

Indra Smart LUX™

User Guide

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



Important Safety Notes



WARNING: Smart LUX™ charger installation must only be performed by a certified electrician.



WARNING: Use the Smart LUX™ only as directed.



WARNING: Do not use the Smart LUX™ 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 LUX™ or its charging lead.



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



WARNING: Do not expose the Smart LUX™ to heating equipment.



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



WARNING: The Smart LUX™ 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.



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



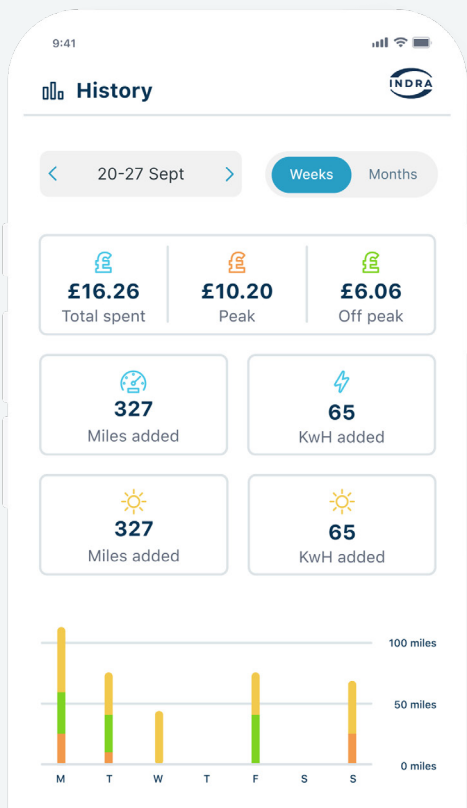
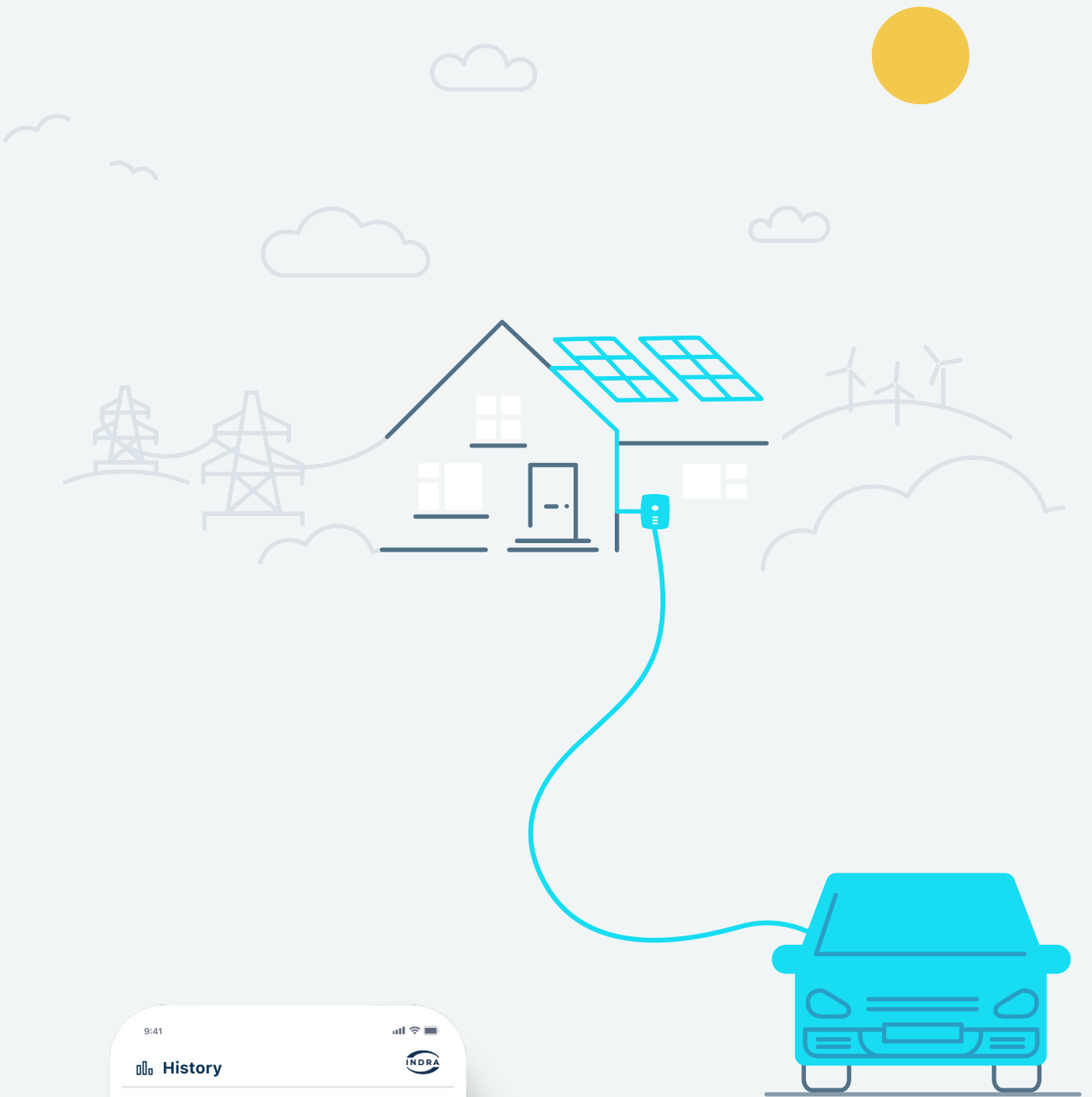
WARNING: Operating or storing the Smart LUX™ in temperatures outside its specified range may cause damage to the charger.



