



# One

## EN Installation & Setup Guide

[support.volttime.com](https://support.volttime.com)

V2025-10-27



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# Introduction

For all manuals in different languages, specifications and firmwares, visit [volttime.com/downloads/one](https://volttime.com/downloads/one) or scan:



For our conformity documentation, visit [volttime.com/downloads/conformity/one](https://volttime.com/downloads/conformity/one).

For help and troubleshooting, visit [support.volttime.com](https://support.volttime.com).

This installation and setup guide includes:

- Mounting and wiring up One
- Configure the product
- Screen status description

*To install and configure a One, a smartphone with an internet connection is required as well as an internet source connected to the charger (Ethernet or WiFi).*

## WARNINGS AND CAUTIONS



Whenever a condition, hazard or unsafe practice can result in serious personal injury or death, a **WARNING** will be indicated.

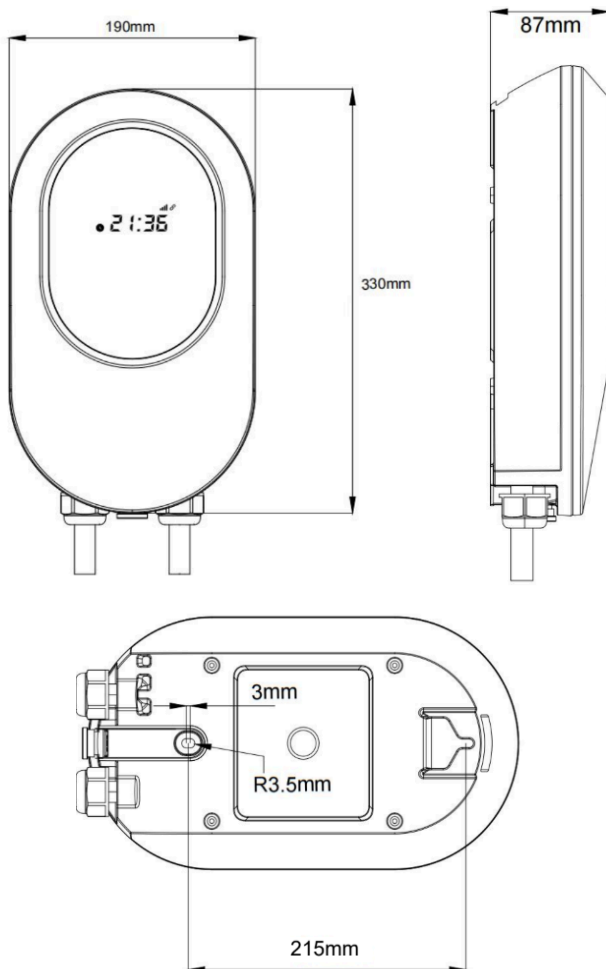


**WARNING:** Volt Time stipulates that the installation as well as all maintenance or reparation on this product must be performed by a certified electrician. All applicable local, regional and national regulations for electrical installations must be followed.



# Product overview

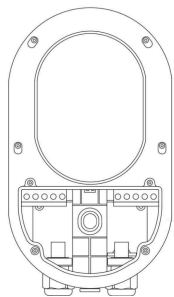
## *Charger dimensions*



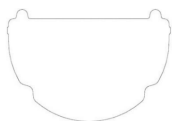


*Box contents*

**#1:**  
1x Charger unit



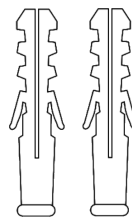
**#2:**  
1x Electrical compartment cover



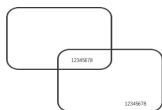
**#3:**  
2x Screws (M6x70mm) (+2 spares)



**#4:**  
2x Wall Plugs (M12x57mm) (+2 spares)



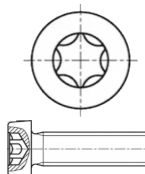
**#5:**  
2x RFID Tag



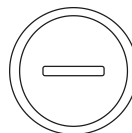
**#6:**  
1x Drill hole diagram



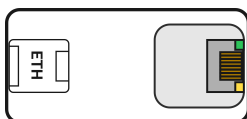
**#7:**  
2x Screws (T20) for electrical compartment



**#8:**  
1x Dummy plug (M32)



**#9:**  
1x RJ45 break-out board





# Before installation

The following prerequisites are mandatory to fully commission the product:

- A mobile device with internet connection.
- The installation app on a mobile device.
- The product with an internet connection.
- **!** **Requires** a CAT5(e) ethernet or WiFi 2.4GHz connection for internet.
- Upstream Circuit Breaker and RCD Type A (30mA).

## Optimal charging

*For an optimal charging experience the following is recommended:*

- To prevent main fuse overload, we recommend our Wireless Load Management module. It dynamically adjusts the maximum charging current and enables surplus solar charging with the license.
- Always use the largest available cable cross-section. (max 10mm<sup>2</sup>).



