

# Andersen Quartz User Manual



Helping you get  
started with your new  
Andersen Quartz  
charge point

version 1.0





## Welcome to the world of convenient & stylish home EV charging

Your new Andersen Quartz has been installed at your property, in your unique colour combination, and it's now ready to go.

This is your handy guide to get you started using your Andersen Quartz and the Andersen app.

Thank you for choosing the Andersen Quartz.

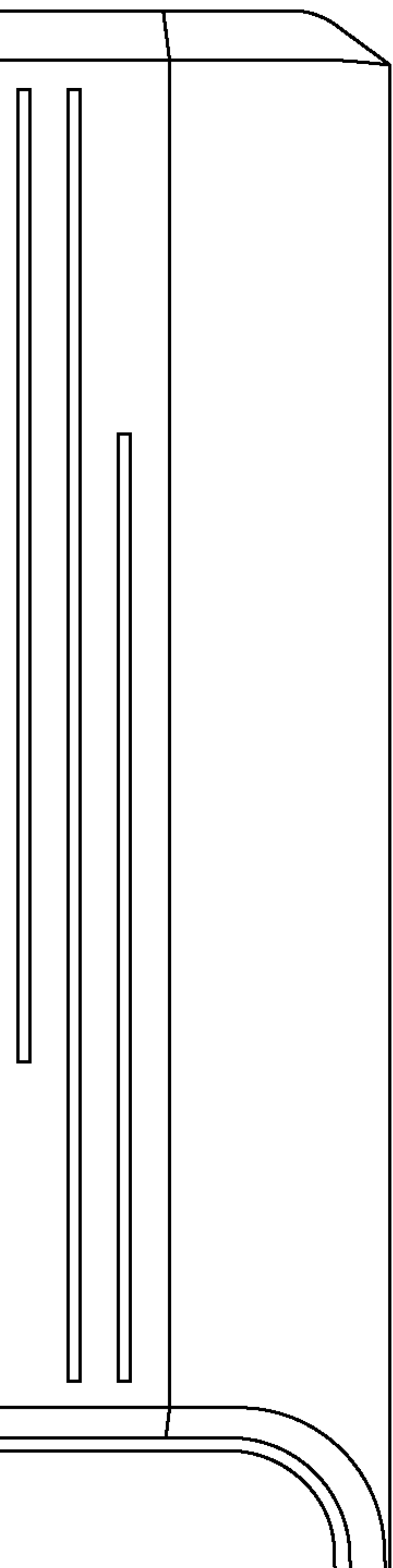
# Guide contents

Page	Topic
5	Andersen Quartz Diagrams
6	LED Status Light and Multi-Function Button
7	Starting a Charge Session
8	Stopping a Charge Session
9	UK Government Regulations
10	Guide to the Andersen App
11	Benefits of using the Andersen App
12	First Steps - Setting up
13	First Steps - Wi-Fi Setup
14	Overview Screen
17	Charge History and Reporting
18	Scheduled Charging
19	Power Source Settings
20	Settings
21	Charge Point Settings
22	How to care for your charge point
24	Contact