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



CAUTION: Ensure that the charging lead 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



Unrivalled
durability

Electrical

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

Mechanical

Dimensions	201mm x 306mm x 78mm (WxHxD)
Weight	4.0kg (with 6m charging lead)
Operating Temperature	-20°C to +50°C
Enclosure	Polycarbonate, IP67 rated
Impact Rating	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 2, G100

Controls and Indicators



- 1 Primary Status LED**
Multi-coloured, highlighting the operational state and mode
- 2 Charging Status Ascending LEDs**
Four individual LEDs indicating whether the unit is disconnected from your EV, connected but idle or charging
- 3 Turbine Indicator LEDs**
A 'halo' of LEDs complimenting the Charging Status Ascending LEDs, providing a unique lighting sequence for each charger interaction
- 4 Tethered Charging Lead**
Your charger will come with a 6m or 10m charging lead attached
- 5 BOOST Button**
If you need to override your pre-set schedule, press BOOST on the unit or in the App to charge instantaneously at maximum rate
- 6 RFID scanner**
Tap your RFID tag in the area of this icon to activate RFID functionality within your Indra App

Welcome

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

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

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

Overview

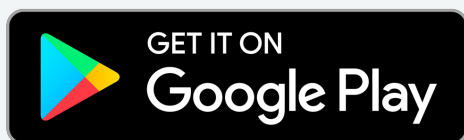
The Smart LUX™ is a permanently installed electric vehicle charger providing up to 32 Amps (7.4kW) at 230V, 50Hz. There are 8 Smart LUX™ variants:

- Smart LUX™, Type 2 Tethered, Symphony Black, 6m (SMNFGT2BL401)
- Smart LUX™, Type 2 Tethered, Symphony Black, 10m (SMNFGT2BL402)
- Smart LUX™, Type 2 Tethered, Indra White, 6m (SMNFGT2WH401)
- Smart LUX™, Type 2 Tethered, Indra White, 10m (SMNFGT2WH402)
- Smart LUX™, Type 2 Tethered, Elgar Grey, 6m (SMNFGT2GY402)
- Smart LUX™, Type 2 Tethered, Elgar Grey, 10m (SMNFGT2GY404)
- Smart LUX™, Type 2 Tethered, Malvern Stone, 6m (SMNFGT2GY401)
- Smart LUX™, Type 2 Tethered, Malvern Stone, 10m (SMNFGT2GY403)

The Smart LUX™ 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). In all modes, the Smart LUX™ calculates the best charging schedule that gets your EV ready when you need it.

Downloading the Indra App

Once your Smart LUX™ 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 LUX™, the Indra App is intuitive to use and enables you to manage all the smart charging functionality of your Smart LUX™ 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 LUX™ Boost feature lets you temporarily override your schedule to get your car fully charged as soon as possible.

