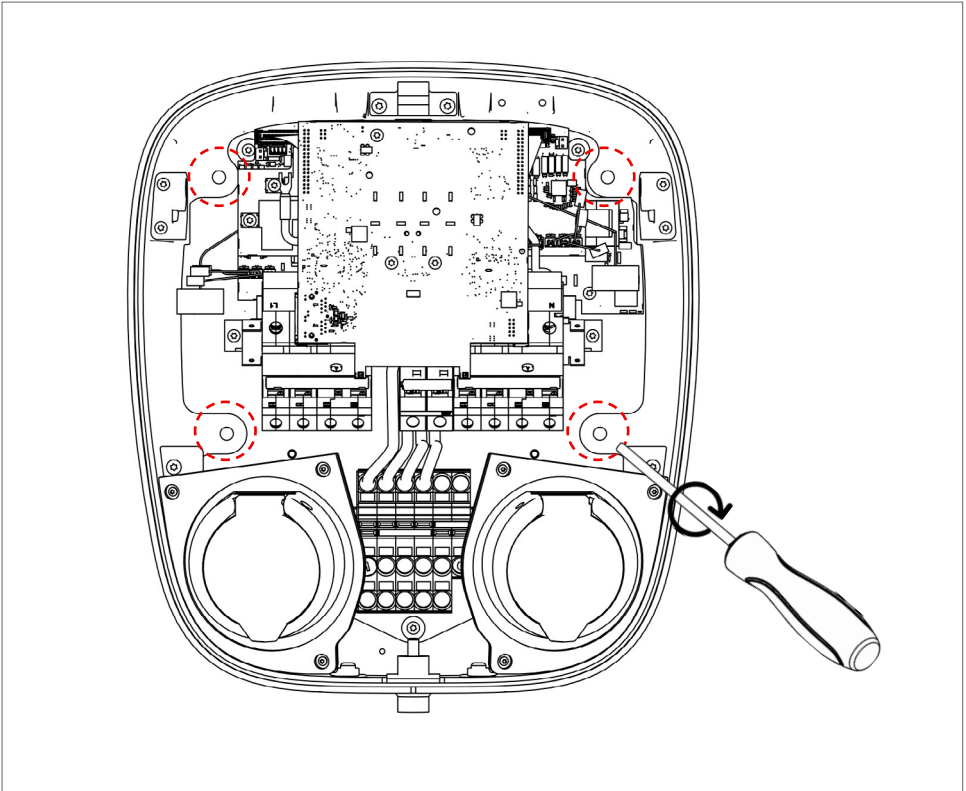


- A** Data cable entry
- B** Power cable entry

6. Reattach the cable slide to the back cover by securing the two M6 screws.



7. Align Charge Amps Aura to the wall and mount.



## 5.2 Connection

**WARNING: Make sure that the power is turned off at the main switch and that the feed cable is isolated!**

- Cable connection: L1, L2, L3, N, PE. The WAGO terminals are designed for a cable area of 2.5 to 16 mm<sup>2</sup>.
- Make sure the incoming cabling is dimensioned to connect the Charge Amps Aura.

