



**ELECTRIC  
NATION**  
VEHICLE TO GRID

# WALLBOX QUASAR USER APP INSTRUCTIONS

VERSION 1.0 - REVISED JANUARY 2021

The document contains important information for customers regarding the Electric Nation Vehicle to Grid Project.

Please read this document carefully in full to ensure you understand the Project V2G charger (Wallbox Quasar) smartphone app user instructions for setting up and connecting with the charger.

Further project information can be found at [www.electricnation.org.uk](http://www.electricnation.org.uk)

# DOCUMENT OVERVIEW

- As your project installer has scheduled your installation day with you, you are now ready to download the Wallbox (V2G charger) smartphone App which allows you to view the history of your charger cycles, schedule your charging via the app and, on installation day, set the configuration setting of your Quasar so it is able to export (instructions on how to complete this setting is below – this MUST be completed to participate in the trial).
- This Document also outlines some basic instructions to get your started with using the Wallbox App.
- As we approach the start of the one-year operational trial period, CrowdCharge will be in touch to explain how to connect the CrowdCharge platform to your charger. This will allow you to begin earning rewards through CrowdCharge, as detailed in the your End-User Energy Proposition Information Document that you previously received and signed your acceptance of.

## PROJECT HARDWARE SUPPORT OVERVIEW

As this is an innovation trial with state of the art hardware, we are expecting a few bumps in the road, but we hope you will remain patient with us and know that we will sort out any issue in the most effective and efficient way we can

You can find further information regarding the Project Support Process in the document [here](#).

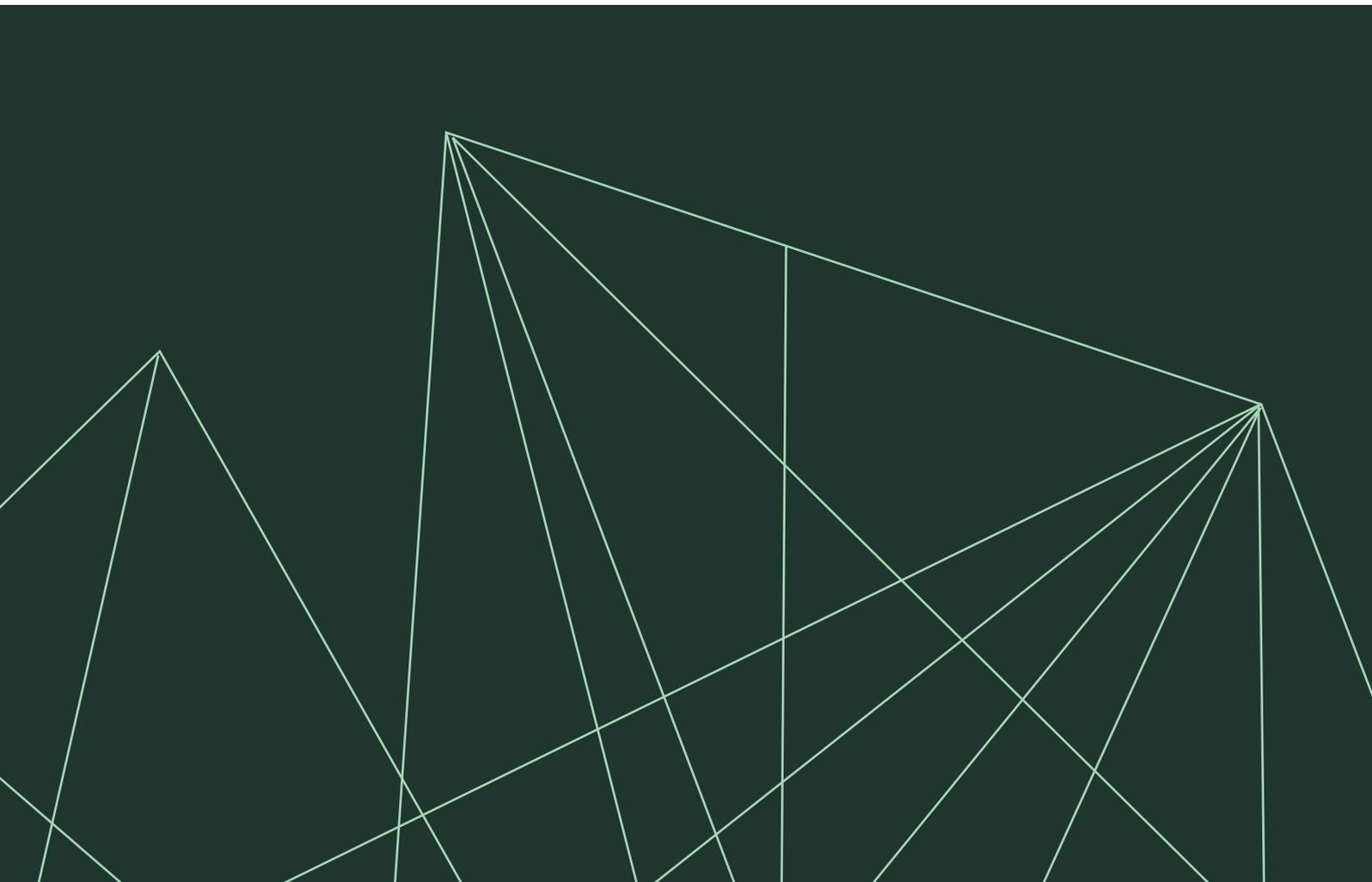
**As a project participant we appreciate your patience, understanding and effort in helping us fix any faults you may encounter with the project hardware**