Getting set up

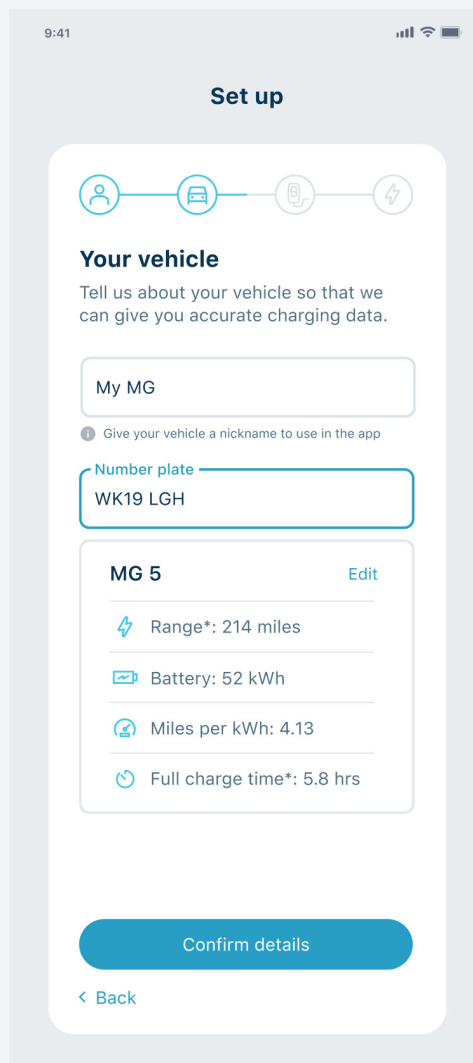
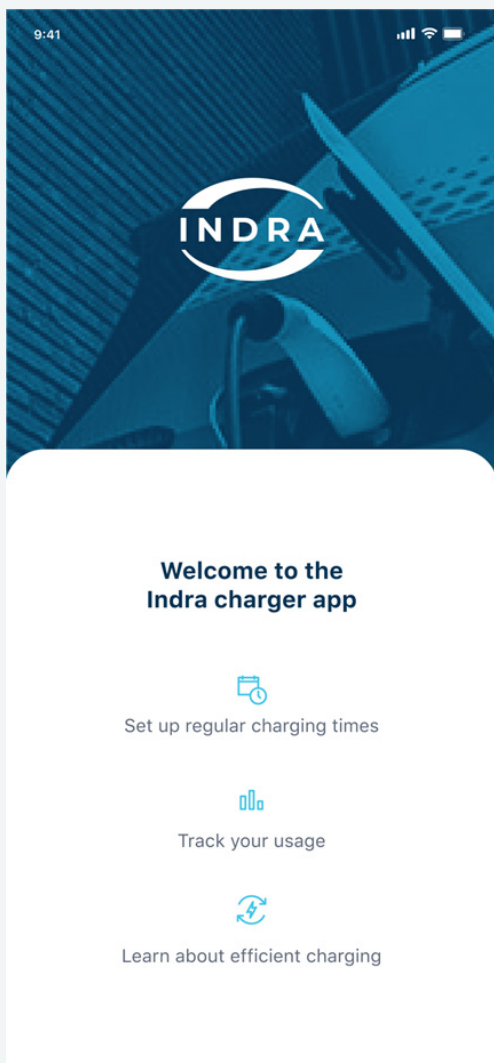
The first time you open the Indra App, you'll be asked to set up your charger. This should only take a few minutes to complete.

We'll ask you for information about yourself, your EV and your electricity supplier and tariff. Having this information means we can calculate your charging times, electricity usage and amount spent 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)
- Number plate (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 the 'Set up' screen with a progress bar at the top. The first step, 'Who is your electricity supplier?', is active. Below the title is a link 'Why we need this information'. There are eight buttons for different suppliers: British Gas, e.on, octopusenergy, ovc, EDF, good energy, SCOTTISHPOWER, and Other. A 'Next step' button is at the bottom, along with 'Back' and 'Skip this step' options.

The screenshot shows the 'Set up' screen with a progress bar at the top. The second step, 'What is your tariff called?', is active. Below the title is explanatory text and a link 'Help with tariffs'. A dropdown menu shows 'Go Faster (4H from 0130) Jul...'. Below is a 'Your tariff' section with an 'Edit' link, showing the provider as octopusenergy, a standard rate of 38.149p, and a lower rate period of 01:30 - 05:30 at 7.142p. A 'Next step' button is at the bottom, along with 'Back' and 'Skip this step' options.

Notifications

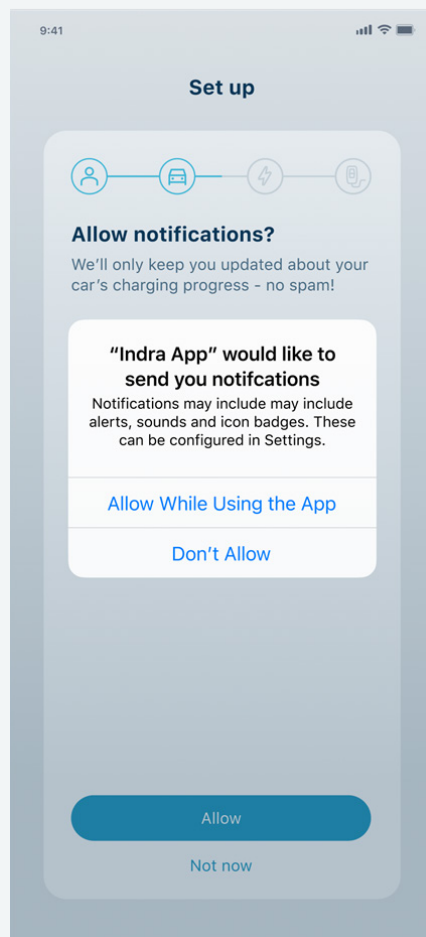
We'd like to send you notifications about your charging status. You can choose which notifications you want to receive as well as how and when you want to receive them. This is something you have complete control over, and we promise to never send you unwanted messages.