**CAUTION:** The grid type (IT, TN, TT) as well as cable-cross sections should be determined by the electrician before installing the product.



**CAUTION:** If the charger is placed outdoors, it is recommended that the charging cable connector remains shielded from the weather. The rubber cap that is included will **not** protect against water ingress and must be removed if the charger is placed outdoors. **A Volt Time Cable Holder is highly recommended** which is available through the Volt Time retailer network.



# Installation

**WARNING:** Prior to the installation of the product, the power supply must be switched off. Make sure to follow this manual closely and with extreme caution.

The instructions and procedures discussed in this manual must be followed and applied at all times, or else it will result in an invalidated installation. This will cause Volt Time B.V. to waive all liability and claims for compensation.

Installations and maintenance on this product must only be performed by qualified and authorised personnel. Any technical support or repairs on the product must be executed by Volt Time or a pre-approved Volt Time certified company.

All applicable local, regional and national laws and regulations must be adhered to at all times.

Do **not** install or use the product in case of damage as it can lead to unsafe or hazardous conditions which may result in electrical shock or (potentially fatal) injury.

Avoid placing the product in a location exposed to direct sunlight or extreme weather/temperature conditions.





# Installing the App

1. Scan the QR code to download the installation app and create a free account.
2. Log in with your (newly created) Installer account.



**CAUTION:** It is not possible to commission a One charger without using the installation app. The charger will remain “unconfigured” and unusable until you use the Installer app.



Or go to <https://volttime.com/installer> to install the installation app on your mobile device.



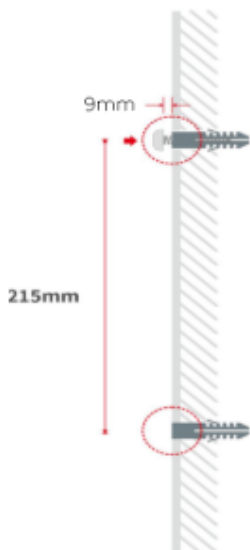


# Mounting (level wall)

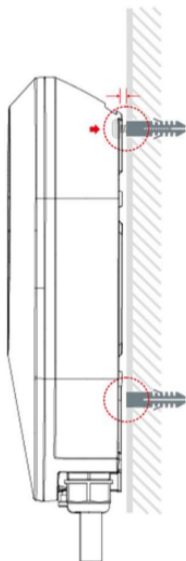
These instructions are for **wall mounting**. When mounting on a Volt Time Mounting Pole, please refer to the [Installation Guide Mounting Pole and Base](#) manual.

1. Drill two Ø12mm holes vertically (level) 215mm apart. Insert the plugs.
2. Insert the first screw in the top plug, leaving 9mm of space. Please use a PH3 tool to insert the screws.
3. Hang the charger around the top screw. Level it.
4. Fasten the second screw through the hole in the charger.

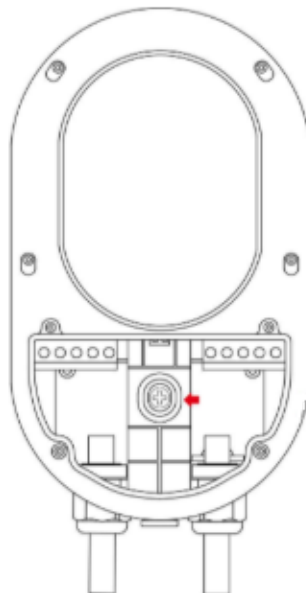
## Steps 1-2:



## Step 3:



## Steps 4:




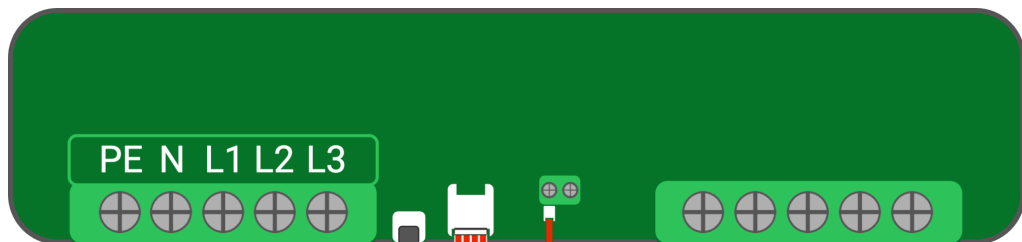


# Connecting the cables

*Bottom: Power IN cable (recommended)*

1. Insert the power cable via the left throughput.
2. Strip 12mm off the wire cores.
3. You can use stranded or solid cores. For stranded cores, use ferrules accordingly.
4. Connect the wires to the left hand green terminals with 2 Nm torque and according to the table below using a PH2 tool.
5. Fasten the Power IN throughput gland to make it watertight.