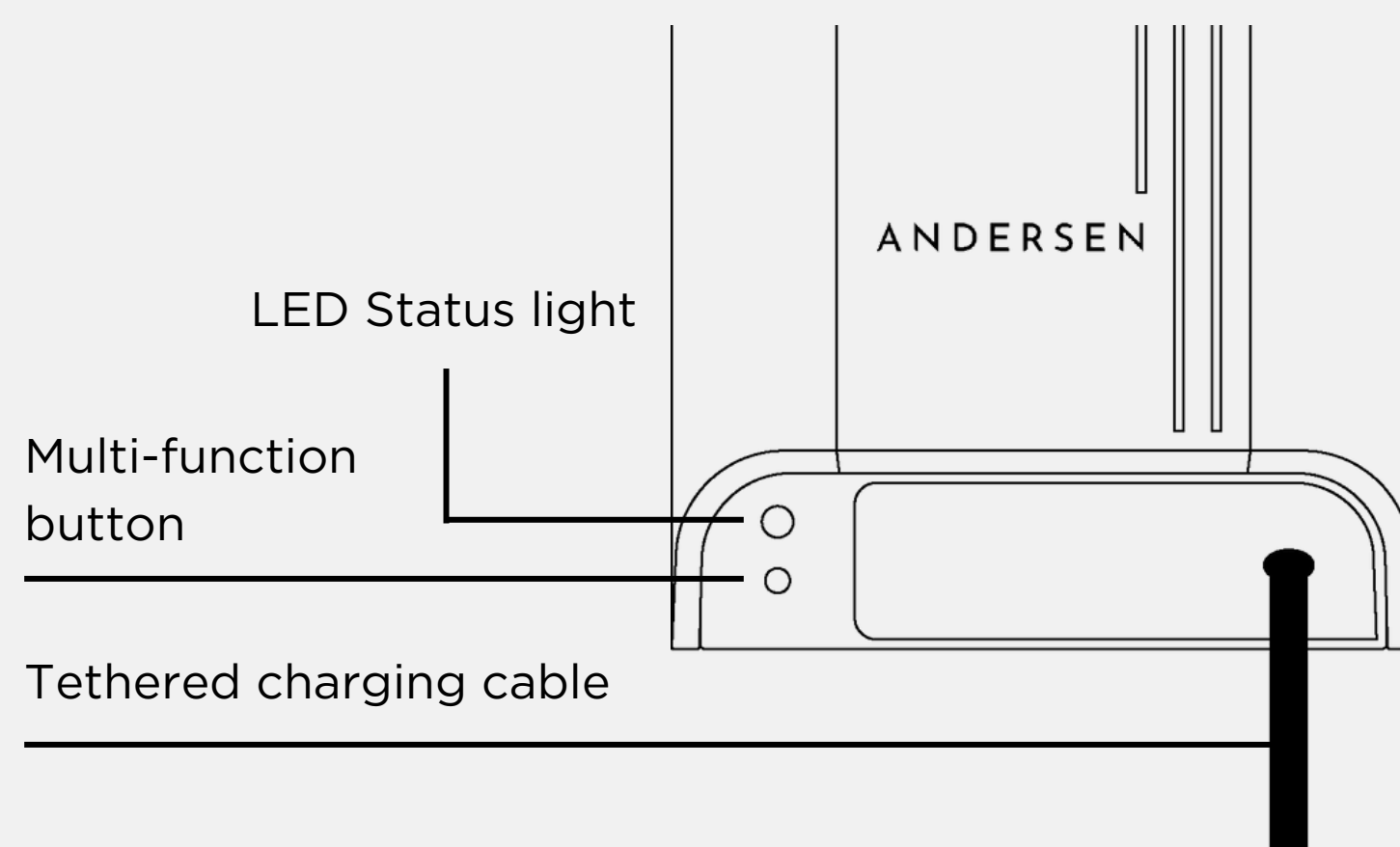


# ANDERSEN

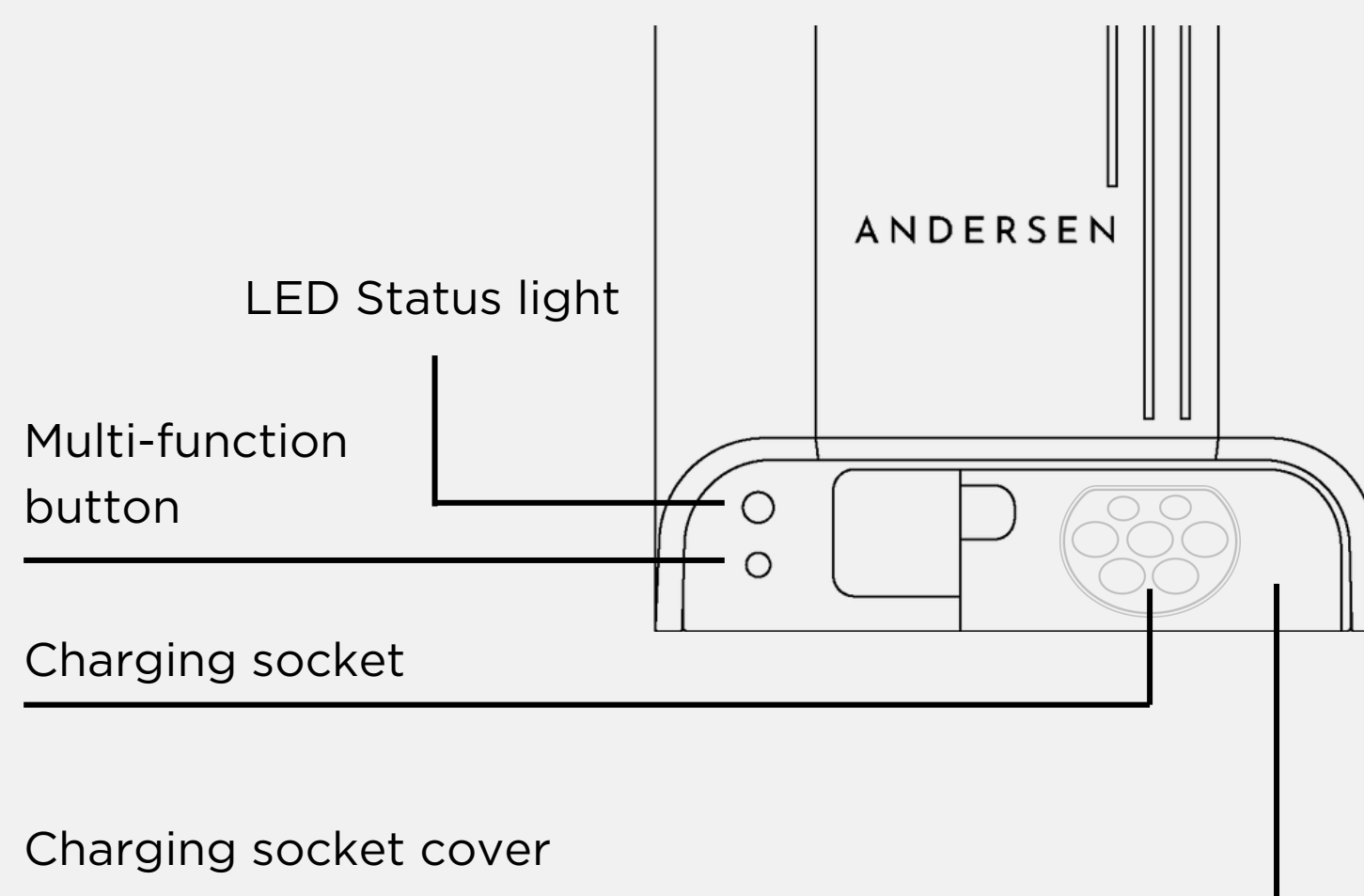
When Quality Matters



## Tethered



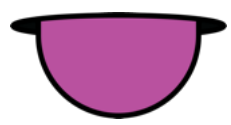
## Socketed



# LED Status Light and Multi-Function Button



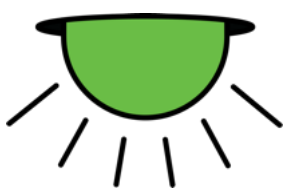
Solid white LED - charge point is in standby mode



Solid magenta LED - waiting for scheduled charge to start



Solid orange LED - waiting for sufficient solar to start charge



Pulsating green LED - vehicle is charging



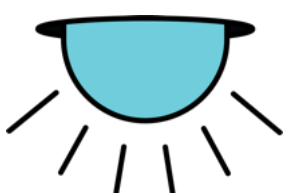
Solid green LED - vehicle has finished charging



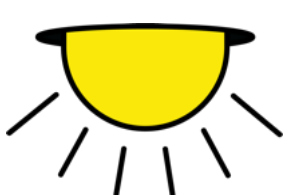
Solid blue LED - charge point is locked by user



Solid red LED - charge point has detected an error



Flashing cyan LED - charge point is in setup mode

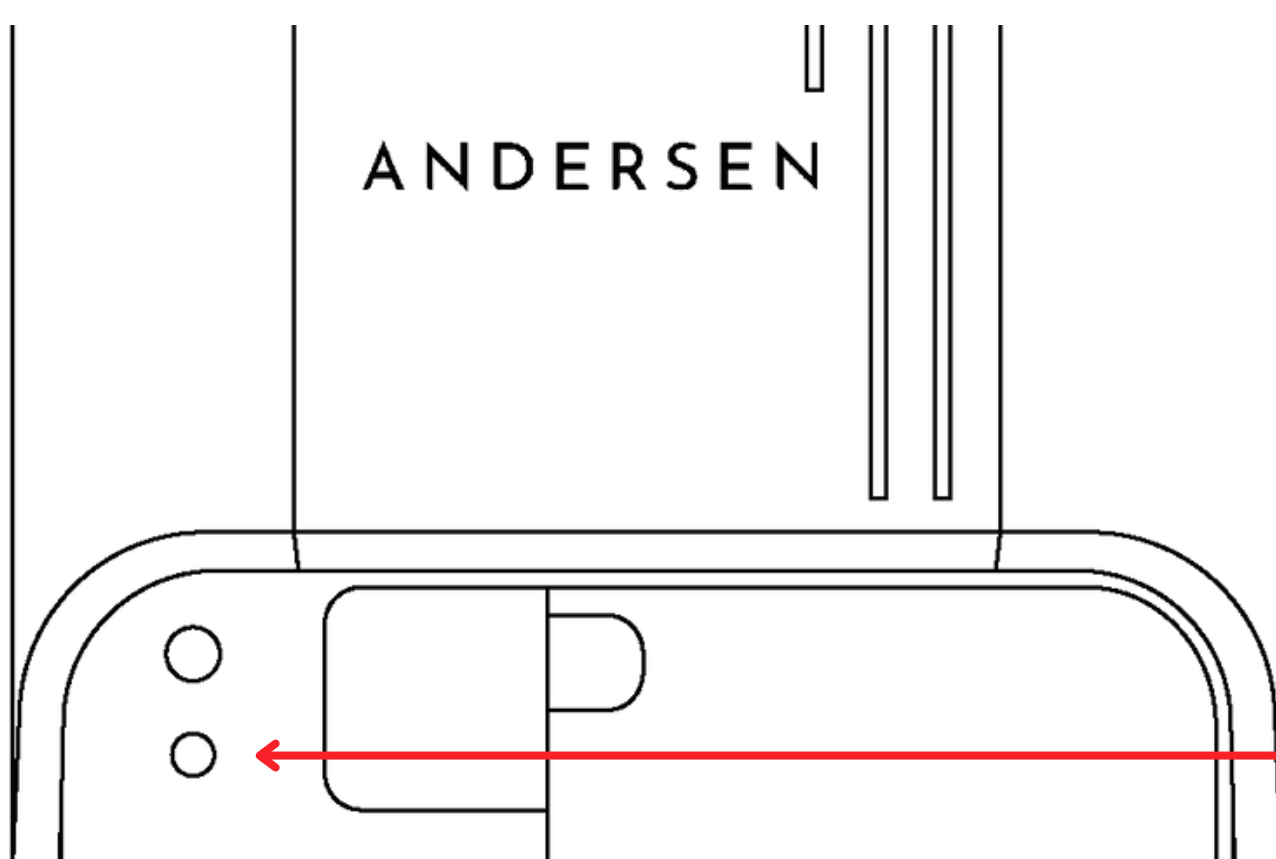


Pulsating yellow LED - charge point is rebooting

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All colours pulsating sequence - Firmware update in progress

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The multi-function button on the Andersen Quartz can be found on the bottom of the charge point, behind the status light.

Please only use this button if the Andersen App or our customer care team instructs you to do so.

Incorrect use of the multi-function button will result in removal of your Wi-Fi credentials.

## Starting a charge session with a socketed Andersen Quartz

- 1 Ensure the LED status light shows solid white, this means your charge point is ready to start charging. If it is displaying another colour, please see page 6.
- 2 Connect your type 2 charging cable into your charge point.
- 3 Plug your charging cable connector firmly into your vehicle's charge point socket.
- 4 The charge point LED status light will first appear solid green to show it is connected and then shortly after should pulsate green when your vehicle has started charging successfully.



If your charge doesn't start, it may be that a charging schedule is enabled.

Please see page 9 for more information on the government regulations regarding scheduling.

## Stopping a charge session

1

Your charge session will be stopped automatically by your vehicle reaching its desired charge level or at the end of a schedule. If you wish to finish charging before the session has ended, you can do this by pressing the 'Stop charging' button on the Andersen app Overview screen.

2

Before attempting to remove the connector from your vehicle, please ensure your car is unlocked. This should release the cable from the vehicle and/or charge point, allowing you to remove it.

3

Unplug the connector from your vehicle by holding it firmly and pulling it towards you. If the connector doesn't release, make sure your vehicle is unlocked or please consult your vehicle manual.

