



# CHARGEMATE

EV Charger  
Maintenance Manual  
Residential Apartments  
V1.4



# Something wrong?

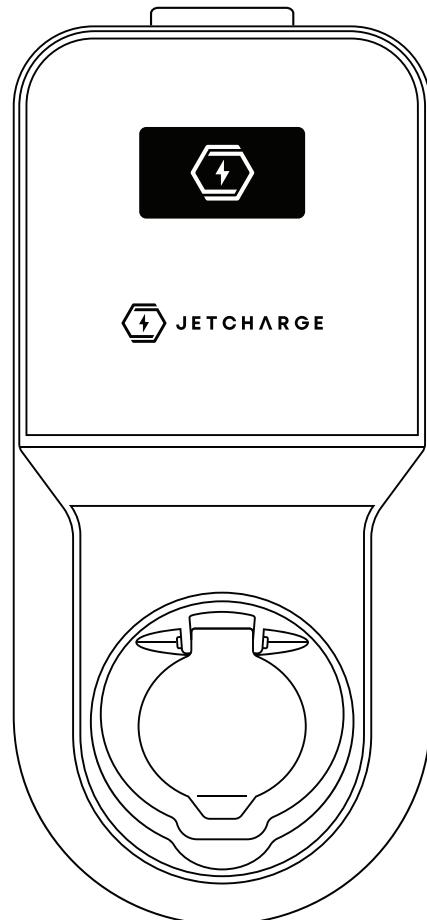
## Troubleshooting

We want to make using ChargeMate as easy as possible, but sometimes you may encounter an issue.

Don't worry, we've got you covered! Check out the following list of common issues and their solutions on the next page to help you get the most out of your charger.

We recommend that you first follow the troubleshooting tips on **page 2**.

If you still need support, please contact JET Charge directly.



# How to Fix Common Issues

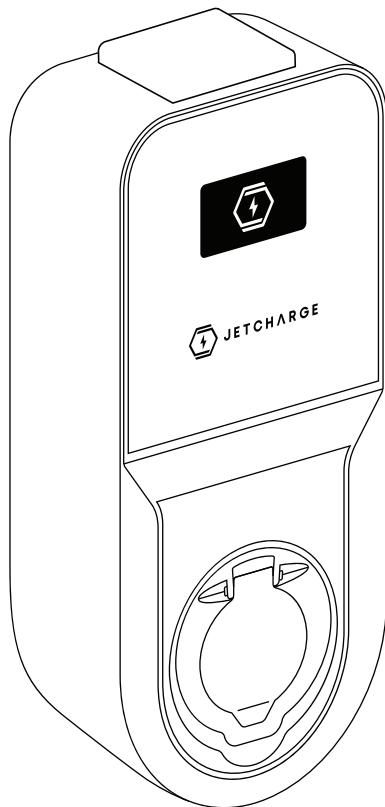
DESCRIPTION	SCREEN DISPLAY	SOLUTION
<b>Stuck in Boot up:</b> The ChargeMate is stuck in bootup screen and the charger's connection with the network has been lost.	“Booting up...”	<p>To resolve this error, power cycle the charger and ensure that the charger is mounted securely to the bracket.</p> <p><b>!</b> If fault reappears after 90 seconds, please notify your building manager to inspect the integrity of the ethernet connection.</p>
<b>Charger Offline:</b> The ChargeMate will display this message on startup when establishing a connection with the network.	“Waiting for Station Registration”	<p>Verify the connection of the ethernet cable and look for the solid ethernet connection symbol on the charger screen.</p> <p><b>!</b> If fault reappears after 90 seconds, please notify your building manager to inspect the integrity of the ethernet communication cable.</p>
<b>Cable Timeout:</b> The ChargeMate will display this message if the “plug in cable” timer expires. You have one minute to connect the cable to both the vehicle and the charger after tapping the RFID card.	“Cable Timeout Please Disconnect cable from charging station”	<p>To resolve this error, simply restart the charger session, connect the cable to the charger immediately upon seeing the timer, and plug the cable into the vehicle.</p>
<b>Contactor Fault:</b> The ChargeMate will display this message if the internal contactor has failed to open/close.	“Contactor Fault Please Contact support centre”	<p>Power cycle the ChargeMate by turning the device off from the isolator switch, wait a few seconds, and then turn it back on again. This can help to resolve a variety of issues that may be caused by the device being in an abnormal state.</p> <p><b>!</b> If fault reappears, please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team</p>
<b>Voltage Fault:</b> In the event that the supply voltage falls outside of the charger's rated voltage, the device will display undervoltage and overvoltage fault messages. This feature ensures that you have a clear indication of any potential issues with the charger.	“Undervoltage Fault Please Contact support centre”	<p><b>!</b> Please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team</p>
<b>Meter Fault:</b> The ChargeMate will display this message if it is unable to communicate with the internal power meter.	“Power Meter Fault Please Contact support centre”	<p><b>!</b> Please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team</p>

