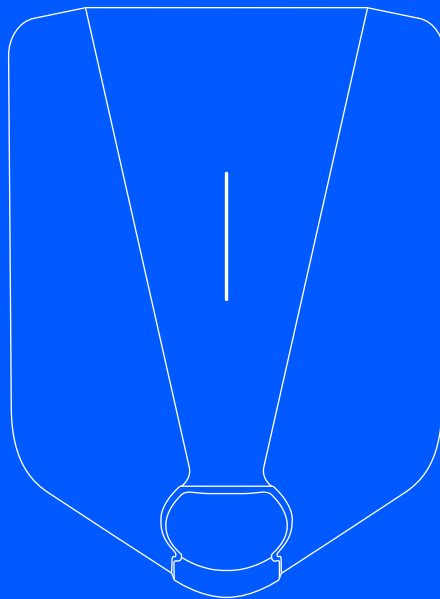


easee



EN User guide

Easee One

How do I charge?

Read the Important product information guide in the product packaging or at easee.com/manuals before using the product.

Installation of the product requires a mobile device with internet connection. Operation of the product does not require internet connection. If the product does not have access to the internet, it will not be possible to use either the cloud connection or remote access.

Make sure that the following requirements are met before using the charger:

- The product and its electrical connection has been installed by an authorised electrician according to the Installer guide in accordance with local regulations.
 - The charger is properly configured.
 - The software is up to date (see the [Charger Interface](#)).
 - If you have set up access control, unlock it by using a registered RFID tag (see the [Features](#)) or disable it from the Easee App.
1. Check the charging cable and connector for damage and impurities such as foreign objects and water ingress before charging.
 2. Connect the charging cable to the charger first, and then your electric car. The charging process starts and adapts automatically to the electric car and the available energy at any time according to the configuration.

If the car does not start charging, check that charging is activated in your car and that the connectors are properly plugged in. If charging still does not start, check what might be the cause in the [Charger Interface](#) section.

Smart charging

Some operators offer smart charging which will delay charging to a suitable point in time, often tied to electricity price or similar mechanisms. When Smart charging is active the LED strip is lit blue, charging will not start until the operators criteria for charging is met. Contact you operator to know more and to find out if they offer this service.

Data protection

Upon Installation and connection to the internet, as an IoT device Easee chargers automatically share data with the Easee cloud (owned by Easee). This makes sure that Easee monitors the charger safety, security, and stability during its lifetime. As a result, some personal data, such as usage patterns, site configurations, and device identifiers, will be processed to provide the smart functionalities of the charger. By using our chargers, you agree to the collection and processing of some personal data in line with our privacy policy and any applicable data protection laws. If data transfer to the Easee cloud is not desired, we advise users to stop using Easee chargers immediately. For more information, please see Easee Privacy Policy (<https://easee.com/en/privacy/>), available on our website.

Apps and interfaces

Easee App

The Easee App gives full control and status over your charger. It's intended for everyday use of your Easee products, through the Easee Cloud.

To download the app, scan the QR code or go to:

easee.com/app



Bluetooth interface

The Bluetooth connection can be used to operate the charger when no internet is available.

Read more about the Bluetooth interface at:

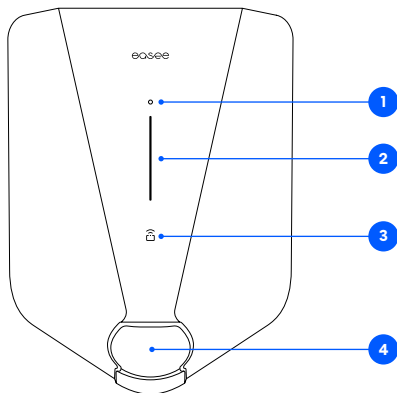
easee.com/support/bt

Easee Portal

The Easee Portal is a tool intended for administration of one or several Easee sites. The Portal is mainly intended for site owners, installers, administrators, service providers and people who need to manage several products and sites from one interface.

Go to support.easee.com for more information on our interfaces.