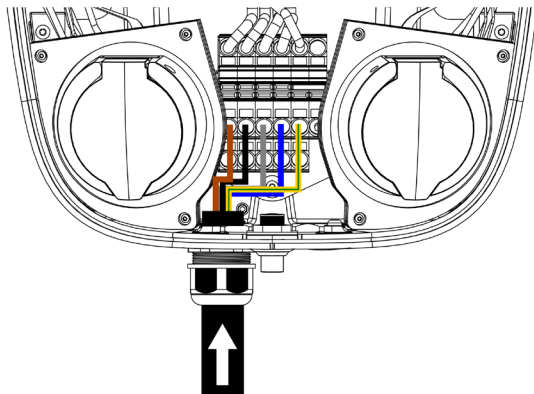
### 5.2.1 Cable connection

**N.B: Only insert the power cable through the specific cable entry.**

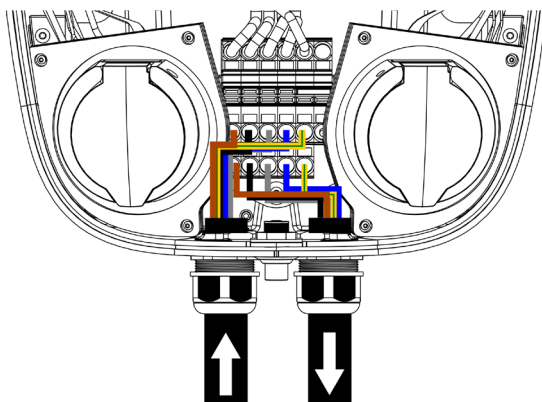
1. Pull the power cable through the cable entry.
2. Strip approximately 20 mm off the end of the conductors and follow the instructions for cable connection depending on your supply network:

3. For TN/TT network connection, connect the conductors to the terminal block:

TN/TT - single installation

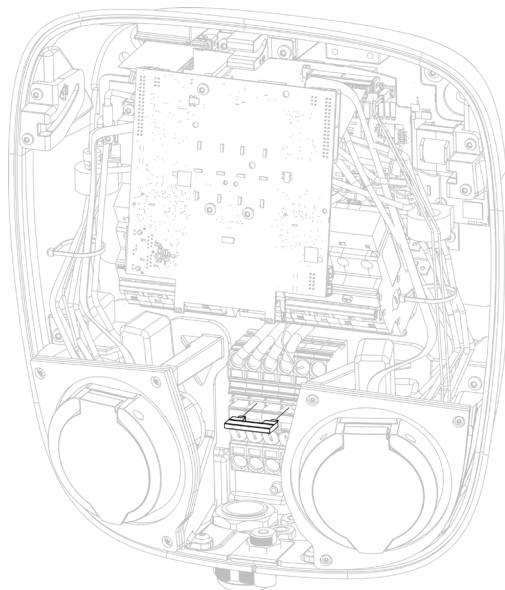
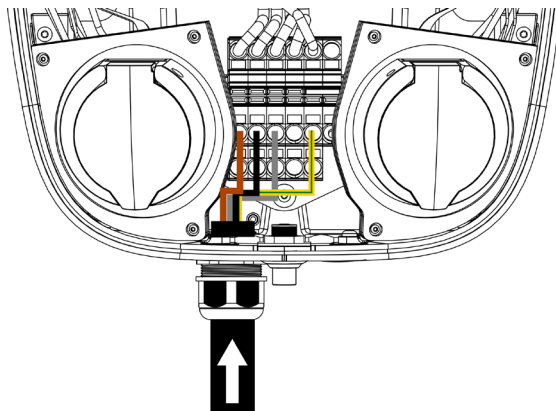