# How to Fix Common Issues

DESCRIPTION	SCREEN DISPLAY	SOLUTION
<b>Blank LCD Screen:</b> The ChargeMate will display no message on the LCD Screen. The LCD screen has no power.	<b>"No Power, blank"</b>	Possible failure of the internal AC/DC 24V Power Supply. <b>!</b> Please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team
<b>OkWh Energy:</b> The LCD screen indicates OkWh of energy while charging.	<b>"OkWh"</b>	A loose wire may be present on one of the CTs connected to the power meter. <b>!</b> Please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team
<b>Intermittent Charging:</b> The charger stops charging after a few minutes.		The internal RDC-DD is detecting a 6mA DC fault on the AC line. It is advised to have the electrical contractor inspect the AC cabling and check for any defects in wiring insulation. If the AC cables are in order, it is suggested to replace the RDC-DD in the charger <b>!</b> Please alert your Building Manager who will be able to raise a support ticket with the JET Charge Maintenance Team
<b>Charger Offline:</b> The charger LCD screens displays charger offline.	<b>"Charger Offline"</b>	If the charger is offline, please power cycle the unit if possible and then look for the solid ethernet connection symbol on the charger screen. If this is not present please contact your building manager. <b>!</b> Please notify your building manager to inspect the integrity of the charger communication.
<b>Suspend:</b> The charger keeps going into 'suspend' mode.	<b>"Paused"</b> <b>"Charger Icon Flashing"</b> or <b>"Vehicle Icon Flashing"</b>	<b>Suspended by Charger:</b> If the charger icon on the LCD is flashing, it indicates that the charging session was paused by the charger. This may happen when the charger is under load management and charging was suspended due to a lack of available capacity.  <b>Suspended by EV:</b> If the vehicle icon is flashing, it means the charger session was paused by the vehicle. This can happen if a charge schedule is set on the vehicle.
<b>RFID Fault:</b> The RFID card is not working.		RFID has not been setup properly. <b>!</b> Please refer to RFID setup instructions or contact your building manager.

# Keeping your ChargeMate in top shape

Here are some important tips to keep your ChargeMate in tip-top shape.



## Maintenance & Cleaning

- Before each use, be sure to do a quick visual check of the ChargeMate for any damage.
- Similarly, inspect the EV charge cables, outlet, and connectors for any signs of wear and tear.
- Remember to **TURN OFF** the power supply before doing any cleaning or maintenance on the charger.
- **AVOID** using sprays or direct water streams to clean the charger. Instead, use a soft, dry, or damp cloth.
- Use only non-corrosive cleaning agents with a **pH value between 6 and 8**.

# Charging Cable Recommendations

- Do not use plug adaptors with your ChargeMate. It is important to use the proper cables and connectors to avoid any potential damage or safety hazards.
- If you notice any damage to the charging cable, vehicle plug, or electrical outlet, do not use them to charge your electric vehicle.
- Do not use contacts that are dirty, wet or have been exposed to water.
- Only connect the cable connector to the vehicle inlet if the electrical infrastructure is protected against water, moisture, and liquids.
- Never use force to disconnect the charging plug from the vehicle inlet during a charging session as this can cause serious injuries or even death. Stay safe and be sure to follow these tips for worry-free charging.

- Please note that plug adaptors are not to be used with ChargeMate. It's important to use the proper cables and connectors to avoid any potential damage or safety hazards.
- Similarly, cord extension sets should not be used with ChargeMate.

Thanks for using the right cables with your ChargeMate, and happy charging!

# Tech Specs & More

## ⚠ Safety

Please read and fully understand the safety instructions provided in this document.

Disregarding any actions or recommendations provided by JET Charge may lead to electric shock, fire and/or severe injury. Disregarding actions provided in this document may also result in damage to the vehicle or ChargeMate. Any resulting damage from such actions is excluded from the warranty.

This document is also intended to be used as a reference guide for operating the ChargeMate EV Charger. JET Charge reserves the right to make changes to specifications and processes of the product at any time without prior notice.