**Note:** CrowdCharge can monitor the Project Hardware via our platform and determine if your charger has faulted and not charged your vehicle



# PRE-TRIAL GUIDANCE AND NISSAN BATTERY WARRANTY

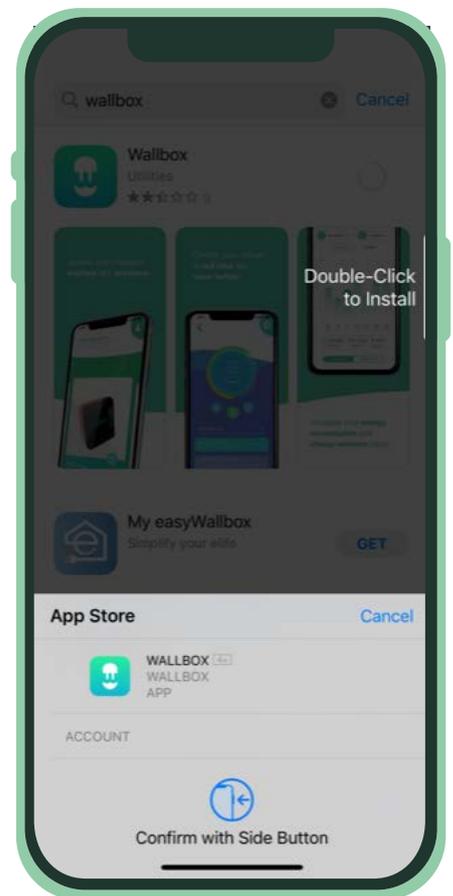
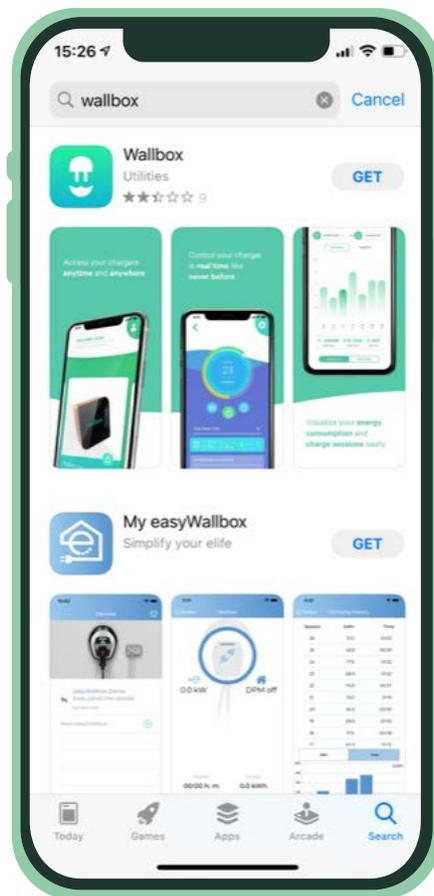
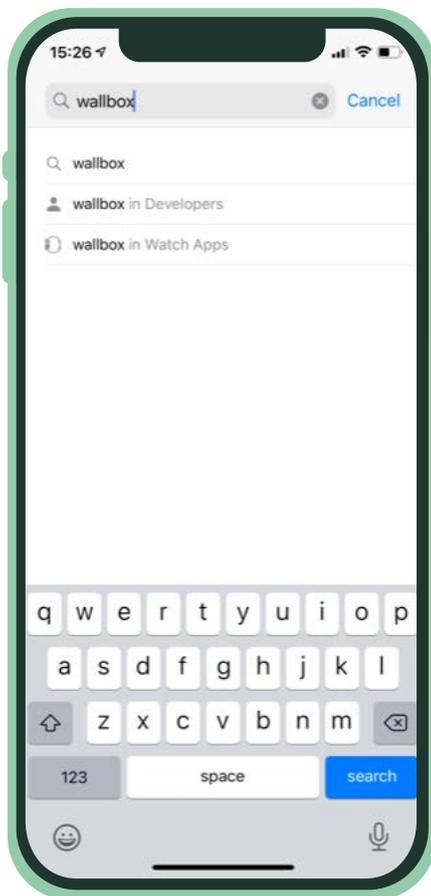
- CrowdCharge recommend *not* to initiate exporting from your EV battery.
- CrowdCharge will *not* be operating your project hardware until the initial baselining phase has been completed. This phase immediately occurs at the start of the one-year trial to measure your baseline charging activity prior to smart scheduling. As we approach the trial start CrowdCharge will be back in touch with you to explain the trial phases in detail and next steps.
- Therefore any exporting from your EV battery that you decide to initiate via the Wallbox app is at your own risk. Risks may include incurred energy costs and may adversely affect your Nissan battery warranty.
- CrowdCharge will *not* be held responsible for any breach to your Nissan EV battery warranty if you decide to initiate export via the Wallbox app.
- CrowdCharge only takes responsibility *during* the operational trial for assuring the CrowdCharge charging schedules will not adversely affect your Nissan EV battery warranty.