TN/TT - daisy chain installation



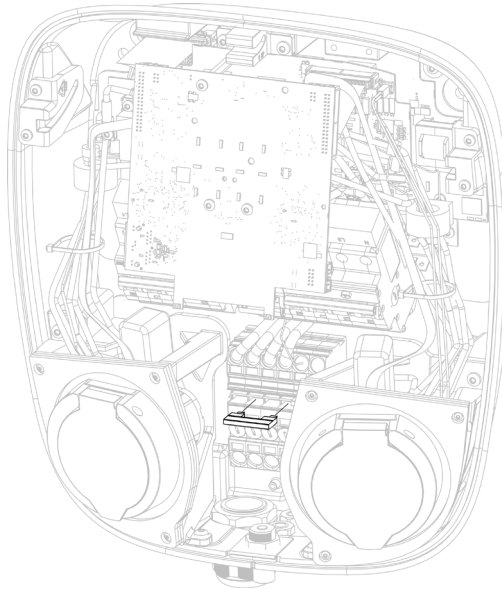
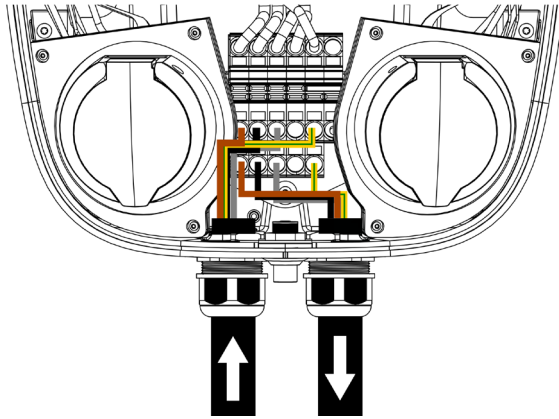
4. For IT network connection, connect the conductors to the terminal block using the provided Wago jumper (MPN: 2016-433). NOTE: The Wago jumper should be placed between L2 and N.

### IT - single installation

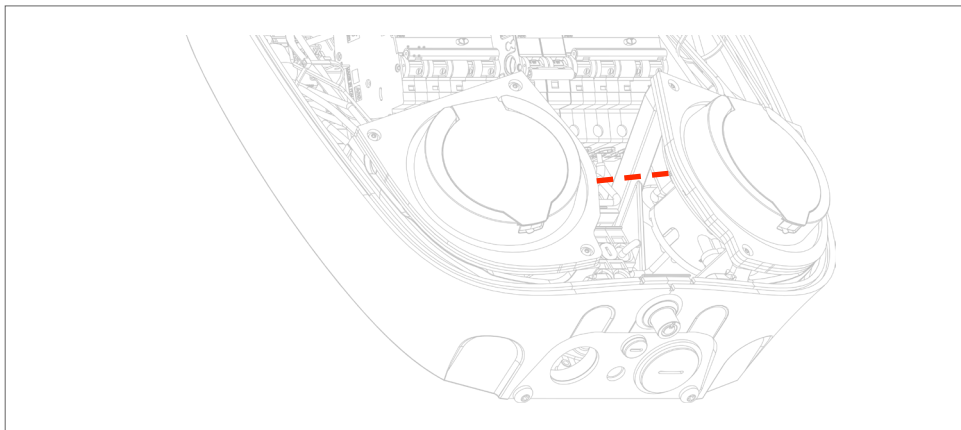




IT - daisy installation



5. Once the cables are connected to the terminal block, minimize the risk of squeezing any cables by making sure no cables are sticking out above the red dotted line.

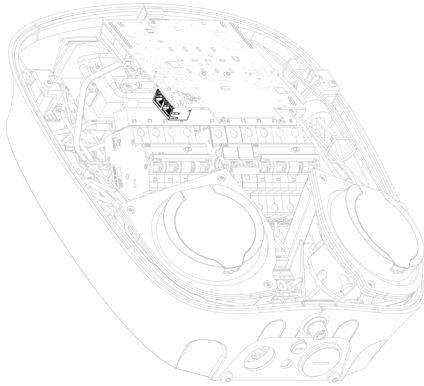


6. For LAN connection: connect the Ethernet cable to the RJ45 port on the main card.

For 4G-LTE connection: insert the SIM card into the SIM card holder and make sure the modem is connected to the RJ45 port.