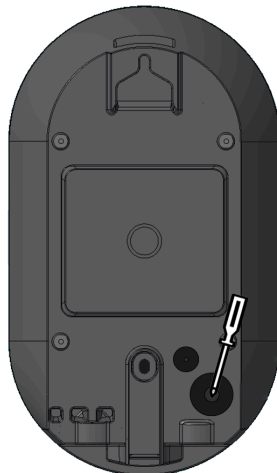
Earthing system	Power Connection				
		<b>N</b>	<b>L1</b>	<b>L2</b>	<b>L3</b>
TN/TT Star Y (230V)	PE	N	L1	-	-
TN/TT Star Y (400V)	PE	N	L1	L2	L3
IT Delta Δ (230V)	PE	L1	L3	-	-



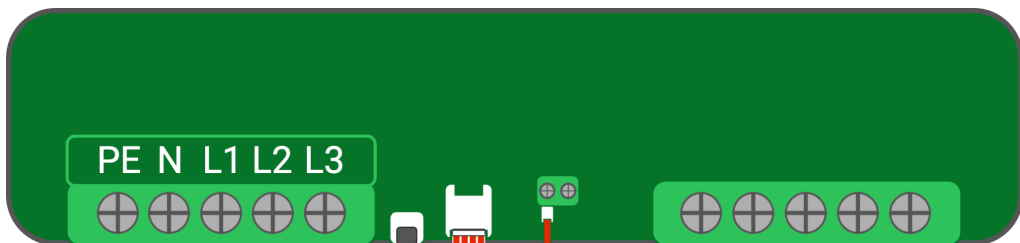


### Rear: Power IN cable

1. Pinch a hole in the middle of the M25 rear grommet with a PH screwdriver.
2. Insert the power cable through the rear grommet.
3. Strip 12mm off the wire cores.
4. You can use stranded or solid cores. For stranded cores, use ferrules accordingly.
5. Connect the wires to the left hand green terminals with 2 Nm torque and according to the table below using a PH2 tool.
6. Swap the left hand throughput at the bottom of One for the dummy plug (#8).



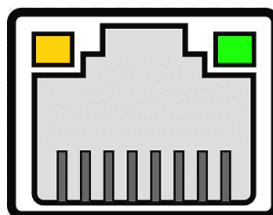
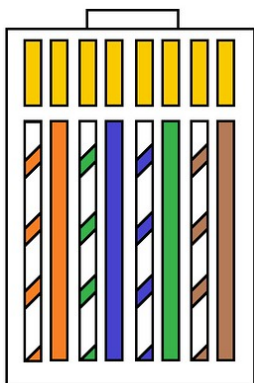
Earthing system	Power Connection				
		<b>N</b>	<b>L1</b>	<b>L2</b>	<b>L3</b>
<b>TN/TT Star Y (230V)</b>	PE	N	L1	-	-
<b>TN/TT Star Y (400V)</b>	PE	N	L1	L2	L3
<b>IT Delta Δ (230V)</b>	PE	L1	L3	-	-





### *Bottom: Ethernet connection (recommended)*

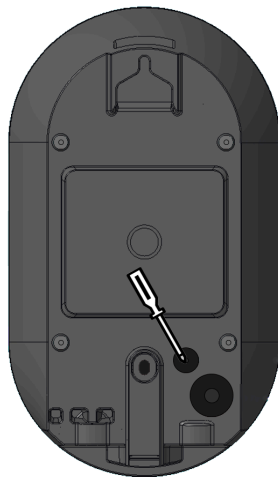
1. Use a CAT5(e) ethernet cable with a maximum length of 100m.
2. Strip 12.5mm from the outer coating on each end of the cable.
3. Crimp the RJ45 connectors onto both ends of the CAT5(e) cable.
4. Test the ethernet cable using a LAN Cable Testing Device.
5. Connect the ethernet cable to the Router/Switch inside the building as well as the RJ45 port at the bottom of One.
6. The charger should show a green LED (port functional) on the RJ45 port as well as an orange LED (Ethernet cable successfully connected with the router). Obviously, the charger needs to be powered on.