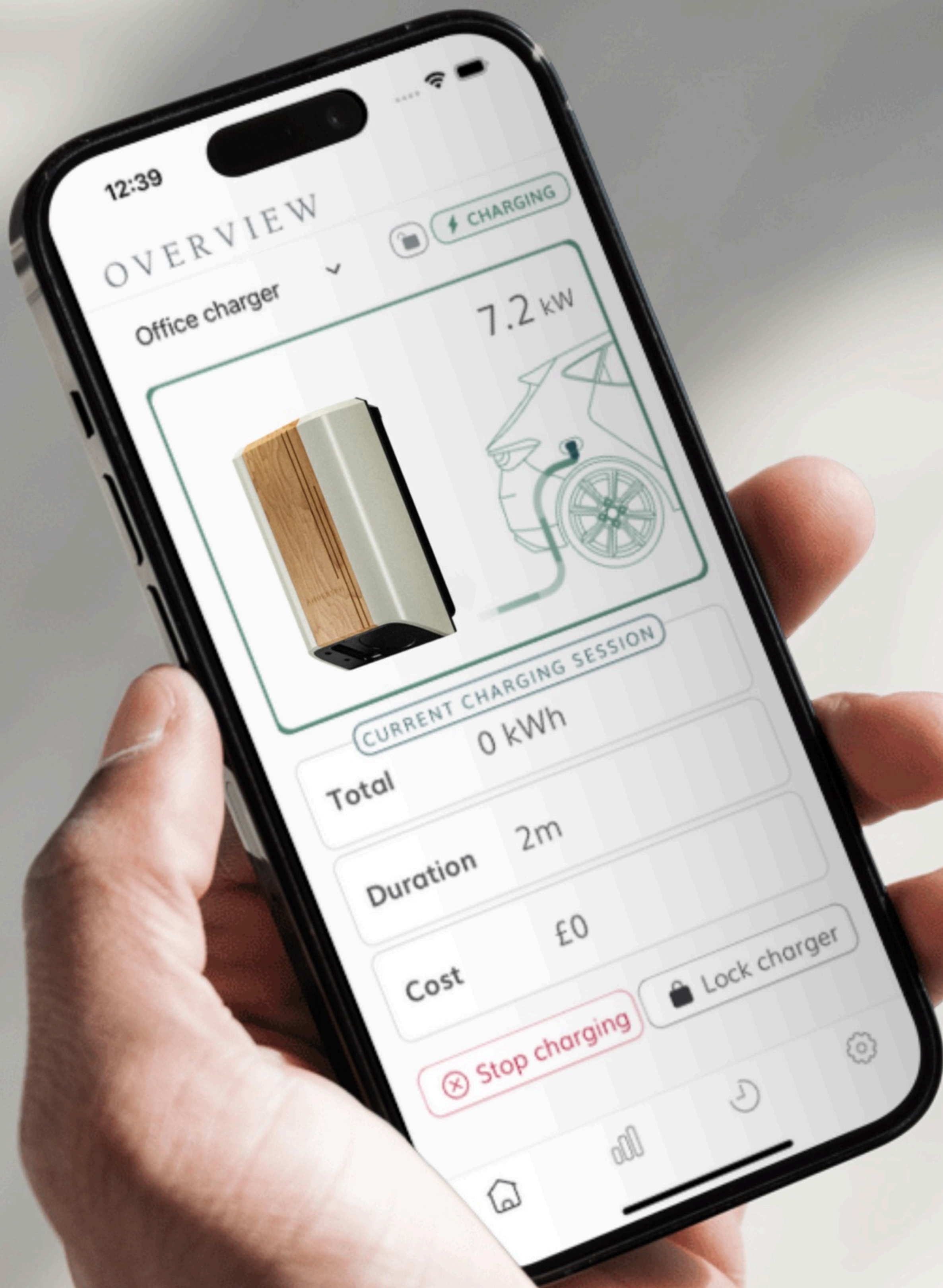
## UK Government Regulations

Due to Government Regulations, *The Electric Vehicles (Smart Charge Points) Regulations 2021*, all home charge points in the UK must be delivered with a default charging schedule set. This means your vehicle will not charge between 8:00-11:00 and 16:00-22:00. You may need to disable this if it conflicts with your own scheduling times or to be able to charge at any time. You can do this by downloading the Andersen app and visiting the EV Regulations page in Settings.



For more help  
and information,  
please scan the  
QR code.

# Guide to the Andersen App



# Benefits of using the Andersen App

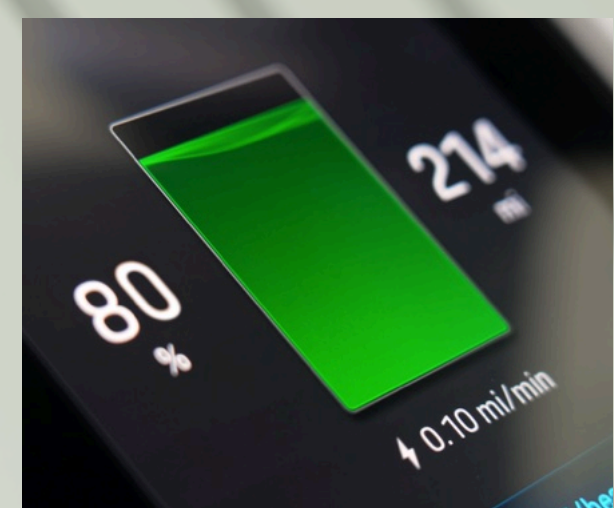
## Simplified Setup

New Andersen users can simply add their vehicle, charge point and energy tariff to start benefiting from the features of the all-new Andersen app. For existing Andersen customers who use the Konnect+ App, simply download the Andersen App and log-in with your existing account details to pick up where you left off. All settings, schedules and linked charge points will be automatically added to your account.



## Estimated mileage added

You will benefit from being able to view the estimated miles added to the car following a charge session, based on the average consumption of the make and model of your vehicle. You can add your vehicle to the Andersen App, within Settings. Additionally, you will be able to view the duration of charge sessions, and the cost of them, based on your energy tariff settings within the app. These can be added to your account, either during the setting up of the app or later on in Settings.



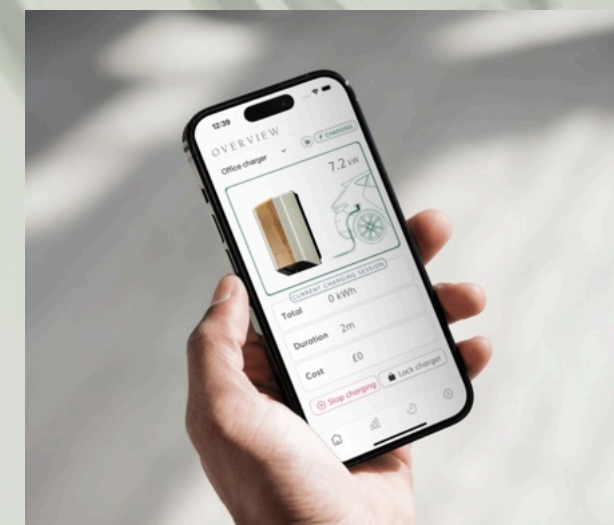
## Updated App Notifications

For ultimate convenience, the Andersen App allows you to control whether you receive push notifications, email notifications or both. With this ability to take control of your app notifications, new users have the option to choose to receive notifications on a weekly charging report, device online status, error messages, and the start and end of charge sessions.



## Overview Page

Once the setup of your Andersen App is complete, you will be able to instantly see your charging status with clearly displayed information. The live breakdown of your charge session includes information such as, the duration of a charge session, the cost of your charge session and the amount of energy used. You have additional functions such as the ability to remotely lock your charge point for security and to charge outside of scheduled times. Your bespoke charge point colour combination will be represented on this screen.



## Scheduled Charging and Charge History Reporting

With the ability to integrate your electricity tariff, you can schedule your charges to coincide with your low cost or off-peak tariff. This can be done easily from the Schedule page in the Andersen App. Charging history allows you to easily view all previous charging data in one place. Here you can view the cost of your charge sessions, the amount of grid or solar energy used as well as the duration of each charge session.