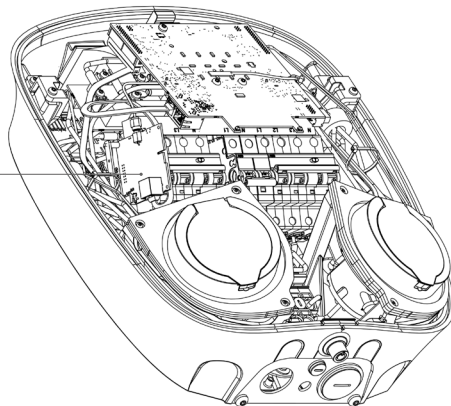
**N.B: Only applicable for Charge Amps Aura with LAN connection or Charge Amps Aura with 4G-LTE connection.**

LAN connection



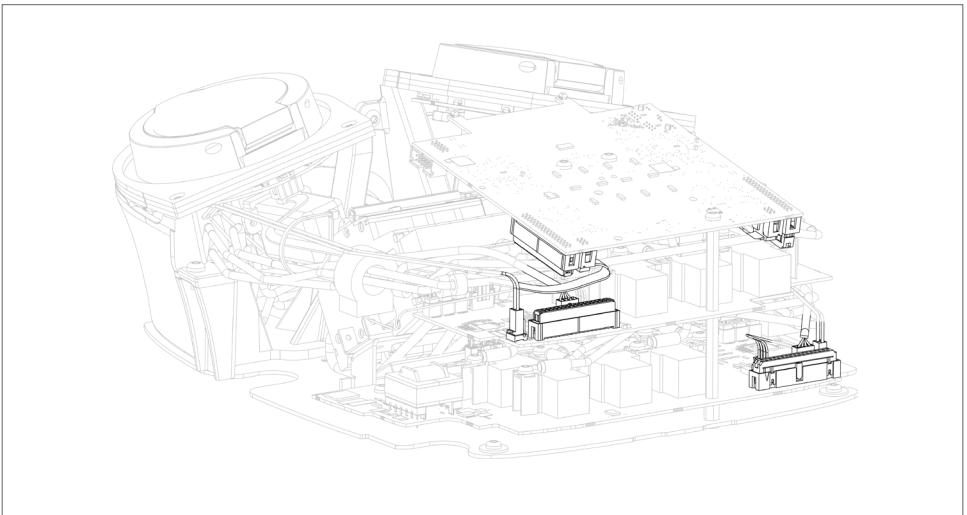
4G-LTE connection

4G-LTE modem



## 5.3 Reassemble

1. Once the cables are installed, make sure that the RCDs and the MCB are turned on.
2. Make sure that none of the internal cables that are highlighted below were disconnected during installation and make sure the connectors are fully inserted in their sockets.



3. Close the front cover, making sure it does not interfere with any cables inside. Lock the front cover in place.
4. Turn the power on at the main switch.
5. A start-up sequence with self-tests is carried out.
6. Make sure that the ring lights around the sockets are green.

## 6 Before configuration

To comply with the Electric Vehicle (Smart Charge Point) Regulations 2021, Charge Amps Aura is managed via the Fusee Charge Point Management Platform.

Before you can register and configure Charge Amps Aura in the Fusee Charge Point Management platform, Charge Amps Aura needs to be connected to the internet and configured in the local management interface.

**N.B:** Charge Amps Aura can be managed by other 3rd party Charge Point Management Platforms. To maintain compliance to the Electric Vehicle (Smart Charge Point) Regulations 2021, those 3rd party Charge Point Management Platforms must provide compliance themselves.

## 7 Configuration

There's three ways to connect Charge Amps Aura to the internet: via Charge Amps Aura Wi-Fi access point, via LAN or via 4G-LTE (only available for Charge Amps Aura with product number 131293).

Before starting the configuration, make sure you have access to:

- The serial number for Charge Amps Aura.
- The PIN code for Charge Amps Aura, which can be found in the documentation included in the packaging.