Features



1. **Touch button:** The touch button is used to activate Bluetooth. Bluetooth connection in the app allows for local operation of the charger when no internet is available. Read more about the Bluetooth connection at: [easee.com/support/bt](https://www.easee.com/support/bt)
2. **Light strip:** The light strip communicates the status of the charger at all times. (See [Charger Interface](#)).
3. **RFID area:** The integrated RFID reader enables access control of the charger and identification of different users. You can use it to unlock the charger with an Easee Key. Check our knowledge base at support.easee.com for more details on how to add and manage your Easee Keys.
4. **Type 2 socket:** The Type 2 socket is completely universal and allows you to charge any type of electric vehicle using the appropriate charging cable. Furthermore, it is possible to permanently lock the charging cable, so you do not have to worry about it being stolen.

NOTE: Adaptors should not be used on the charger or the charging cable. The charging cable must have appropriate sockets on each end.

Charger interface

Light description	Status
White - constant light, only at the bottom 2 LEDs - master unit / 1 LED - secondary units	Standby
White - constant light	Car connected
White - pulsating light	Charging in progress
Blue - constant light	Smart charging enabled (car connected)
Blue - pulsating light	Smart charging in progress
At startup, the LEDs turn on one by one. When the charger is updating, one or more LEDs will flash green while this is in progress.	Updating software (updating can take up to 30 minutes) NOTICE! The car must be disconnected before a software update can be completed.
White - flashing light	Waiting for authentication by an RFID tag. Hold the RFID tag against the RFID area of the charger in order to authenticate and initiate the charging.
White - fast flashing light	RFID-tag received (awaiting key verification)
Red - flashing light, with warning sounds	⚠ WARNING Critical error! Turn off the power and remove the charging cable from the charger. The power can then be turned back on if necessary. The flashing red light will continue, but the warning sound will stop when the charging cable is disconnected. The charger is blocked from further use. Contact customer support.
Red - flashing light	⚠ WARNING Critical error! The charger is blocked from further use, and cannot be reset. Contact customer support.
Red - constant light	General error. Unplug the charging cable and replug it to the charger. If the red light persists, check the Easee App or our knowledge base ¹ for further information.
Red - constant light, with warning sounds	Broken PEN lead detected or wires are connected incorrectly. Consult an authorised electrician.

¹Easee public knowledge base can be found at support.easee.com.

Light description	Status
Red - pulsating light	The charger has measured an abnormal temperature and has entered in safe mode. The charger is blocked from further use. Contact customer support.
White - flashing light, only at the bottom	The charger is searching for its master unit. Please check the status of the master unit. For further information, please check our knowledge base ¹ .
Yellow - flashing light, only at the bottom	The charger is waiting to be configured. Consult an authorised electrician.

¹Easee public knowledge base can be found at support.easee.com.

Maintenance

General maintenance

- Ensure that the charger does not have any signs of mechanical damage.
- Visually inspect the Type 2 socket for wear and tear at regular intervals according to local regulations. If the pins are discoloured or damaged, please contact your authorised electrician.
- It is recommended that the chargeberry be removed to inspect the backplate and chargeberry pins for any signs of damage. Periodically re-inserting the chargeberry can also help ensure optimal contact between the backplate and power pins.
NOTE: Check local regulations before removing the chargeberry, as this action may be prohibited for unlicensed professionals in some areas.

Cleaning

The product does not require cleaning to operate properly. Nevertheless, if the product needs to be cleaned for cosmetic reasons, this is possible.

- Use a damp cloth and an all-purpose household cleaner. Avoid using strong chemicals that contain oil or alcohol, as this will discolour the plastic.
- Do not use running water or high pressure water jets.
- Do not clean the product while charging.

Repair

If your charger needs to be repaired, please contact your Easee supplier.

Returns and complaints

Contact Easee Customer Support regarding the return and complaint of your product.

Customer support

Download the latest manuals, find answers to frequently asked questions and useful documents and videos for your product at support.easee.com.

Practical details

Warranty

The device is free from material defects and is in accordance with laws and regulations for consumer protection in the country where the product is purchased. All correctly installed Easee hardware is covered by our 3 years* limited warranty. If your charger needs to be repaired within this warranty period, please contact your Easee supplier. Further information can be found at support.easee.com.

*Some countries may have extended warranty.

Contact details

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Vassbotnen 23
4033 Stavanger, Norway
Org. nr: 920 292 046

You can find additional contact details for your country at easee.com.

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