

Indra Smart PRO

User Guide

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



Important Safety Notes



WARNING: Smart PRO charger installation must only be performed by a certified electrician who has been trained in dealing with high voltage electricity.



WARNING: Use the Smart PRO only as directed.



WARNING: Do not use the Smart PRO if it is defective, appears broken, cracked or fails to operate or is otherwise damaged. In this case, you must report the damage immediately to your original installation partner, quoting the serial number as shown on the product label.



WARNING: Do not insert any foreign objects into the Smart PRO or its charging cable.



WARNING: Do not expose the Smart PRO or its components to open flames.



WARNING: Do not expose the Smart PRO to heating equipment.



WARNING: Do not immerse the Smart PRO or its components in water or other fluids.



WARNING: The Smart PRO is not to be used by persons (including children) with reduced physical, sensory or mental capabilities; or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the device by a person responsible for their safety.



Users with implanted cardiac pacemakers or implanted cardiac defibrillators should not stand close to the unit during charging.



WARNING: Install the Smart PRO in a location that mitigates damage from flooding.



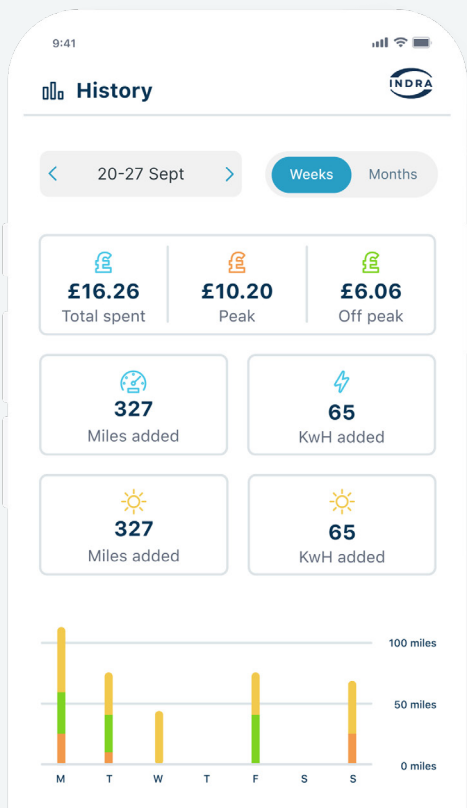
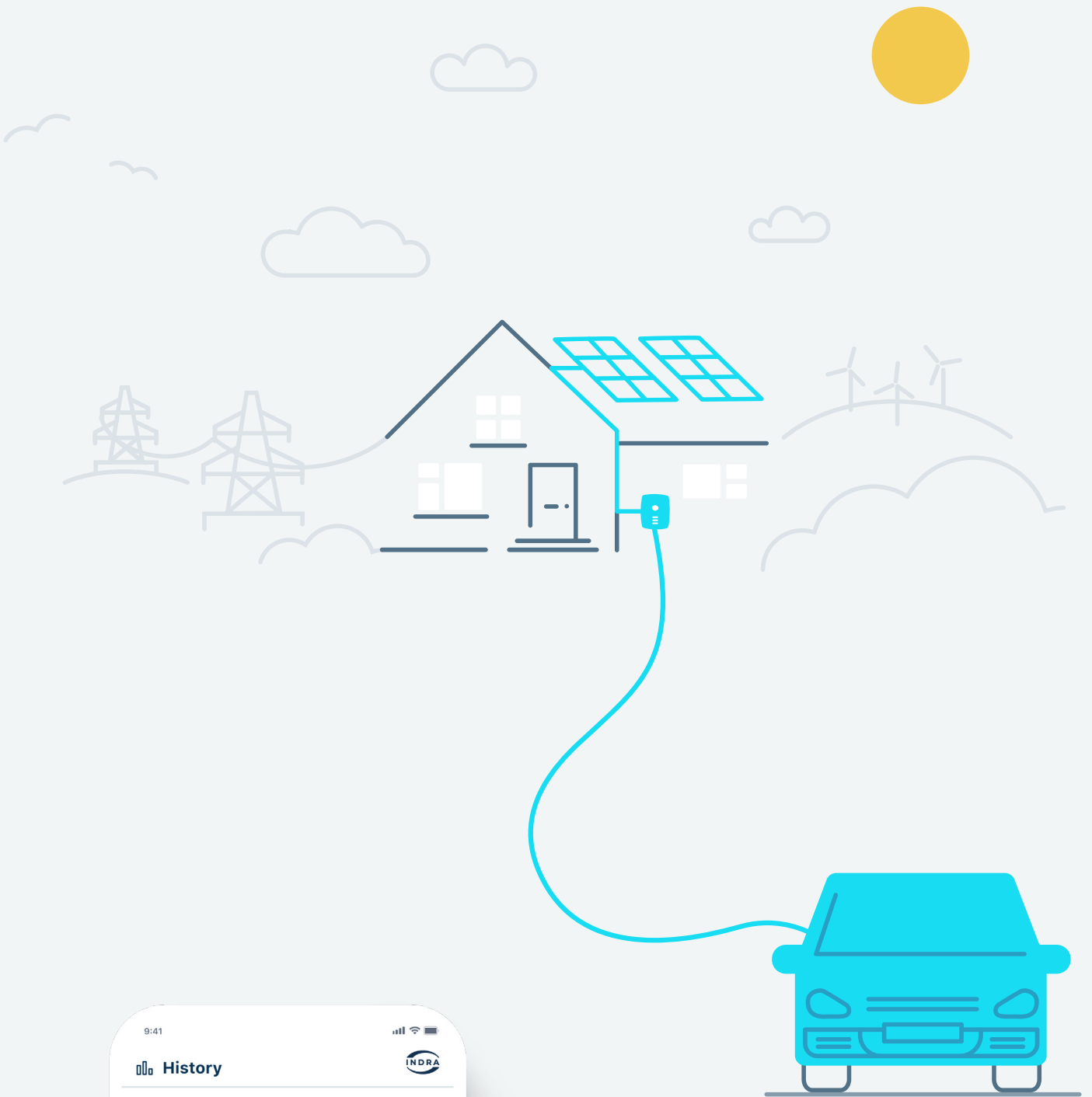
WARNING: Operating or storing the Smart PRO in temperatures outside its specified range may cause damage to the charger.