## First Steps - Setting up

1

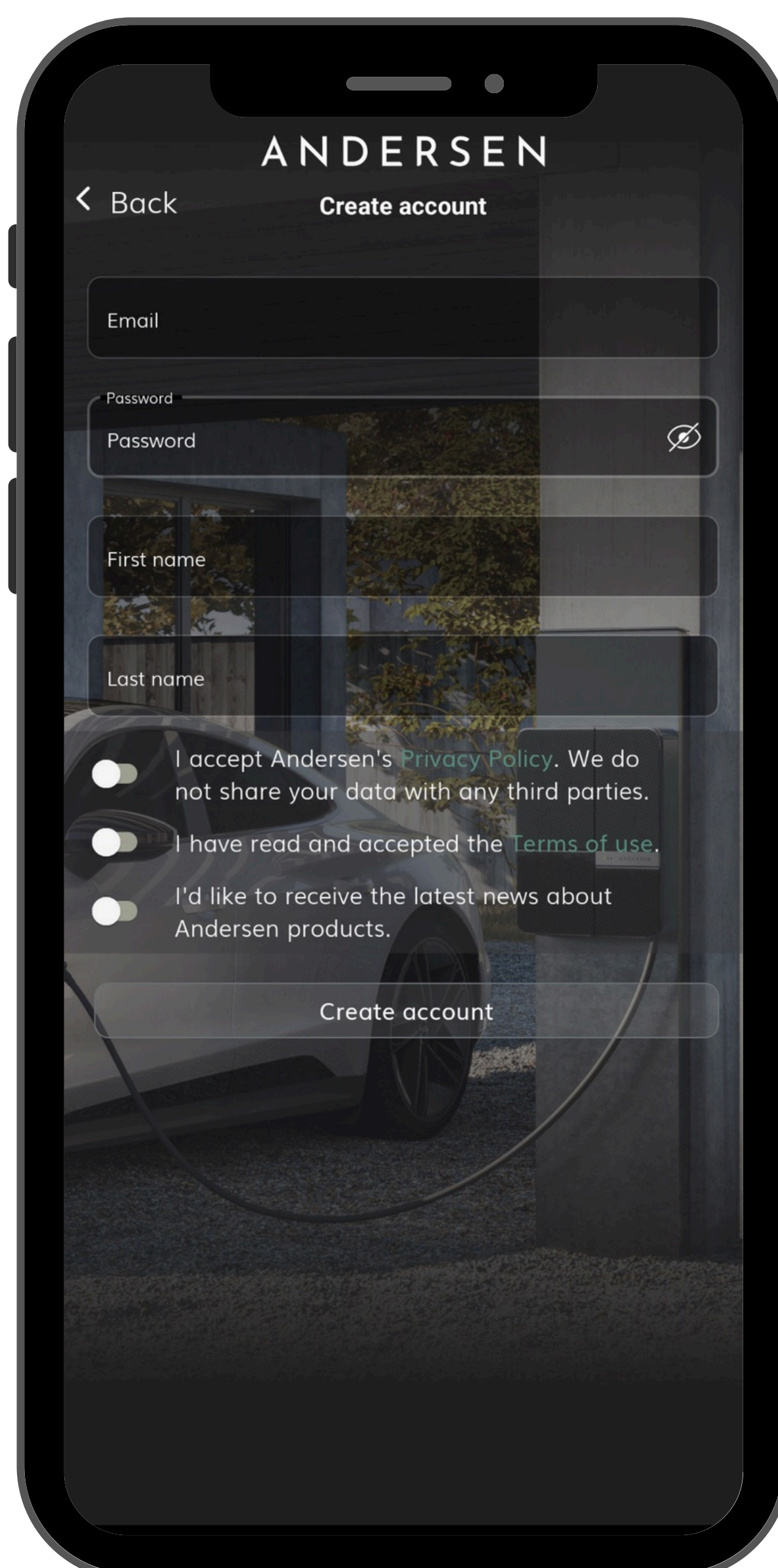
If this is your first Andersen charge point, you will need to create an account upon opening the Andersen App.

2

Once you have verified your account and have logged in, you will be prompted to connect your charge point.

3

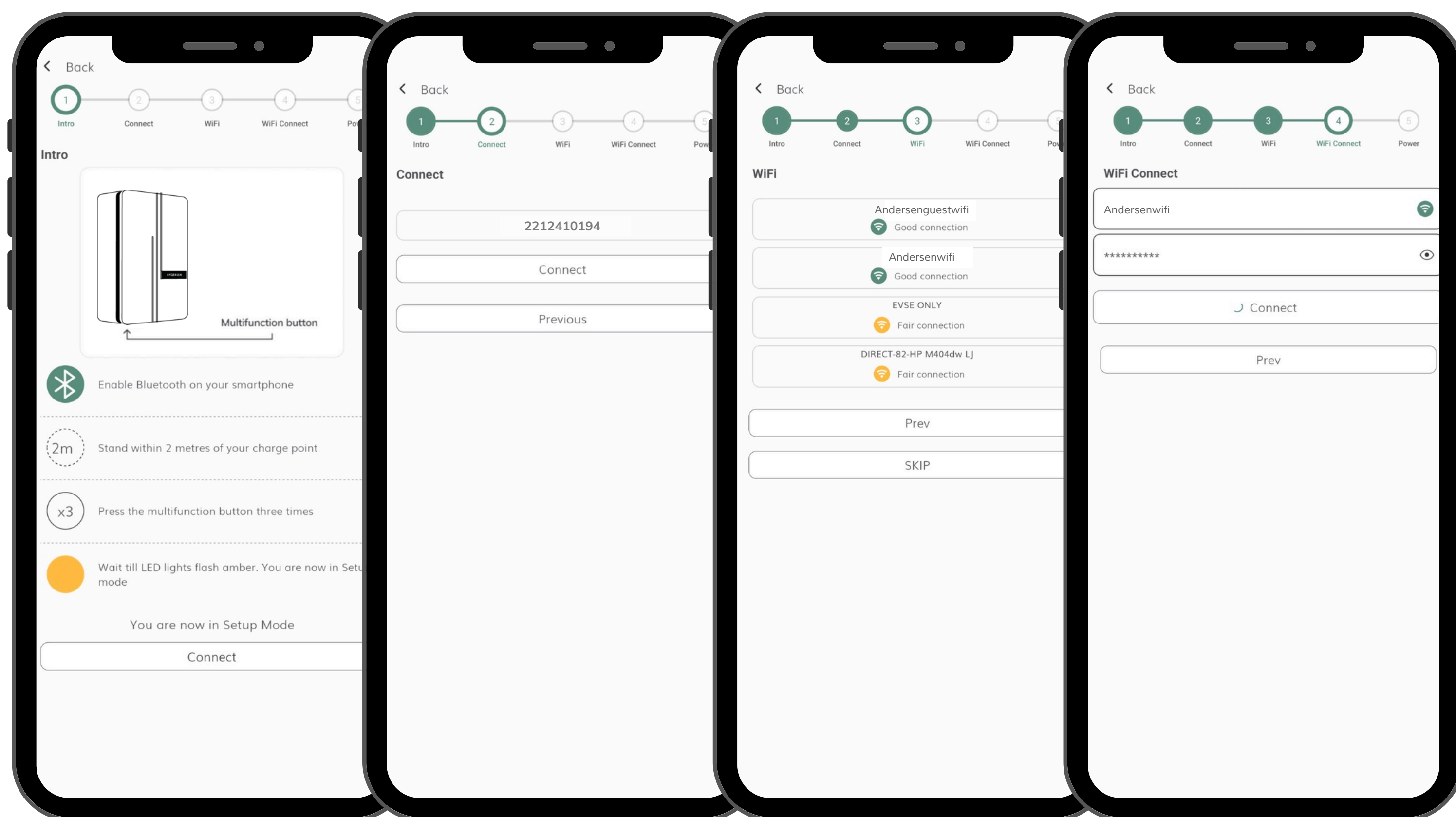
After this, the next screen will prompt you to connect your charge point to Wi-Fi.



## First Steps - Wi-Fi Setup

To connect your charge point to your Wi-Fi network, follow the in-app instructions or visit our website to view the full Wi-Fi Setup guide.

It is important for your charge point to be connected to Wi-Fi in order for you to use beneficial features of the app, such as remote security locking, scheduled charging and vehicle integration.