# PRE-INSTALLATION DAY INSTRUCTIONS

## Step 1: Wallbox App download instructions

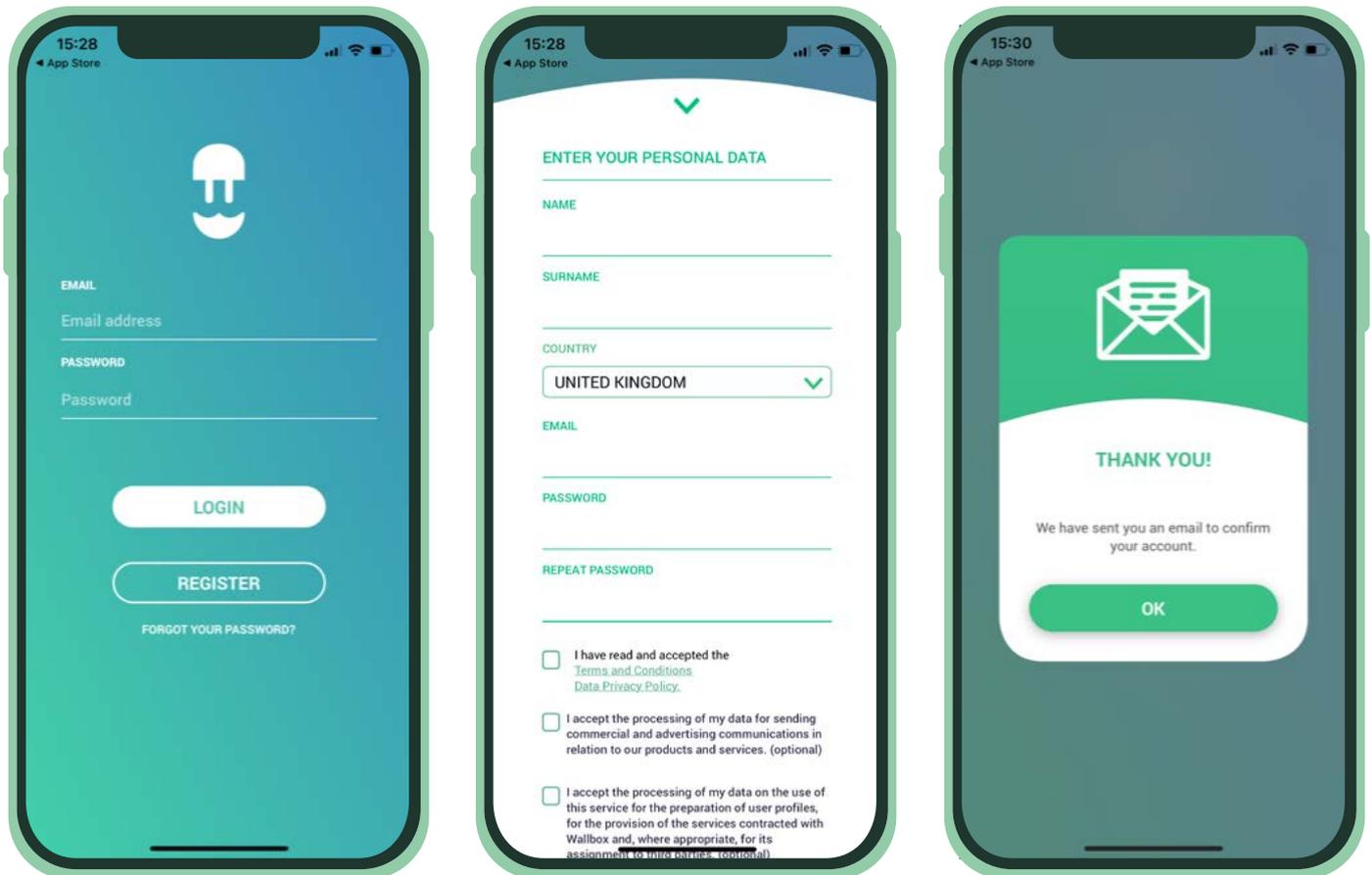
- Please complete the following instructions now in preparation for your charger installation day:
1. On your smartphone, please head to either
    - The **'App Store'** for Apple customers
    - Or the **'Play Store'** for Android users
  2. Search for **'Wallbox'** and **download** this app.



# PRE-INSTALLATION DAY INSTRUCTIONS CONTINUED...

## **Step 1: Wallbox App download instructions continued**

3. Open the app and register by entering your details. You will be sent an email to verify your email. Make sure to check your junk inbox!



# PRE-INSTALLATION DAY INSTRUCTIONS CONTINUED...

## Step 1: Wallbox App download instructions continued

4. Once you have logged in, select the profile picture in the top right-hand corner and ensure all your **personal details** have been input correctly.
5. The Wallbox smartphone app is now set up and ready to pair with your charger on installation day once you have the serial number of your new charger.