**N.B:** Make sure to store and keep the PIN code safe for later use after installation!

## 7.1 Connect via Charge Amps Aura Wi-Fi access point

**N.B:** The Charge Amps Aura Wi-Fi access point is deactivated if one of the RJ45 ports is actively connected.

Once the power is switched on, Charge Amps Aura will provide a Wi-Fi access point which is available for 10 minutes. Connect to the Charge Amps Aura Wi-Fi access point by using a smartphone, tablet or computer:

1. Set to airplane mode to avoid conflicting Wi-Fi.
2. Enter following information:
  - SSID: "AURA\_nnnnnnA" (where "nnnnnn" equals the last 6 digits of the serial number).
  - Wi-Fi password: the PIN code for Charge Amps Aura.
3. Open a new page in a web browser and type in "192.168.250.1" in the address field to access the Local management interface.
4. In the Local management interface, sign in by entering the PIN code again.
5. Navigate to the Wi-Fi tab.
6. Connect Charge Amps Aura to the internet by entering the sign in details of the facility's Wi-Fi network and then save the settings.
7. Continue to chapter 7.4 and follow the instructions stated in the "Local management interface settings".

## 7.2 Connect via LAN

**N.B:** It is possible to daisy chain the LAN connection using the two RJ45 ports of Charge Amps Aura.

1. Make sure that Charge Amps Aura is connected to the local network via an ethernet cable in the RJ45 port.
2. Using a smart phone, tablet or computer, open a new window in the web browser.
3. Enter the IP address assigned to Charge Amps Aura in the address field to reach the Local management interface. (Log in to the router to find the IP address assigned to Charge Amps Aura).
4. In the Local management interface, sign in by entering the PIN code for Charge Amps Aura.
5. Continue to chapter 7.4 and follow the instructions stated in the "Local management interface settings".

## 7.3 Connect via 4G-LTE

**N.B:** Connection via 4G-LTE is only possible for Charge Amps Aura 131293.

**N.B:** While connected to the 4G-LTE modem, it is not possible to reach the local management interface and configure Charge Amps Aura. To reach the local management interface, first use Charge Amps Aura Wi-Fi access point.

**N.B:** It is possible to daisy chain the 4G connection using the two RJ45 ports of Charge Amps Aura.

1. Make sure the unit is configured via the local management interface before connecting the 4G-LTE modem. This can be done by following the steps in chapter 7.1 "Connect via Charge Amps Aura Wi-Fi access point.

2. Insert the SIM card into the SIM card holder and make sure the modem is connected to the RJ45 port.
3. Charge Amps Aura will now automatically connect to the internet once the power is on.
4. Verify the network connection by one of two following options:
  - Connecting a computer to the second RJ45 port of Charge Amps Aura and verify the internet connection over LAN, or
  - Connect a computer directly to the 4G-LTE modem and verify the internet connection over LAN.

## 7.4 Local management interface settings

### 7.4.1 Electrical installation settings

1. Select the Installation tab and configure the settings in the different fields.
2. Save the settings.

### 7.4.2 RFID management for offline chargers

When the Charge Amps Aura is connected to a cloud service as the charge point management system, all RFID management is handled in the cloud. If the Charge Amps Aura is to be operated offline, without a connection to a cloud service, management of RFID tags can be handled locally in the local management interface.

1. Select the RFID tab and follow the instructions.
2. Save the settings.



## 7.5 Configuration in the Fuuse Charge Point Management platform

Once Charge Amps Aura is connected to the internet and configured in the local management interface, it will automatically connect to the OCPP endpoint of the Fuuse platform. Once connected, adding and registration of Charge Amps Aura inside the Fuuse platform is required.

The registration of Charge Amps Aura in the Fuuse platform requires a Fuuse Admin User account. If you already have a Fuuse Admin User account, follow the instructions in chapter 7.5.1. If you're signing up as a new Fuuse Admin User, follow the instructions in chapter 7.5.2.