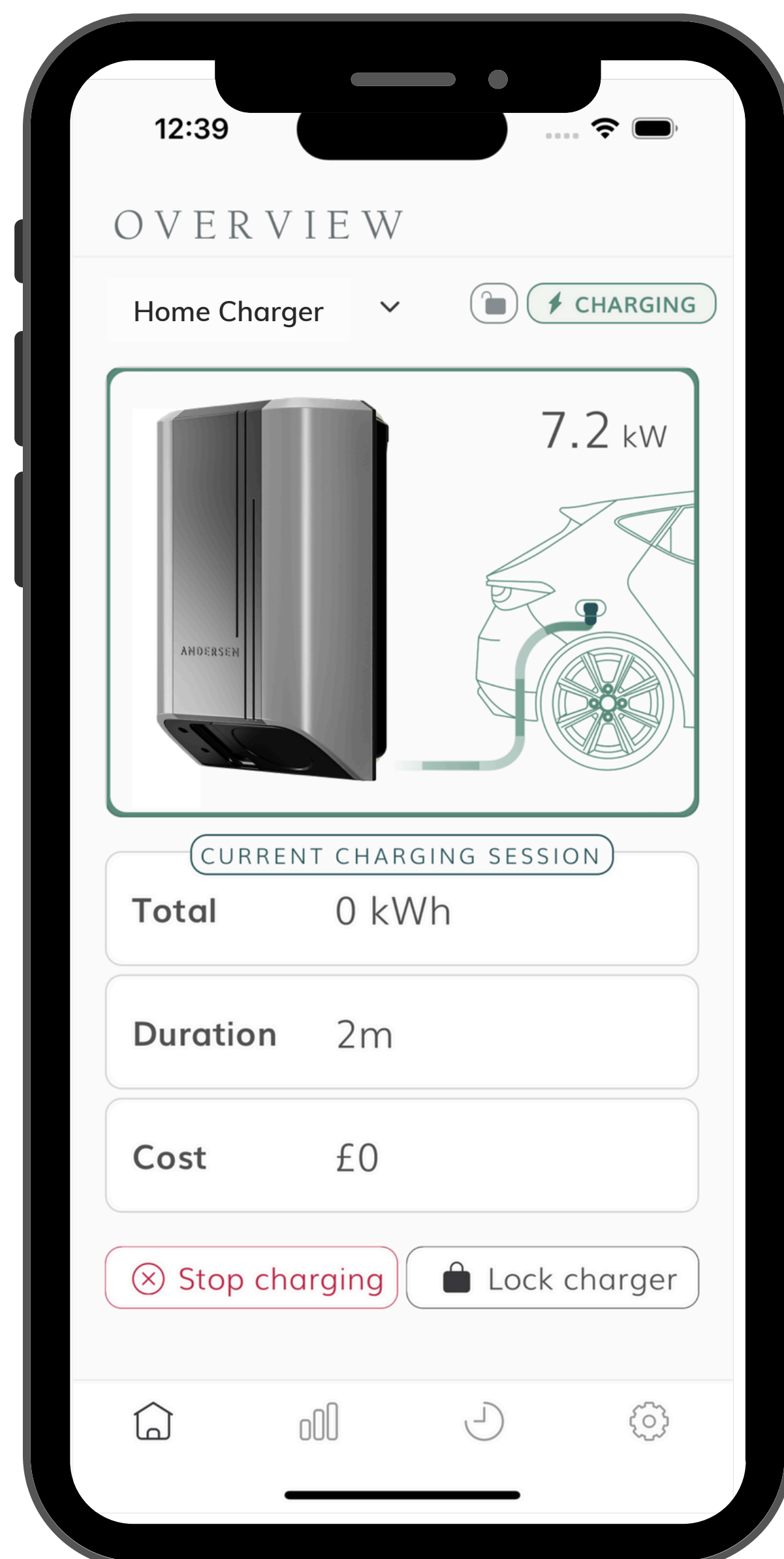


Note: your installer may have already set-up the Wi-Fi when commissioning your charge point. If this is the case please skip this step.

## Overview Screen

On the home page, you will find information and functions, such as:

- Status of your Andersen charge point
- Current charge session information
- Total energy used during charge session (kWh)
- Estimated miles added to vehicle
- Duration of charge session
- Cost of charge session
- Start / Stop charging
- Remote Security Lock option for your charge point. Tap this button to disable your charge point and prevent any unwanted charge sessions.



Please note: You can start and stop a charge session at any time, even if you have schedules enabled. Using the 'Charge Now', button does not remove or change any active schedules.

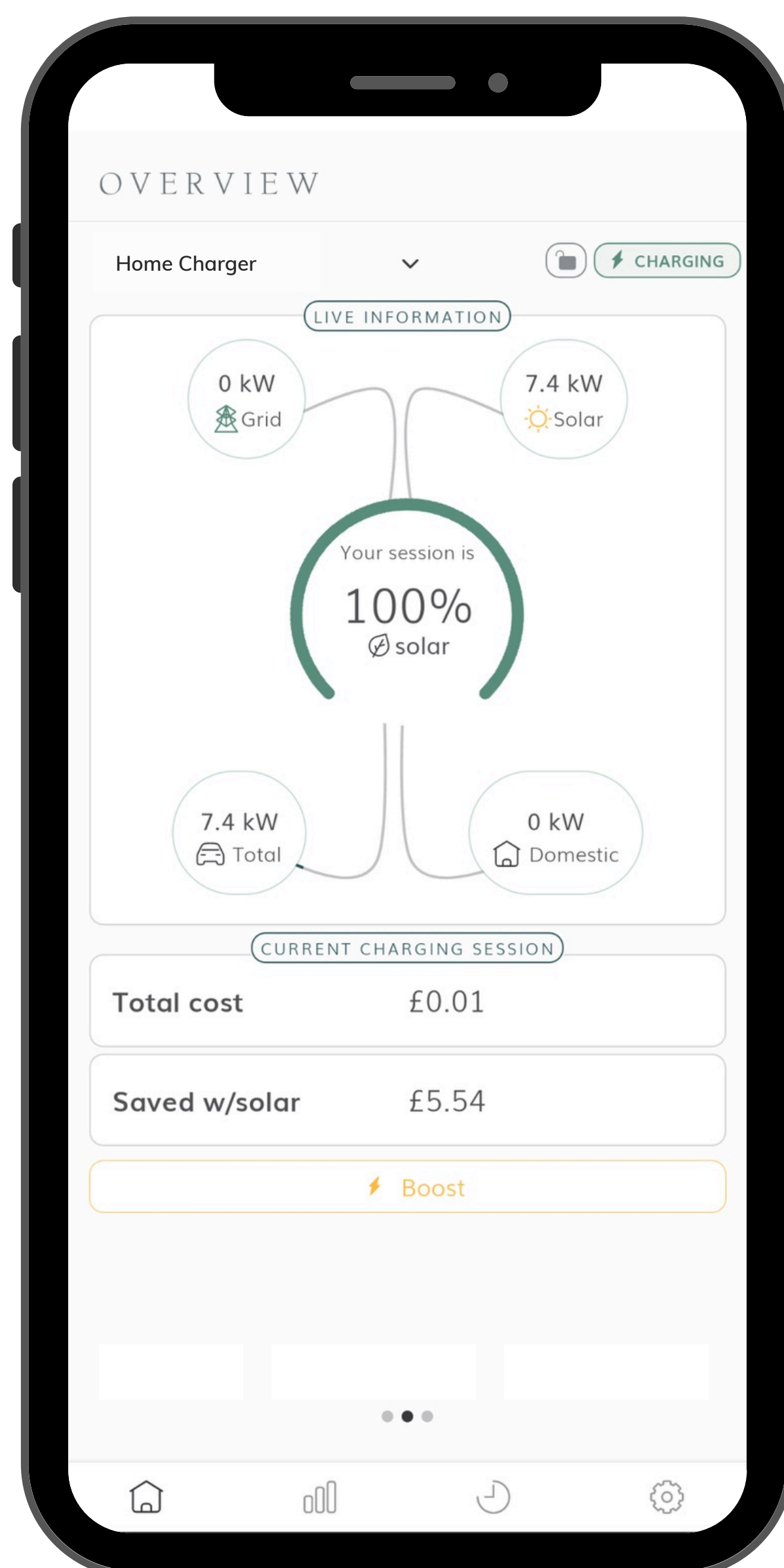
## Overview Screen

### Live Eco-System View

By swiping left anywhere on the Overview screen, you will be able to view real-time data of your energy usage, while your charge session is in progress.

This is specially configured to view your solar and grid energy usage which can be adjusted and monitored.