- **DO NOT** operate the charger if there are physical defects such as cracking, breakage, corrosion or any other damage is observed. If this is the case, please immediately contact JET Charge.
- The ChargeMate EV charger can only be opened by an authorised and qualified specialist to disassemble, repair, alter or modify the unit. Unauthorised modification of JET Charge equipment makes the warranty void.

- Unauthorised modification to the enclosure will void the warranty and is **not allowed**.
- Do not remove any safety warnings on the device, warnings include safety symbols, rating information, identification codes and cable markings.
- Power cycle the Charger by turning the device off from the isolator switch, wait a few seconds, and then turn it back on again.
- ChargeMate can only be used under the operating parameters specified in the manual. The operating temperatures are within **-25°C** to **+50°C** ambient temperature.
- **DO NOT** use your charger under adverse climatic conditions that could affect the vehicle or ChargeMate. **DO NOT** open the cover in the rain.

# Product Specifications

## MAIN

PRODUCT NAME	CHARGEMATE 3P22/NMI/1/3
DIMENSIONS (H X W X D)	380mm x 180mm x 130mm
MOUNTING MODE	Wall-mounted or Pedestal mounted
AMBIENT AIR TEMPERATURE FOR OPERATION	-30°C - 50°C
AMBIENT AIR TEMPERATURE FOR STORAGE	-20°C - 85°C
RELATIVE HUMIDITY	5 - 95%
PRODUCT WEIGHT	3.0 kg
COLOUR	Black

## ELECTRICAL

RATED POWER	7.4 kW / 22 kW
RATED CURRENT	Up to 32A
SOCKET TYPE	1 x Type 2 IEC-62169
POLES DESCRIPTION	L1, N, PE / I1, I2, I3, n pe
RATED SUPPLY VOLTAGE	240 V AC 50/60 Hz
ACCESS CONTROL SYSTEM	RFID (13.56MHz)
INTERNAL PROTECTION	RCD with 6mA DC protection for use with 1/3-phase loads of up to 100A/400V Compliant with IEC62955 (Mode 3) EV Charging Stations & UL2231

## CONNECTIVITY

METERING	Integrated Non NMI Meter
OPTIONAL EXTRAS	4G Modem, JET Charge solar power meter Optimisation, NMI Meter
COMMUNICATIONS INTERFACES	Ethernet, Wi-Fi 802.11 b/g/n, Modbus-RTU
CONTROL TYPE	JET Charge Connect App
LOCAL SIGNALLING	1 LCD screen: status indication
SERVER COMMUNICATIONS PROTOCOL	OCPP 1.6J
OPERATING MODE	Networked/Standalone

## MECHANICAL

PRODUCT CERTIFICATIONS	IEC 61851-1 / IEC 60529
INGRESS PROTECTION	IP54
IMPACT PROTECTION	IK08

# That's a wrap!

We hope that you find this product manual helpful in getting started with your ChargeMate.

However, if you have any questions or concerns, please don't hesitate to reach out to us. Our customer support team is available to assist you with any issues you may encounter while using your ChargeMate.

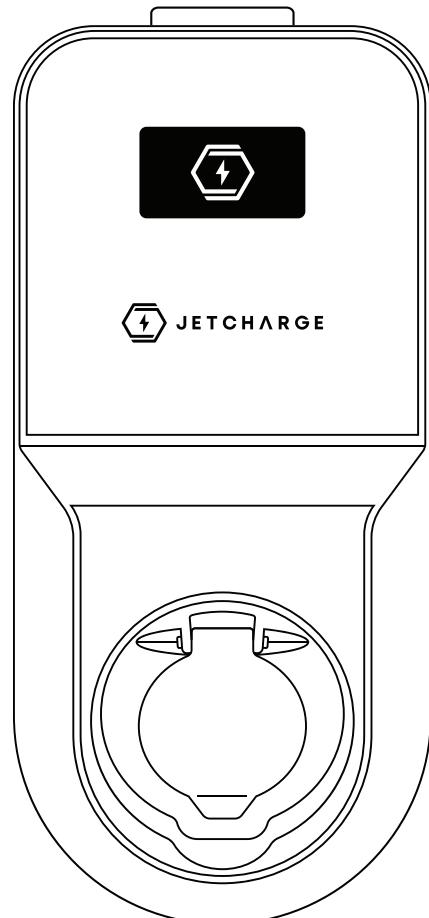
We're committed to providing you with a top-notch customer experience, and we're always happy to help in any way we can.

You can contact us via:

**Phone: 1300 856 328**

**Email: [info@jetcharge.com.au](mailto:info@jetcharge.com.au)**

or **via the JET Charge Maintenance Portal**







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[jetcharge.com.au](http://jetcharge.com.au)