### 7.5.1 Adding chargers as an existing Fuuse Admin User

If you already have a Fuuse Admin User account:

1. In your web browser, enter: [app.fuuse.io](https://app.fuuse.io)
2. Use your regular credentials to log into the Fuuse web portal.
3. When logged in, register and configure the installation of Charge Amps Aura by following the steps in this guide:
  - <https://support.fuuse.io/knowledge/creating-a-new-charging-site>

For any questions, support is available on following telephone number:

- 0333 090 5757

## 7.5.2 Adding chargers as a new Fuuse Admin User

If you don't have a Fuuse Admin User account, please complete your details and sign up as a Fuuse Admin User at the following link:

- <https://fuuse.io/chargeamps>

For any questions, support is available on following telephone number:

- 0333 090 5757

Once your Fuuse Admin User account is created, continue with following steps:

1. Open a window in your web browser and enter: [app.fuuse.io](https://app.fuuse.io)
2. Use your credentials to log into the Fuuse web portal.
3. When logged in, register and configure the installation of Charge Amps Aura by following the steps in this guide:

- <https://support.fuuse.io/knowledge/creating-a-new-charging-site>

## 7.5.3 Adding drivers in the Fuuse web portal

In order to enable charging with RFID for drivers, the drivers need to be added to the Fuuse web portal. Follow the steps in the this guide to add drivers in the Fuuse web portal:

- <https://support.fuuse.io/knowledge/adding-viewing-drivers/-vehicles>

### 7.5.4 Set up and enable RFID payment in the Fuuse web portal

RFID tags can be used by drivers to initiate charging. In order to enable drivers to add RFID tags and start charging by using RFID, follow the steps in this guide:

- <https://support.fuuse.io/knowledge/how-to-set-up-payment-via-rfid>

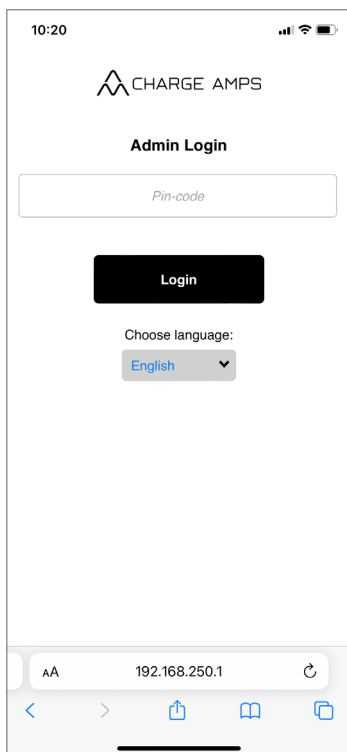
## 7.6 Reconnect to the Fuuse Charge Point Management Platform

If the Charge Amps Aura should lose connection to the Fuuse Charge Point Management Platform, reconnect by following the steps below.

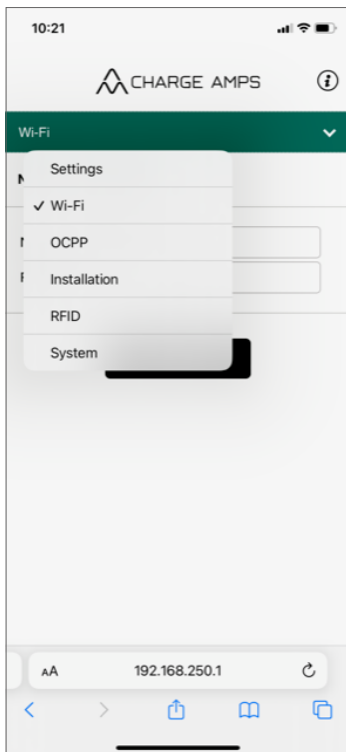
**N.B:** For Charge Amps Aura 131293 with a 4G-LTE modem, make sure to first disconnect the modem from the RJ45 port inside Charge Amps Aura to be able to reach the local management interface and re-set the OCPP endpoint.

1. Turn on Charge Amps Aura.
2. Using a smartphone or computer, open the wireless settings of the device and scan for networks.
3. Charge Amps Aura will provide a Wi-Fi access point which is available for 10 minutes. Select the network called:
  - "AURA\_nnnnnnA" (where "nnnnnn" equals the last 6 digits of the serial number).