**You will only see this screen if you have a CT clamp installed for grid monitoring and/or solar functionality.**



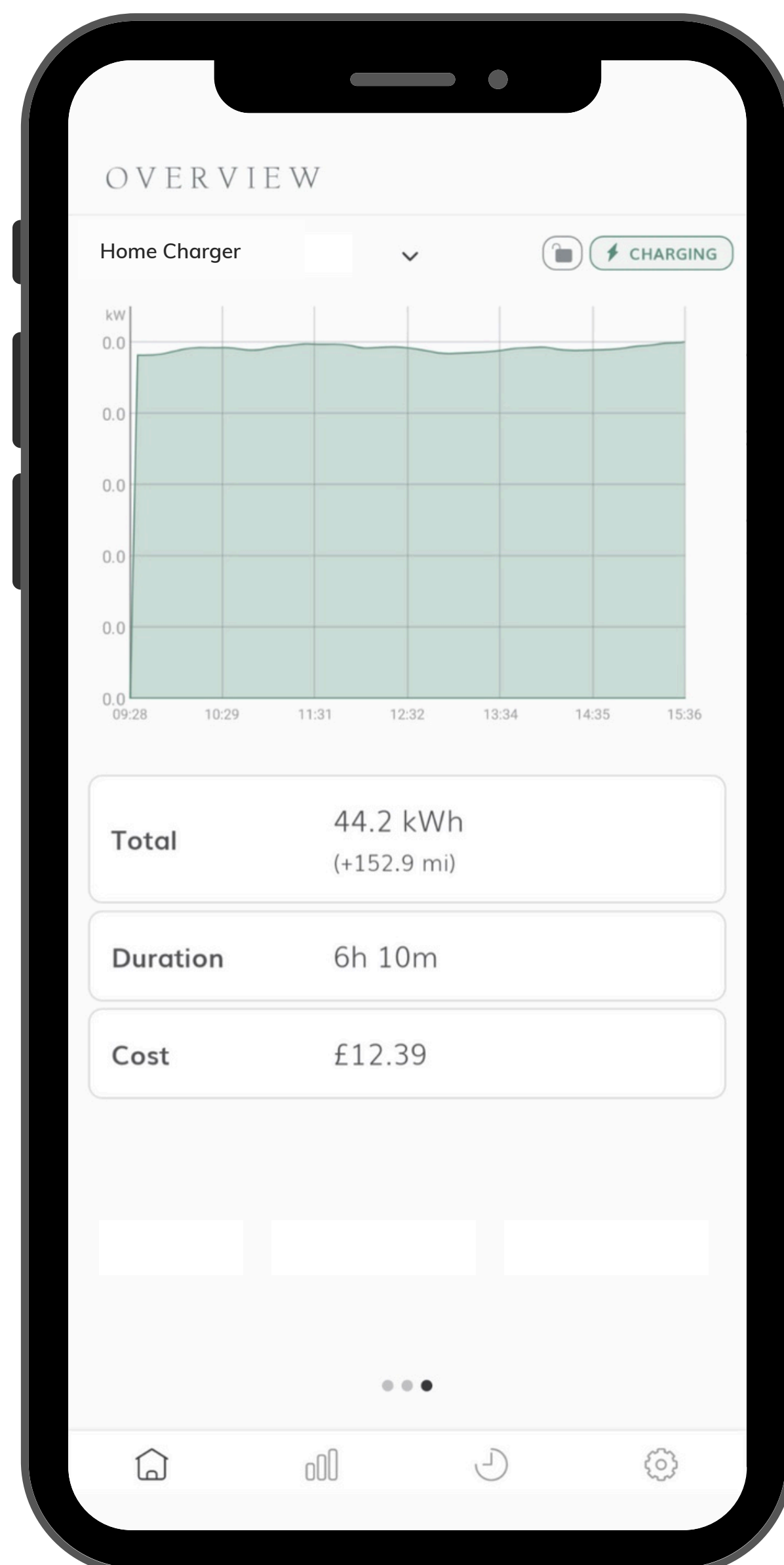
Please note, solar monitoring is only available if solar has been configured with your charge point. Your installer will have to install an additional CT clamp for this function to activate.

## Overview Screen

### Live Graph View

By swiping left anywhere on the Overview screen a second time, you will be able to view real-time data of your energy usage, in graph form.

This graph will appear once your vehicle has been charging for roughly 10 minutes and more than 500 Watts (0.5 kWh) has been delivered to the vehicle.

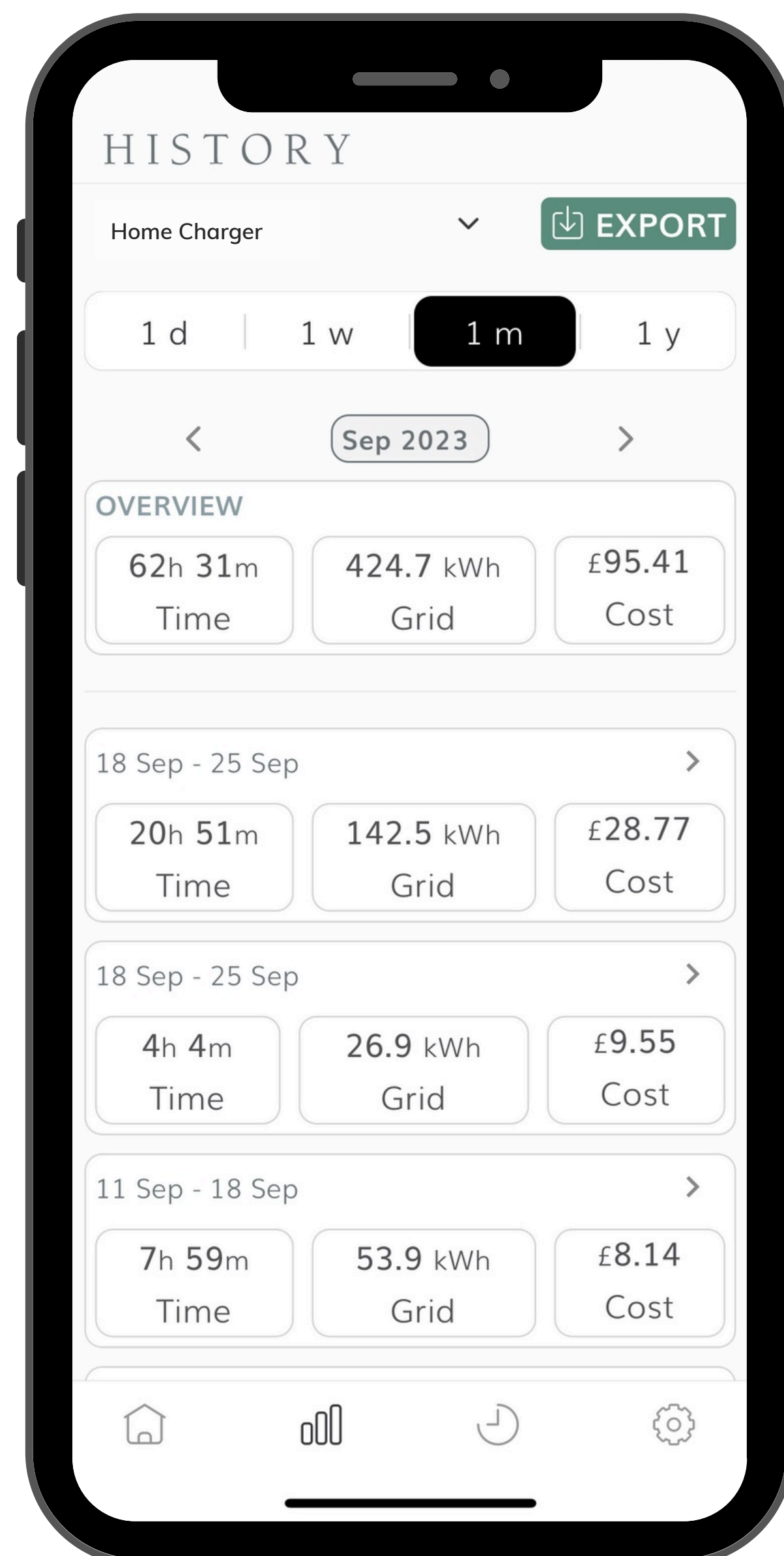


## Charge History and Reporting

### This includes:

- Cost of the charge
- Amount of grid energy used
- Amount of solar energy used (If solar has been configured)
- Duration of charge session
- Ability to download charge session reports as spread sheet files

You will have the option to view this information by day, week, month and year, either in table or graph format.



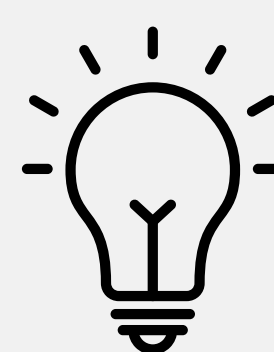
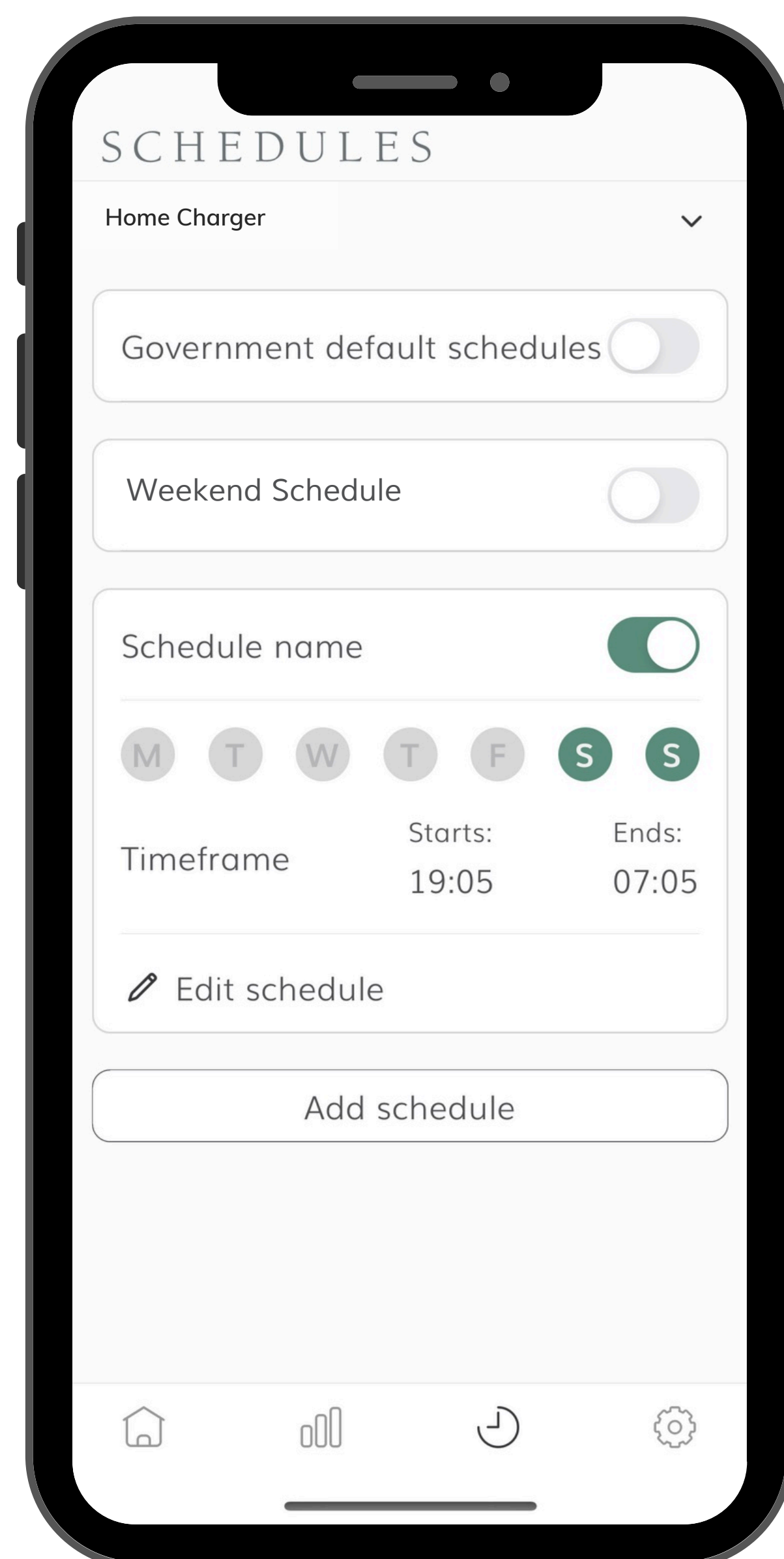
Please note: If you tap on any of the charge sessions, apart from 'Overview', you will be able to view these as a graph.