CAUTION: Ensure that no water sources are above or near the Smart PRO, such as taps or sprinklers.



CAUTION: Ensure that the charging cable is correctly and neatly stowed after use, to prevent any inadvertent tripping hazards.



Specifications

Key features



Solar
matching



Load
limiting



Load
curtailment



Ready-by
time



Earn
rewards

Electrical

Rated power	7.4kW
Charging current	6A-32A variable
Protection	6ma DC leakage detection
Standby consumption	<5W

Mechanical

Dimensions	200mm x 420mm x 130mm (WxHxD)
Weight	3.5kg
Operating Temperature	-20°C to +50°C
Operating Humidity	5% - 95%
Enclosure	Polycarbonate, IP66 rated
Protection	IK10

Compliance

CE Marked and UKCA	✓
Standards and regulations	The Electric Vehicles (Smart Charge Points) Regulations 2021, BS EN 50581, BS EN 60529, BS EN 61010-1, BS EN 61851-1, IEC 61851-21-2, IEC 61851-22, BS 7671, BS 7671 Amendment 1, G100

Controls and Indicators



- 1 Primary Status LED**
Multi-coloured, highlighting the operational state and mode
- 2 Charging Status Indication**
Four individual LEDs indicating whether the unit is disconnected from your EV, connected but idle or charging
- 3 Tethered Charging Cable**
For tethered variants, a charging cable is attached
- 4 Charging Connector Holster**
When not in use, and to prevent water ingress, the charging connector should be pushed into the unit's holster
- 5 BOOST Button**
If you need to over-ride your pre-set schedule, press BOOST on the unit or in the App to charge instantaneously at maximum rate
- 6 Integrated Cable Storage**
When not in use, simply wrap the charging cable around the unit

Welcome

Congratulations on your purchase of a Smart PRO! The Indra team hope you'll be delighted with the features, quality and user experience of the Smart PRO.

This guide covers how to get started with your Smart PRO, explains key features, troubleshooting tips and important safety and warranty information.

It is important that you read this guide carefully before using the Smart PRO, so you're completely familiar with all features and safety advice and are able to get the most from your Smart PRO.

Overview

The Smart PRO is a permanently installed electric vehicle charger providing up to 32 Amps (7.2kW) at 230V, 50Hz. There are 3 Smart PRO variants:

- Smart PRO Type 2 (170915A105) has an IEC 62196 (Type 2) tethered charging connector to be used with Type 2 socket fitted EVs;
- Smart PRO Type 2 Socket (170915A106) can be used with multiple types of charging cables, provided at least one end of the cable is fitted with an IEC 62196 male connector.