4. When asked, enter the PIN code of Charge Amps Aura as "Network key".
5. Once connected, open a new window in the network browser on the same device. Enter "192.168.250.1" in the address field to reach the local management interface.
6. When reaching the local management interface, log in by entering the PIN code of Charge Amps Aura.



7. Once logged in, press the "Wi-Fi" tab to connect Charge Amps Aura to the internet.



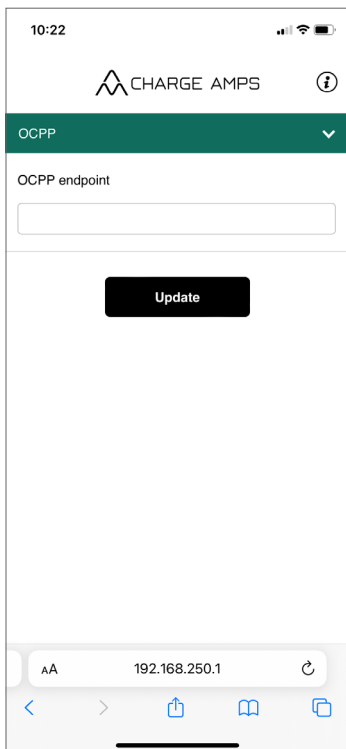
8. Enter following details and press "Update":

- Network name of the local Wi-Fi network (SSID).
- Password for the Wi-Fi network.

The screenshot shows the CHARGE AMPS mobile application interface. At the top, the status bar displays the time 10:21, signal strength, Wi-Fi, and battery icons. The app header features the CHARGE AMPS logo and an information icon. A green bar labeled "Wi-Fi" with a dropdown arrow is visible. Below this, the "Network name (SSID)" section contains two input fields: "Network name (SSID):" and "Password:". A black "Update" button is centered below the fields. At the bottom, a browser address bar shows "AA" and the IP address "192.168.250.1" with a refresh icon. The bottom navigation bar includes back, forward, home, and app icons.

9. Once logged in, click the "OCPP" tab and enter following in the field:

- `wss://hw.fuuse.io:9999/`



10. Press "Update" to save the settings.

11. Reboot the Charge Amps Aura. You will now be able to manage your Charge Amps Aura via your Fuuse account.

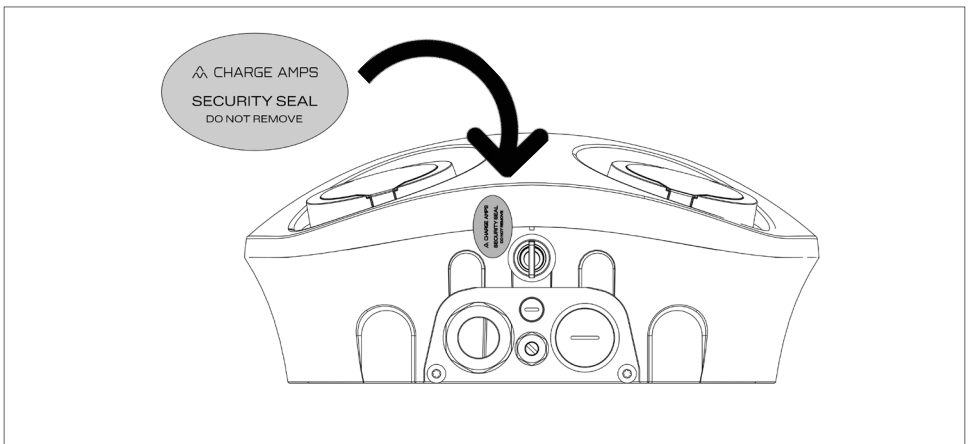
# 8 Complete the installation

## 8.1 Protection against attack

To comply with the “Protection against attack” section of the Electric Vehicle (Smart Charge Point) Regulations 2021, a tamper evident label should be applied upon completion of the installation of Charge Amps Aura. This is to provide the end user with the possibility to detect any attempts of breaching the tamper-protection.