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

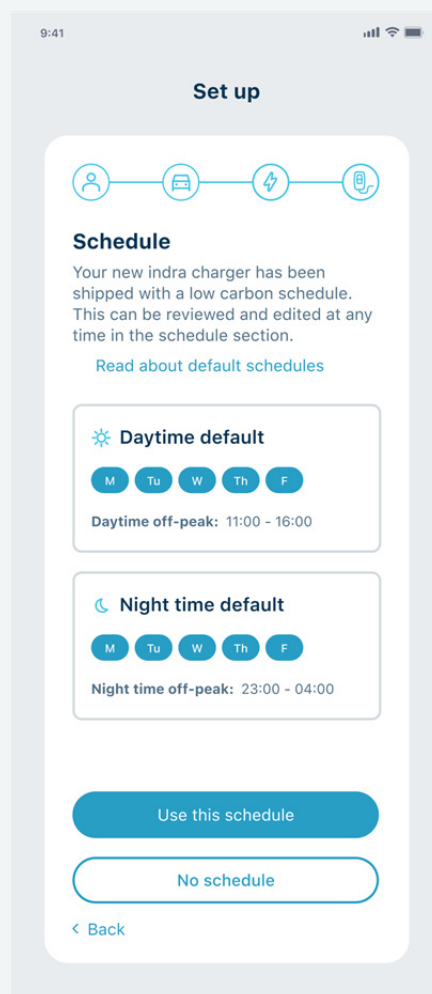
Use the Indra App to set up a regular charging schedule. You can choose regular slots throughout the week and the charger will automatically start charging during those times, as long as your EV is plugged in.

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 lead stowage



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

Tethered Variants

- We recommend that you use the charging lead hook provided with the charger when stowing your charging lead.
- Depending on the layout of your charger, you may want to fit the charging lead hook below, above or to the side of your Smart LUX™ charger.
- You can also use the top lip of the Smart LUX™ charger to wrap and store the charging lead, and it has been designed with this in mind.

Turbine lights

A unique light sequence provides a welcoming handshake and communicates the charger's status. These lights trace around the full circumference of the front panel and are visible through the turbine of the charger.

The Turbine lights can be turned off via the Indra App at any time via the settings.



What do the LEDs on my charger's front panel mean?

There are two separate LED indicators on the Smart LUX™. 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 LUX™ is not receiving power. It may be disconnected from the mains. Check all the switches in your consumer unit are correctly set.



Primary LED lit, white

A solid white LED indicates that the Smart LUX™ 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 LUX™ 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 Indra Customer Support for a more accurate timeframe.



Primary LED lit, blue

The Smart LUX™ 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 LUX™ 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 LUX™ is processing a software update. Ensure the charger is online and that no charging is taking place during this process.



Primary LED solid or flashing, red

Flashing – The charger has identified a potential fault in the supply network and has stopped charging for safety reasons. If this state endures, power cycle the charger by turning it off at the consumer unit then back on after a few minutes. If the charger continues to flash red then call Indra Customer Support on (+44) 01684 770 631.

Solid Red – the charger has detected an error. Power cycle the charger by turning it off at the consumer unit then back on after a few minutes. If the RED light continues to display the call Indra Customer Support on (+44) 01684 770 631.



Primary LED flashing, purple

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



○○○○○ Charging Status Ascending LEDs:



4 panel LEDs are off

If the four panel LEDs below the primary LED are off, then the Smart LUX™ is not connected to the EV.



4 panel LEDs are lit

With the four panel LEDs illuminated, the Smart LUX™ is connected to the EV and is currently in 'idle' mode, waiting to charge.



4 panel LEDs are racing downwards

The Smart LUX™ is in charging mode and your EV is currently being charged.



Green when a charge is scheduled

The Smart LUX™ 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



Call us:
(+44) 01684 770 631



Online support
[www.indra.co.uk/
support](http://www.indra.co.uk/support)