The Smart PRO works like conventional chargers, but also offers a range of smart charging modes, designed to take advantage of local generation (e.g. solar PV), variable rate tariffs (e.g. Time of Use), as well as schedule charging according to live carbon intensity of grid power. In all modes, the Smart PRO calculates the best charging schedule that gets your EV ready when you need it.

Key features



Solar
matching



Quick
Boost



House fuse
Protection



Over-the-air
updates



Charging
schedule

Downloading the Indra App

Once your Smart PRO charger has been installed, you will need to download the Indra App from your phone's App store. Alternatively scan the QR code below and follow the instructions.



When requested please scan or enter the MAC address via the QR code located on the left hand side of the charger. Please note: in some instances it may take up to 48 hours for a newly installed charger to pair with the Indra App. Should you experience any difficulties, please contact support@indra.co.uk.

Designed to assist you in getting the most out of your Smart PRO, the Indra App is intuitive to use and enables you to manage all the smart charging functionality of your PRO from the palm of your hand. Creating an account takes minutes and once signed in you will be guided through the initial set-up and details of the key smart features, including:



Smart Charging

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



Solar Power

If you have solar panels installed at home, your charger can be set up to receive power from them. The charger will take any surplus solar power that's above 1.4kW not being used by your home, to charge your EV.



Charging History

View your charging history on the app, review your usage and check if you're charging at the most efficient time.



Using Boost

Plans changed? The Smart PRO Boost feature lets you temporarily override your schedule to get your car fully charged as soon as possible.

Getting set up

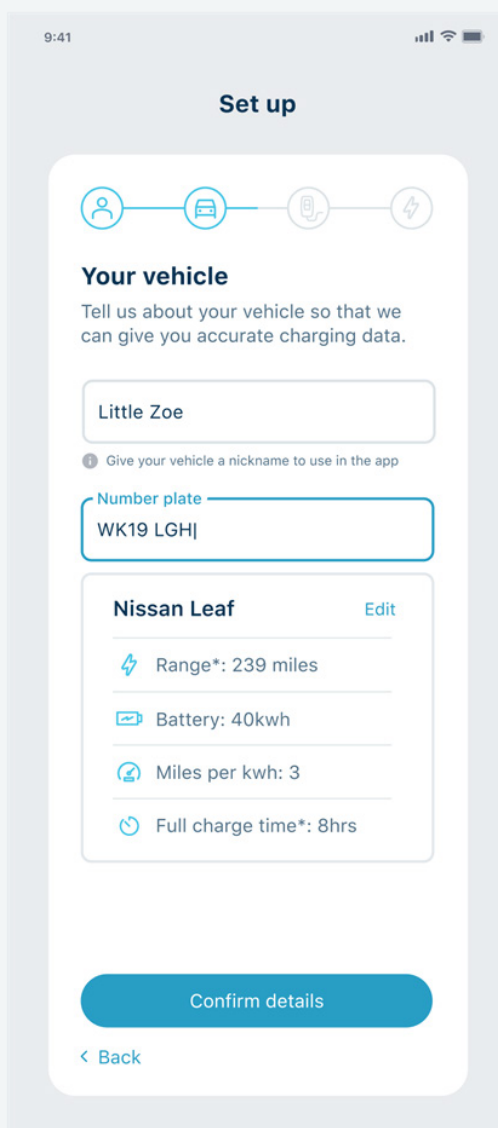
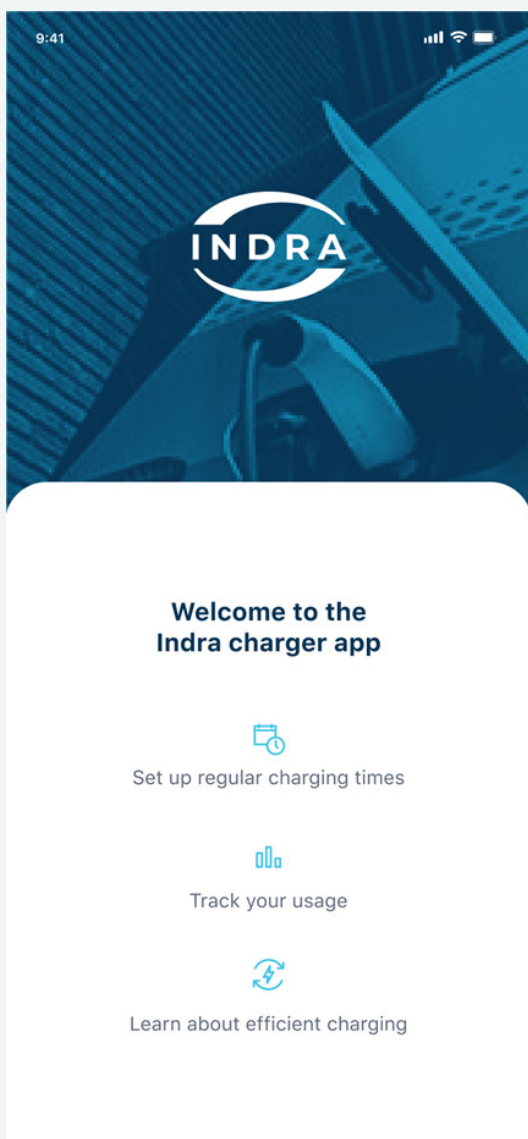
The first time you open the Indra App, you'll be asked to set up your charger. This should only take a few minutes to complete.