## Scheduled Charging

Scheduling is perfect for charging your vehicle if you have a dual rate energy tariff. You can set your schedule to charge your vehicle at the cheapest time according to your tariff.

You are able to choose the day, time and duration of your charges easily, just as you would when setting up an alarm on your smartphone.

To make sure your charge session history cost is correct, please remember to edit the tariff and 'enable off-peak times' within Settings and set your low tariff cost.



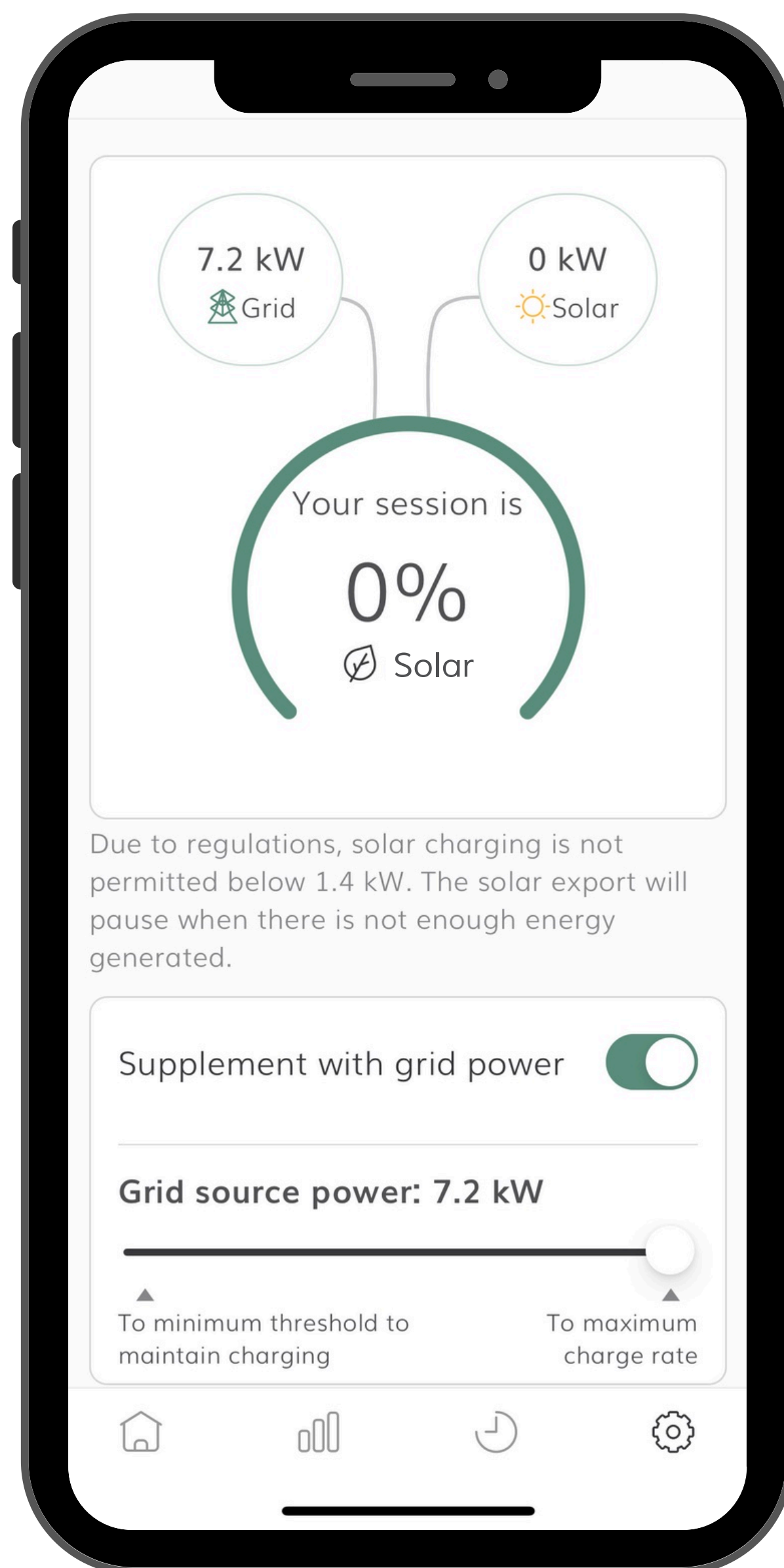
Please remember the EV Regulations are set by default and may conflict with the use of personalised schedules. You can turn the default schedules off by using the toggle on this screen or in Settings. Government Regulations cannot be deleted, due to legal requirements.

## Power Source Settings

This page can be found within Settings and allows you to control the amount of solar and grid energy used to charge your vehicle.

Please note: This page will only be available if solar has been configured with your Andersen Quartz charge point.

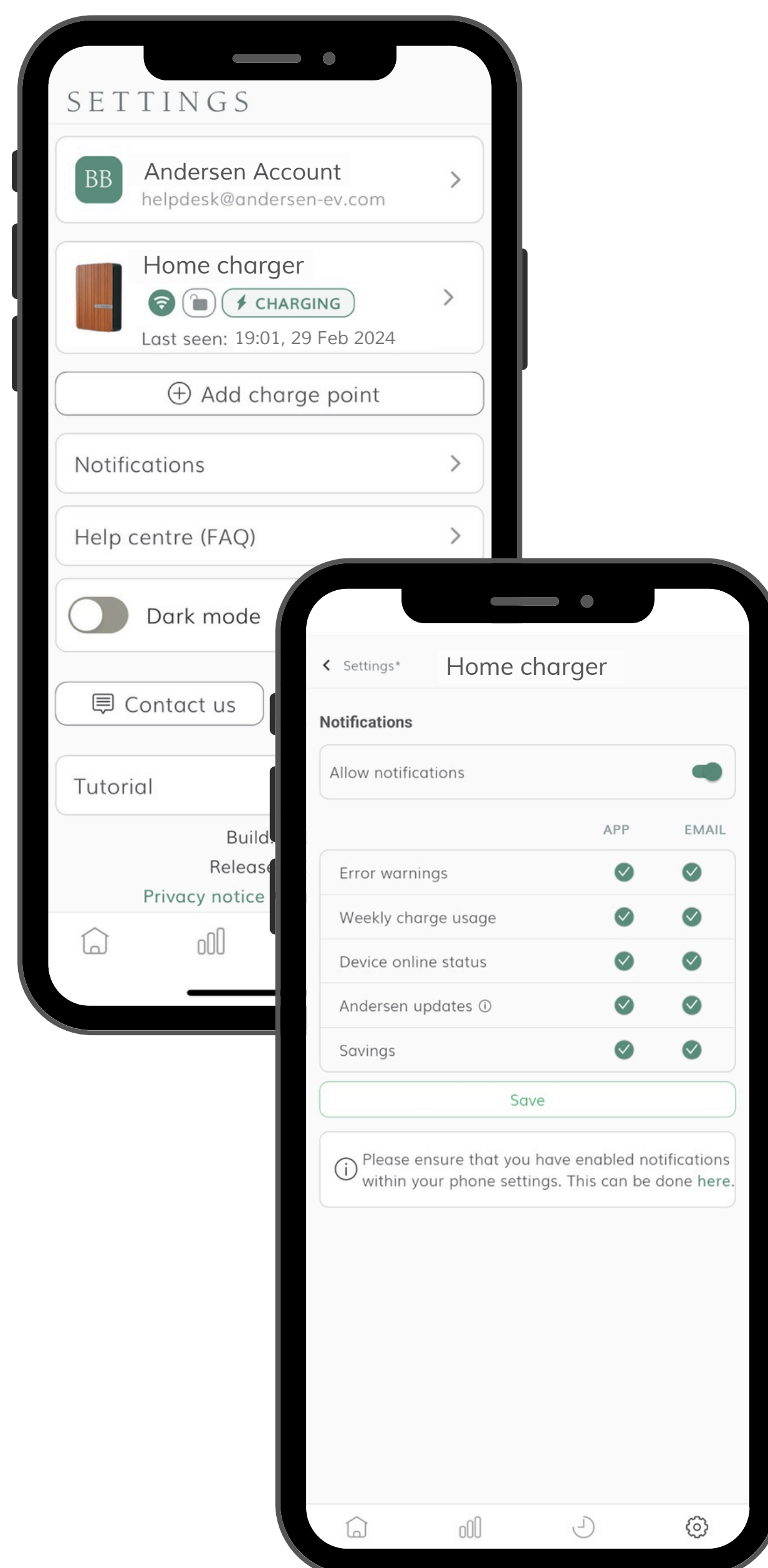
If you have solar energy enabled and setup, you will have the option to supplement your solar energy with grid power using the toggle and slider.