# ON INSTALLATION DAY INSTRUCTIONS

## **Step 2: On your Wallbox Quasar installation day user app instructions**

- On installation day once your Wallbox Quasar charger has been installed, you will now be able to link your charger with your Wallbox smartphone App Account. *This will allow you to view your charge cycle history and schedule your charging.*
- Your installer can help you link your charger to your smartphone app, so please do ask and they will be happy to help.

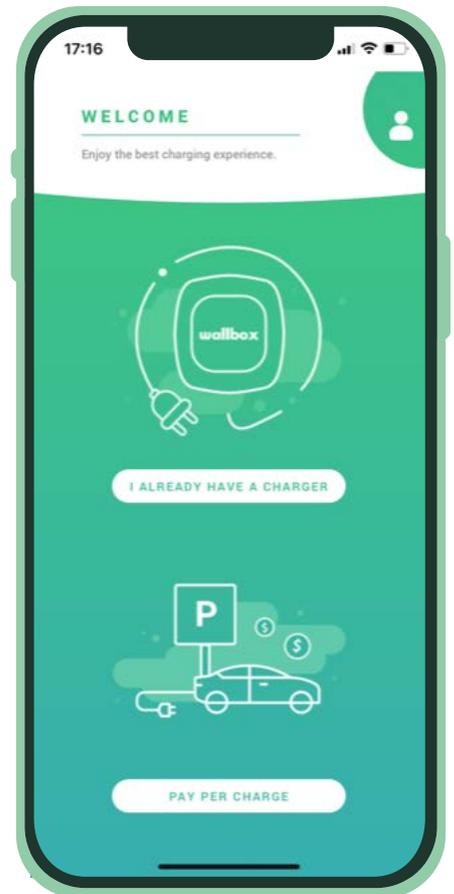
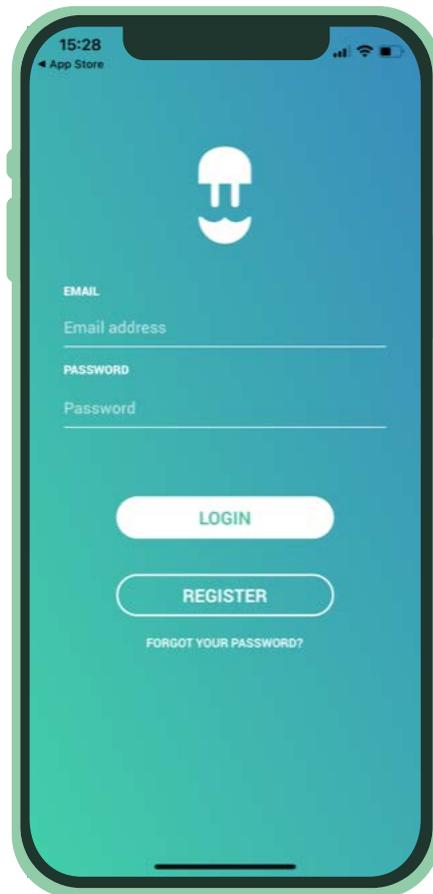
*Note: These instructions assume you have already downloaded and created an Account using the 'Register' button in the Wallbox smartphone App. If you have not completed this yet, please do so by following the instructions outlined in [Step 1 now](#).*



# ON INSTALLATION DAY INSTRUCTIONS CONTINUED...

**To link your Wallbox user app and charger, please complete the following instructions on your charger installation day:**