For correct application, follow the steps below:

1. Make sure Charge Amps Aura is installed and connected to the Fuuse Charge Point Management platform according to the steps in this Installation Manual.
2. Stick one of the tamper evident labels on top of the joint between the front and back cover of Charge Amps Aura.
3. Take a photographic evidence (with customer permission) of the application of the tamper evident label and save for later.





## 8.2 Handover and training

To comply with the Electric Vehicle (Smart Charge Point) Regulations 2021, the installer must:

- Ensure that the charging schedule of Charge Amps Aura is set in accordance with the Electric Vehicle (Smart Charge Point) Regulations 2021.
- Demonstrate the features and usage of Fuuse Charge Point Management Platform (or any other 3rd party Charge Point Management Platform) to the end user. This includes demonstrating the location and usage of the security log (as described in the Charge Amps Aura User Manual).
- Complete the technical file for the installation, including photographic evidence (with customer permission) of the application of the tamper proof evident label:

**Scan the QR-code to reach a template for the Technical file:**



## 9 Use

**N.B:** If Charge Amps Aura is connected to other Charge Point Management Platforms, please refer to your provider for inquiries about portals and apps.

When connecting Charge Amps Aura to Fuuse Charge Point Management Platform, please use following portals and apps for configuration and operation of Charge Amps Aura.

### Fuuse web portal

As an installer or administrator, you can log in to your Fuuse Admin User account to configure Charge Amps Aura, manage drivers and user admissions.



Fuuse web portal →

<https://app.fuuse.io/>

### Full product information

Visit [www.chargeamps.com](http://www.chargeamps.com) for Charge Amps Aura Installation Manual, Charge Amps Aura User Manual and other product documentation.



Product information →

<https://www.chargeamps.com/product/charge-amps-aura/>



Technical file →

<https://www.chargeamps.com/app/uploads/2023/05/Technical-file-Charger-Amps-Aura-The-Electric-Vehicles-Smart-Charge-Points-Regulations-2021.pdf>

# 10 Dismounting

**N.B:** Dismounting shall only be performed by an qualified electrician.

The power supply to the charger must be isolated before dismounting starts.

1. Perform a factory reset of Charge Amps Aura before powering it down. Contact the supplier before performing this action.
2. Turn the power off at the main switch.
3. Use this Installation Manual and follow the steps in reverse to dismount Charge Amps Aura in the correct order.

# 11 Maintenance

## 11.1 Regular maintenance

**N.B:** Never spray water or any other liquid directly on to the product.

- Visually check that the EV socket-outlet is free from damage.
- The outside of the product must be regularly wiped with a clean, dry cloth to remove dirt and dust.
- Do not use detergent to clean any of the product's components.
- Regularly check that the tamper evident label is intact and unbroken.

## 11.2 Preventative maintenance

**N.B:** Preventative maintenance should be performed by a qualified electrician once or twice each year to check that Charge Amps Aura is in good condition.

- Remove the front cover and make a visual check of the cable connections.
- Gently rock the internal RCBO to make sure it's properly seated.

# 12 Product support and service

If you have any questions or problems with the product, support is always available. To find answers to your questions most quickly: Read through the Installation Manual or User Manual to check whether your questions are answered here.

If your question is not answered, please:

1. For questions related to the cloud service, contact Fuuse Charge Point Management Platform support:
  - [ChargeAmps@fuuse.io](mailto:ChargeAmps@fuuse.io)
2. If you need service or repair, start by contacting the supplier from whom you purchased the product.
3. For additional information, visit Charge Amps Help Center at [www.chargeamps.com/support](http://www.chargeamps.com/support).

# 13 Warranty

Warranty terms may differ from market to market. Contact your supplier regarding the warranty terms.

[www.chargeamps.com](http://www.chargeamps.com)

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