Indra Smart PRO

FAQs

Be at the forefront of EV charging with
Indra's pioneering technology

INDRA

What is Smart Charging?

Smart charging is a safe and convenient way of charging your electric vehicle (EV) at times when demand for electricity is lower, for example at night, or when there is lots of renewable energy on the grid.

Smart charging is not only good for your pocket and the planet, it also helps reduce peak energy demand times on the grid.

How quickly can the Smart PRO charge?

Your charger can deliver up to 7.4kW, which is equivalent to adding around 25-30 miles of range per hour for most EVs. Your Smart PRO will start to charge your vehicle during your selected charging window.

The Smart PRO comes with a default, off-peak charging schedule, which you can change via the Indra App.

You can also override a scheduled charge to start charging immediately by using the 'Boost' button, either via the Indra App or by pressing the Boost button on the front of charger itself.

How long does it take to charge my EV?

This depends on the size of your EV's battery and also the scheduled charging window you've selected via the Indra App (or the default schedule, if you haven't changed it).

However, as an example, an EV with a 70kWh battery that is charging at the Smart PRO's maximum rate of 7.4kW will take approximately 10 hours to charge from completely flat to 100 percent (although we don't recommend letting your battery run down to flat).

What if I need my car sooner than I thought?

The boost feature lets you override any pre-set schedule to start charging your car immediately.

It is worth bearing in mind, however… that when you override your smart charging schedule, it's likely that less of the energy used will come from renewable sources.

Setting up scheduling and smart charging

Use the Indra App to set up a recurring charging schedule. You can choose regular slots throughout the week and the charger will automatically start charging during those times, as long as your EV is plugged in.

The app enables you to set the times and days/nights you want to charge and also how much energy to add (by miles, kWh or amount of money).

If you have more than one electricity tariff rate (e.g. peak and off-peak), you can set up smart charging to charge your vehicle as much as possible during your lower rate period.

Charging to 'full'

Your EV will allow you to specify how 'full' your battery will charge to, depending on your preferences. Many users choose to only charge to 80% full, for example, to help optimise the life of the battery.

Once the vehicle has reached its target 'full' point, it stops accepting any more power. Then the charger will automatically stop charging.

You can only set the 'full' point via your vehicle, not via your Indra charger. The charger will not override any settings your vehicle has in place already.

Using solar power

If you have solar panels installed at home, these can be set to supply power to your charger. The charger will take any surplus solar power that's not being used by your home, to charge your EV. Your EV will need to be plugged in for this to happen.

You may find you will only have surplus solar power during the sunnier months of the year. The surplus power needs to be higher than 6 Amps, or 1.4kW, for your vehicle to be able to use it.

If you have a charge schedule set up, your vehicle will also charge during that time window, as normal.

To use solar power when it's available, simply click on the 'Use solar' switch in the scheduling section of the app.

What do the LEDs on my charger mean?

There are two separate LED indicators on the Smart PRO. The Primary LED indicates the charger status, while the four panel LEDs highlight the charger's current mode. Each of these will illuminate a different colour and will emit a sequence of flashes that indicates the charger's current state.

LEDs relating to the primary LED light:

ALL LEDs are off

- The Smart PRO is not receiving power. It may be disconnected from the mains. Check all the switches in your (RCD) consumer unit are correctly set.

Primary LED lit, white

- A solid white LED indicates that the Smart PRO is set up and ready to go. The charger is now in smart mode and will charge based on the schedule set up in the Indra App.

Primary LED flashing, white

- The Smart PRO has successfully connected to the Internet and is almost ready to start charging. If the unit has been switched off for a long period without being connected to the Internet, then this process may take some time, please contact support for a more accurate timeframe.

Primary LED lit, blue

- The Smart PRO is in Boost mode, which is activated using your Indra App or by pressing the Boost button on the charger.

Primary LED lit, yellow

- The Smart PRO is in Solar mode and is accessing energy generated from solar panels to charge the EV. This function is activated on the Schedule menu of your Indra App. When selected, the charger will automatically use energy from your solar panels when it's available.

Primary LED flashing, blue

- The Smart PRO is processing a software update. Ensure the charger is not disconnected from the Internet or that power is removed from the unit during this process.

Primary LED lit or flashing, red

- The Smart PRO has encountered an error or a fault. Reset the charger by turning the rotary isolator switch to the 'off' position, or by resetting the main power switch in your (RCD) consumer unit. If the red light persists, then contact Customer Support.

Primary LED flashing, purple

A flashing purple light on the Smart PRO indicates that it has lost communication with the Internet or the Indra App.

○○○○ LEDs relating to the primary LED light:

4 panel LEDs are off
- If the four panel LEDs below the primary LED are off, then the Smart PRO is not connected to the EV.

4 panel LEDs are lit
With the four panel LEDs illuminated, the Smart PRO is connected to the EV and is currently in 'idle' mode, waiting to charge.

4 panel LEDs are racing downwards
- The Smart PRO is in charging mode and your EV is currently being charged.

Green when a charge is scheduled
- The Smart PRO is not currently charging, but the EV is connected and a charging session has been scheduled.

Flashing Green - Fixed Load Calibration
- The installation engineer has triggered the Fixed Calibration Load function as part of the charger's set-up process. This will only be seen by the installer during installation.

How does the tariff feature work?

The multi-rate tariff mode allows you to input your tariff details into the Indra App, allowing the Smart PRO to calculate the most cost effective charging period, The only exception to this is when the Solar Matching mode has been selected, as this will take priority over multi-rate tariff mode so that it can use free energy from the sun when it's available.

How do I 'lock' my charger?

If you want to protect your charger from people using it without your permission, you can 'lock' it using the Indra App. When the charger is locked, it cannot be used, even in Boost mode, until it's been unlocked again. Simply go into the settings section of your app and toggle the 'lock charger' switch. If your charging cable is locked in your vehicle's charging socket, you will need to disconnect the cable using your vehicle app or in-vehicle controls.

Why is my car not charging, or charging slowly?

The Smart PRO and Indra App can be used to select your preferred charging window and how to optimise a charge in this window. To do this effectively you will need to ensure you provide the details of your vehicle and electricity tariff via your app settings. As a result, your charging session might not start the moment you plug your EV in. However, if you do need an immediate charge, simply press the Boost button in the app or on the Smart PRO front panel.

What is the default schedule?

Your charger will come with a default charging schedule, as required by government legislation. This schedule is designed to reduce power demand at peak times and protect the national grid. But it might not be the best charging schedule for your needs, so we recommend you set up your own schedule once your charger is installed.

Turning off your charger

Your charger will be in standby mode when you're not using it. Standby mode uses less than 5W, which is about the same as your TV on standby. You can turn it off completely at the fuse box, but it's not necessary or recommended.

Is it safe to use in the rain?

Don't worry if it's raining outside as your charger has been carefully designed so that it's completely safe to use, whatever the weather. Our patented technology means the charger protects you from every kind of electrical risk from its use, and is even built to withstand accidental showering from a pressure washer.

How do I restart my charger?

If your charger develops a problem, you may need to do a restart, which means turning it off and on again. You can do this at your fuse box or rotary switch. Simply turn it off, wait 30 seconds, and restart.

Further FAQ's can be found at indra.co.uk/support/

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Contact us

For more information, please contact us;

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