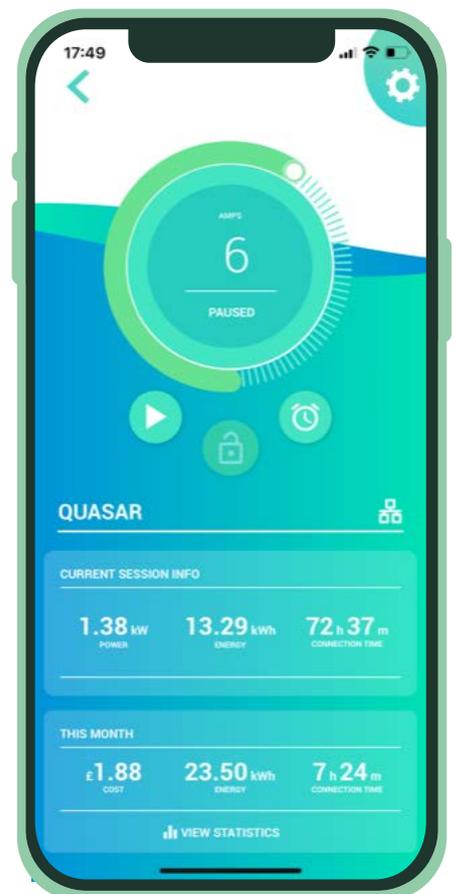
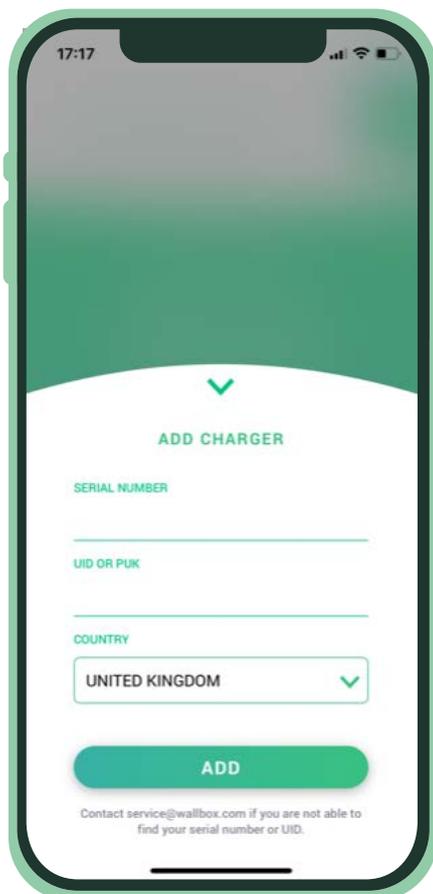
1. Open the '**Wallbox**' smartphone app on your phone & login to your account.
2. On the Homepage, select '**I already have a charger**'.



# ON INSTALLATION DAY INSTRUCTIONS CONTINUED...

## To link your charger, please complete the following instructions continued:

- When prompted type in the **Serial Number** and the **UID or PUK**. This information can be found on the charger's installation manual and on the label on the outer surface of the charger. Then click **'Add'**.
- Your Wallbox app home screen will then display the following information about the charger:
  - **Charger name:** by default, the charger's Serial Number is displayed. However, it is possible to edit it.
  - **Current connection type:** An icon appears showing the internet connection type, these are: WiFi, 3G/4G and Ethernet. Bluetooth connection is only displayed when the charger is on and nearby.
  - **Charger status:** If it is grey, the charger is unreachable, otherwise it will be green.