We'll ask you information about yourself, your EV and your electricity supplier and tariff. Having this information means we can calculate your charging times, electricity usage and spend correctly, which will enable you to optimise your smart charging. If you skip any steps in the set-up stage, you can do them later via the settings section.

You can still charge your EV without going through the set-up process, but you won't be making the most of your charger's advanced features.

Info we'll need about your EV:

- Vehicle name (the nickname you want to call it in the app)
- Numberplate (we'll use this to find out more about your vehicle, such as its make and model)



Info we'll need about your electricity supplier

Telling us about your electricity supplier and your tariff means we can help you charge at the most efficient times for you. By providing your electricity rate, we can not only calculate and show you how much you're spending, but you can also set the amount of money you want to spend on a charging session (e.g. adding £5-worth of charge to your car). We will ask you for details on:

- Who your supplier is
- Name of your tariff
- What kind of tariff you have
- What the unit (kWh) price is for your electricity
- Tariff end date (if you have one)

The screenshot shows a mobile app interface titled "Set up". At the top, there is a progress bar with four icons: a person, a car, a lightning bolt, and a plug. The first icon is highlighted. Below the progress bar, the text reads "Who is your electricity supplier?". Underneath, there is a link "Why we need this information". A grid of logos for electricity suppliers is displayed: British Gas, e.on, octopusenergy, ovo, edf, good energy, and SCOTTISHPOWER. An "Other" option is also present. At the bottom, there is a "Next step" button and "Back" and "Skip this step" links.

The screenshot shows a mobile app interface titled "Set up". At the top, there is a progress bar with four icons: a person, a car, a lightning bolt, and a plug. The third icon is highlighted. Below the progress bar, the text reads "What is your tariff called?". Underneath, there is a note: "Tariff names may vary by a few letters or number so make sure it's an exact match." and a link "Help with tariffs". A dropdown menu shows "Fix 2 Year Plus v9 Aug 2022...". Below this, there is a section titled "Your tariff" with an "Edit" link. The section displays: "Provider: British Gas", "Standard rate: Unit price: 18.09p", and "Lower rate period: Time: 04:02 - 23:00, Unit price: 40.09p". At the bottom, there is a "Next step" button and "Back" and "Skip this step" links.

Notifications

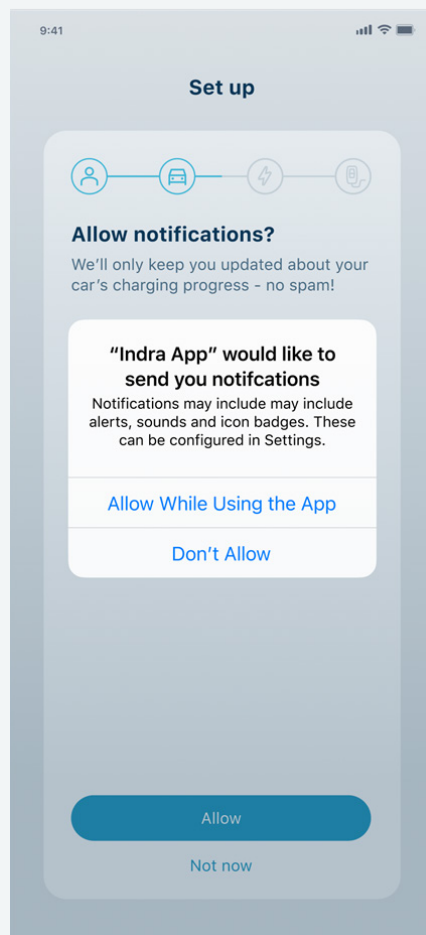
We'd like to send you notifications about your charging status. You can choose which notifications you want to receive as well as how and when you want to receive them. This is something you have complete control over, and we promise to never send you unwanted messages.