## Settings

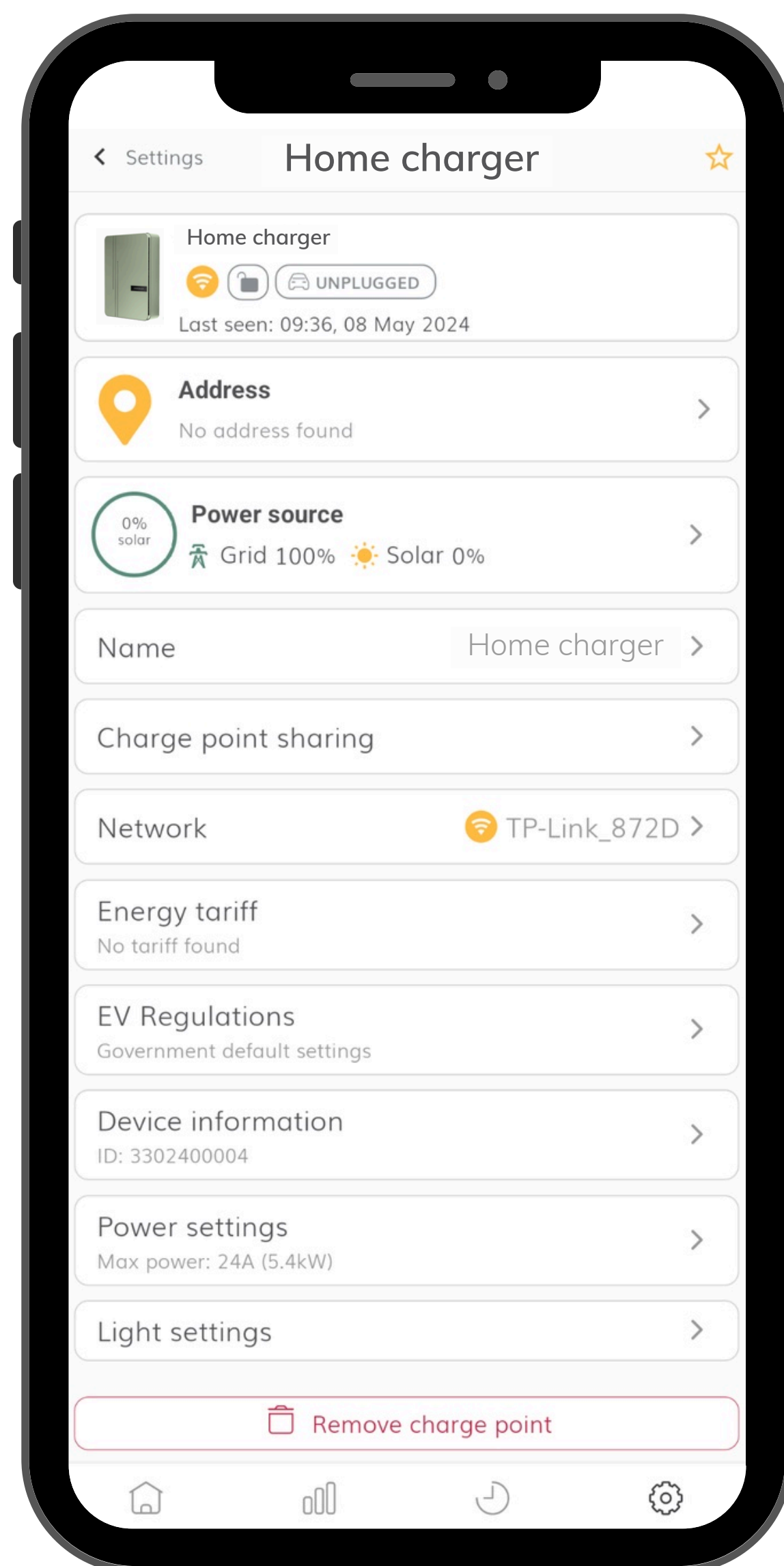
### Here you are able to:

- Set and amend charge point profiles
- Switch between Light and Dark mode
- Find the Help Centre and Tutorials
- Control notifications such as:
  - Session started
  - Session ended
  - Error warnings
  - Weekly charging usage
  - Device online status



## Charge Point Settings

- Within the Device section, you are able to view your charge point information as well as add or remove any charge points from your account.
- In the Network page, you can view and amend the Wi-Fi connection. You can also see how strong the connection is.
- Within the Energy tariff section of your settings, you will be able to view and edit your tariff information. Please note this information feeds into the calculations of your energy usage, so if you wish to monitor the true cost of your charging, please ensure the tariff information is accurate.
- Within the Light settings you are able to adjust both the convenient lighting and LED brightness.





# How to care for your charge point

**Your new charge point has been installed and you're ready to get charging. We want to ensure you get the most from your charge point, so here are our top tips on how to care for your new Andersen Quartz home charge point.**

## **Caring for your metal front fascia**

If you have a metal front to your Andersen Quartz charger, we recommend using a damp cloth to keep your charge point clean. This applies to the sides of your unit also. Please do not use any abrasive cleaner as this may damage your unit. There is no need to remove any screws or parts of the charge point.

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## **Caring for your Accoya<sup>®</sup> wood front fascia**

Wiping down the wood front with a damp cloth on a regular basis, to remove dirt and insects, will help extend the wood's lifespan. With both metal and wooden fronts, we recommend using a cotton wool bud to clean in the grooves of the fascia. Clean the surface with warm water and a soft cloth. Rinse with clean water. Wipe dry with a soft cloth.

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## **Looking after the tethered cable and connector**

When not in use, ensure your cable is stored facing downward to ensure moisture does not corrode the connector. Ensure it is disconnected from the vehicle and be careful not to allow the cable to twist. If your cable is uncared for, or is misused, any damage to the cable is not covered by Andersen warranty.



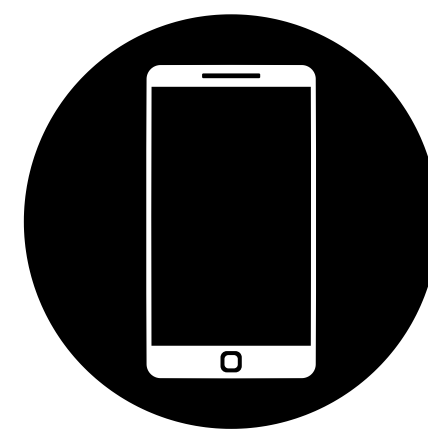
# We're here to help

## Send us an email



Ask us a question or leave  
some feedback  
[helpdesk@andersen-ev.com](mailto:helpdesk@andersen-ev.com)

## Call us



Prefer to chat?  
Mon-Fri 08:00 - 19:00  
Sat 09:00 - 14:00  
+44 (0) 1234 916125

For more information, please see the  
support section of our website

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[www.andersen-ev.com](http://www.andersen-ev.com)