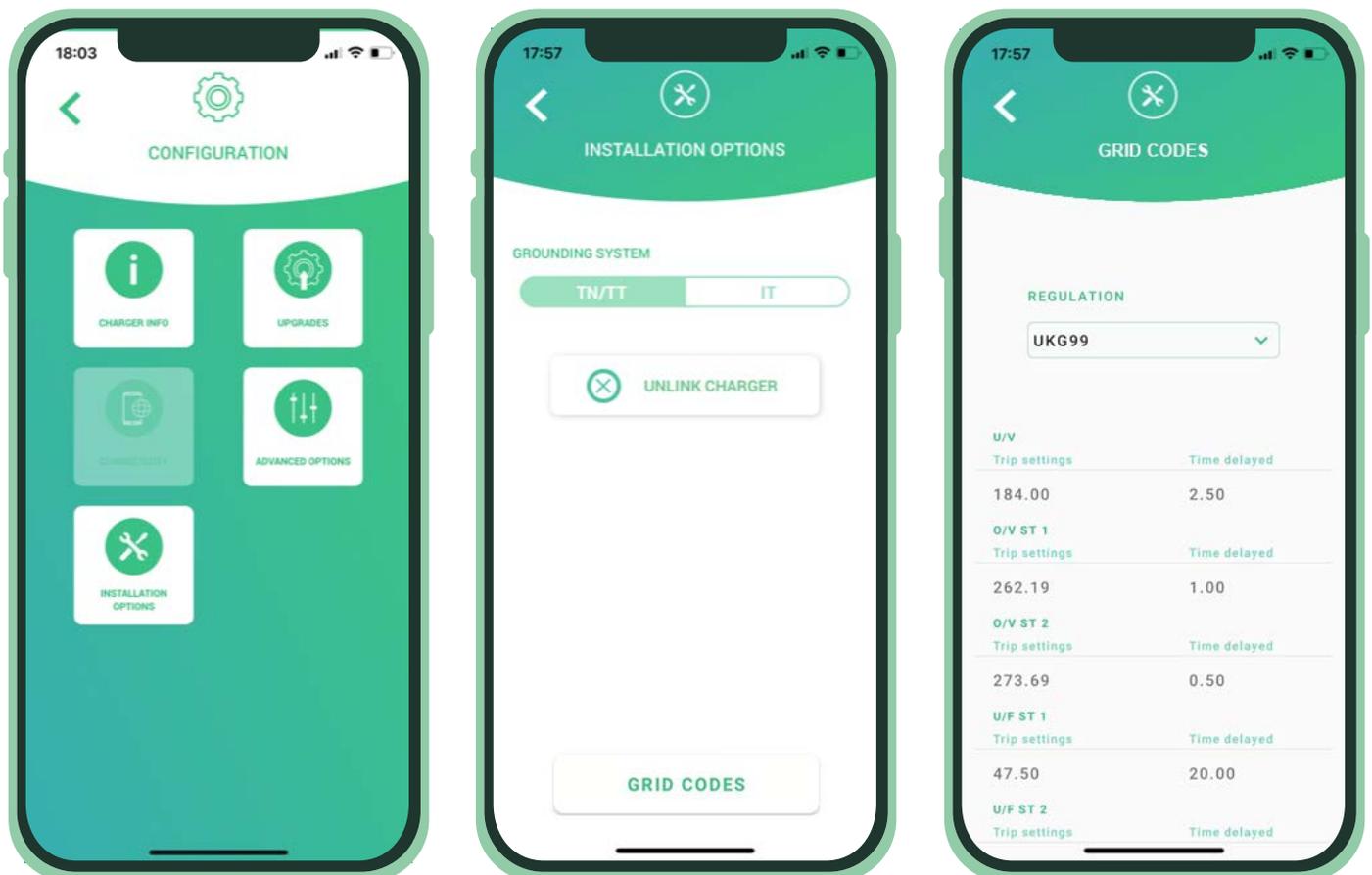


# ON INSTALLATION DAY INSTRUCTIONS CONTINUED...

**To link your charger, please complete the following instructions continued:**

5. Once the charger information is displayed on your home screen:
  - Click on the Wallbox Quasar **charger** which you added to access it
  - Then click the '**configuration cog**' in the top right hand corner of the screen
  - Select '**Installation Options**' from the menu options
  - Then select '**Grid Codes**' to open the screen options and set **Regulation** to the code '**UKG99**', as shown below. This will allow your charger to export and is a requirement of your participation in the trial.

*Your installer will also be able to assist with setting this 'UKG99' Grid Code. Please ask and they will be happy to help.*



**For more information on the Project visit: [electricnation.org.uk](https://electricnation.org.uk)**

*Electric Nation Vehicle to Grid is the customer facing brand of Electric Nation PoweredUp, a Western Power Distribution (WPD) and Network Innovation Allowance funded project. WPDs collaboration partner in the project is CrowdCharge.*