myenergi

Tamper Retrofit Installation Guide

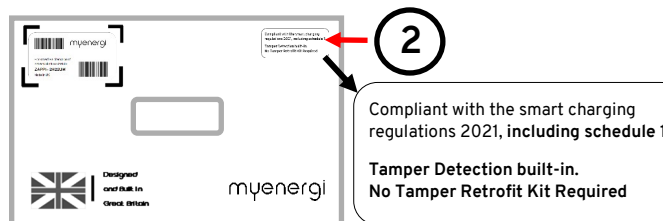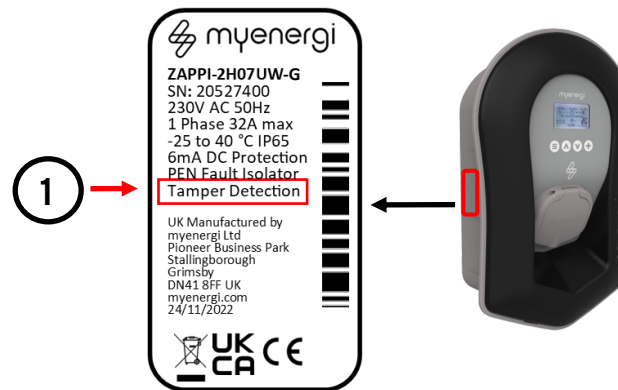For use with zappi built between May 2022 and November 2022 (Serial Numbers starting with a 2)

Prefer a video? Scan the QR on the back of this guide

1. Check if your zappi needs this kit

You need to install this retrofit kit if you're installing a zappi, in England, Scotland or Wales, **without** a tamper detection device, on or after 30th December 2022.

a) You can identify whether the zappi has in-built tamper detection by either, looking at the rating plate on the zappi for the words "Tamper Detection" (1) or by a label on the box also indicates whether tamper is already built-in (2).

b) This kit is not suitable for models that have a serial number starting with 1.

See figures 1 and 2 below

2. Install Tamper Board

⚠️ **WARNING!**

Ensure zappi **is safely isolated before performing these steps. The tamper detection board is electro-static-sensitive. Hold it by the edges. We would advise touching something earthed before handling the board**
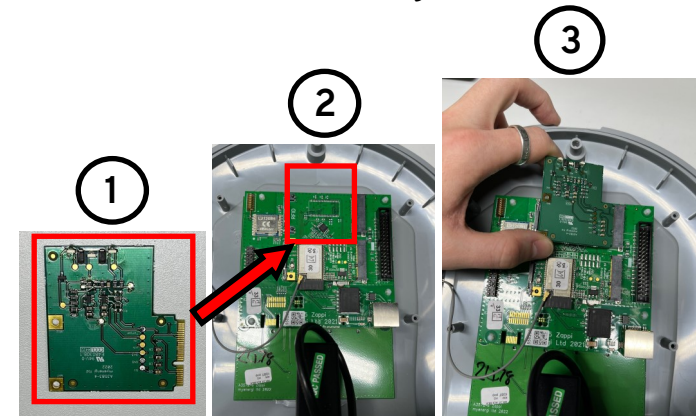
Step 1: Isolate the device, if required.

Step 2: Remove fascia and front of enclosure.

NOTICE

For more detailed instruction on removing the fascia and cover refer to zappi Installation Manual.

Step 3: <u>Holding it by the edges</u>, take the Tamper Board (1) and insert onto the CPU board (2), located on the back of the enclosure cover, as shown on the image below (3).

Step 4: Now, continue installing the zappi as you usually would, following the Installation Manual, ensuring the **front cover is securely in place before powering up.**

NOTICE

zappi requires an internet connection for next steps.

3. **Update** firmware

Once tamper board is fitted, a firmware update is required to make this device compliant with the UK Government's Electric Vehicle (Smart Charge Points) Regulations 2021.

Step 1: Power up the zappi as you usually would, following the Installation Manual. This must include connection to the internet.

Step 2: Update the firmware on the device by navigating to,

 "Main Menu" > "Other Settings" > "Download Firmware"

Step 3: The available update of the latest firmware will show on the display. Select to start the download.

Step 4: Once downloaded, in the same menu, select "Install" to install the firmware.

4. **Setup** zappi

Refer to zappi Installation Manual for instructions on setting up your device and pairing to any existing myenergi devices.

Scan the QR Code to view the zappi
Installation Manual.

5. **Check** Tamper

1. In the device menu, navigate to;

"Other Settings" > "Advanced" > "System" > "Tamper Detection"

```
    TAMPER DETECTION
Hardware Fitted
Status:      Lid Closed
Last Event:
26/09/22         11:19:21

Ptr: 00000
--/--/--         --:--:--
```

2. Look for the words "Hardware Fitted". This means the tamper has been detected by the zappi.

3. If you see the words "Hardware Not Fitted", see Troubleshooting below before contacting our Technical Support.

Troubleshooting

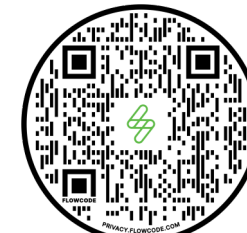If tamper is not detected at set-up or tamper detection fault code displays:

1. Ensure the front cover is properly fitted and cycle the power.

2. If the problem persists, please contact Technical support.

Technical Support

If you experience any issues, during or post installation, please contact our technical support team by scanning the QR Code below.

Please contact us directly for the quickest solution.

Prefer a video?
Scan the QR above