There are three types of notification:

- push notifications (which go direct to your phone)
- in-app notifications (which pop up while you're using the app)
- emails

Notifications you can choose to receive include:

- Vehicle plugged in
- Charging started
- Charging finished
- Charging error
- Charger error



Setting up scheduling and smart charging

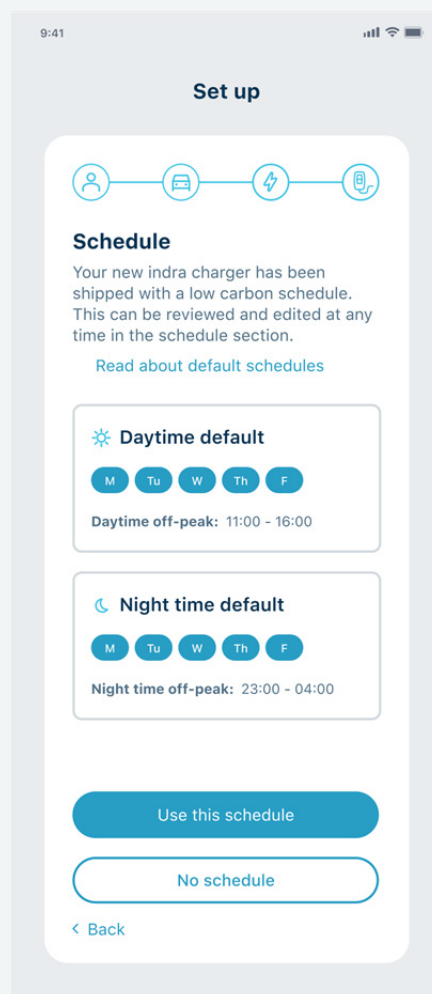
Use the Indra App to set up a regular charging schedule. You can choose regular slots throughout the week and the charger will automatically start charging during those times, as long as your EV is plugged in.

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.

Default schedules

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.



Charging Cable Stowage



NOTE: APPROPRIATE CHARGING CABLE STOWAGE IS ESSENTIAL TO PREVENT INADVERTANT TRIPS/ FALLS OR DAMAGE TO THE EV CONNECTOR

Tethered Variants (190105A101 & 190105A102)

- Disconnect the Smart PRO's connector from your EV. Seek car manufacturer guidance on how to do so, as this is often EV specific (Nissan Leaf disconnection is via the EV's key fob for example)
- Coil the long charging cable around the circumference of the Smart PRO enclosure, several times, leaving a very short tail.
- Push the male charging connector into the blank holster recess of the Smart PRO unit, so that it clips/ latches into position and is held.
- Ensure that no part of the coiled charging lead is trailing on or close to the ground.

Socketed Variant (190105A103)

- Disconnect the Smart PRO from your EV. Seek car manufacturer guidance on how to do so, as this is often EV specific (Nissan Leaf disconnection is via the EV's key fob for example)
- Remove your charging cable connector from the EV socket FIRST.
- Completely detach your charging cable from the Smart PRO unit by first pushing gently inwards towards the rear of the charger unit (this removes any pressure from the locking pin, allowing it to retract fully).
- Secondly, carefully pull downwards on your charging cable connector to remove it from the Smart PRO device.
- Coil and stow this loose cable somewhere secure, and where it won't create a trip hazard.

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 customer 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. You can set this up under 'Electricity Supplier' in your Settings menu within 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.



4 panel LEDs flashing, white

The vehicle is no longer accepting charge. It is likely that the battery is fully charged.



Leave us a Trustpilot review:



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For more information, please contact us;



Email us
support@indra.co.uk



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