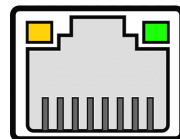
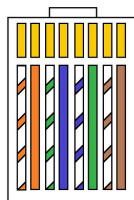
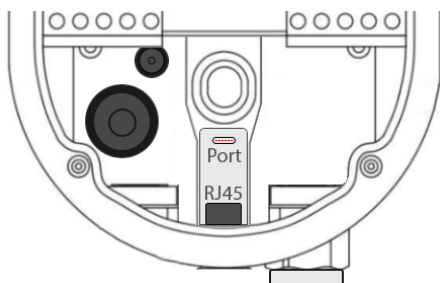


### Rear: Ethernet connection

1. Use a CAT5(e) ethernet cable with a maximum length of 100m.
2. Pinch a hole in the M12 grommet at the rear of the charger with a PH screwdriver.
3. Insert the ethernet cable through the M12 grommet.
4. Strip 12.5mm from the outer coating on each end of the cable.
5. Crimp the RJ45 connectors onto both ends of the CAT5(e) cable.
6. Test the ethernet cable using a LAN Cable Testing Device.
7. Disconnect the red cable from port of the already installed ethernet board inside One\* and connect the supplied RJ45 break-out board (#9) to the red cable.
8. Connect the ethernet cable to the internet router inside the building as well as to the RJ45 break-out board.
9. The charger will have to show a green LED (port functional) on the RJ45 break-out board as well as an orange LED (Ethernet cable successfully connected with the router). Obviously, the charger needs to be powered on.



\*

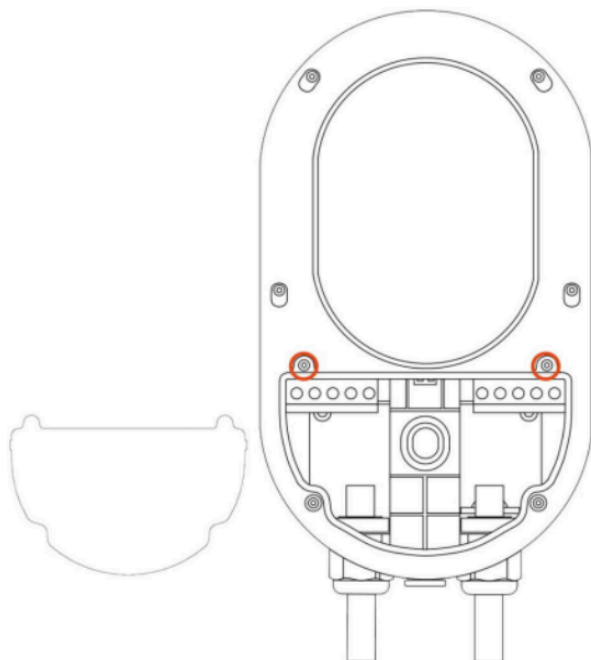




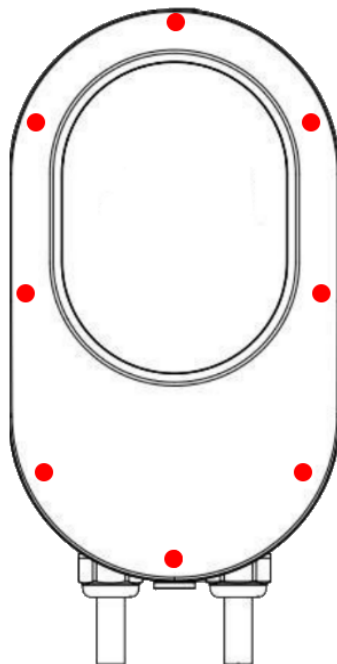
## Close the charger

1. Close the electrical compartment using the two screws and electrical lid provided to a torque of 1.5Nm. Use a T20 tool. Make sure it is fully clicked shut and properly sealed.
2. Fit the cover, by pressing it down on the 8 red points indicated below. Make sure the cover clicks onto the charger at each of the points. The cover is included in a separate packaging. If you do not fit this cover properly, warranty is voided.

### Step 1:







### Step 2:





# Configure the product

1. Turn on the power supply by switching on the Circuit Breaker.
2. Open the Installer app and create a new location under Profile Settings  → Create a new location.
3. Follow the on-screen steps and (optionally) add a wireless Load Management module to the location.
4. Add the charger by selecting the '+' icon (in the Chargers section) and providing the serial number and PIN code.
5. Connect the charger to internet:
  - *Ethernet*: Automatically online in less than 5 minutes.
  - *WiFi*: Press the "Connect to Wi-Fi" button and follow the steps. When the Installer app is connected to the charger, a bluetooth icon will appear on the display. 
  - Once connected to our cloud service, the charging station's display will reflect both the internet status (left icon) and the connected status (right icon).  
6. Follow the steps to finalize the configuration.
7. After configuration, transfer the location to the end-user in the Installer app.



## Chargee | Sparky

Using a Sparky load balancing dongle? Here are some tips:

- Sparky needs a 2,4GHz WiFi network to connect to.
- The Sparky is a separate product. It can be configured via the Chargee app before or after installation, the end-customer should do this on their own phone. With the Volt Time Installer app, you only link the Sparky to the location.

### Troubleshooting

Check [support.chargee.energy](https://support.chargee.energy). Common mistakes:

- Use the IN port to connect Sparky, **not** OUT.
- Do **not** use a separate P1 splitter to connect Sparky.
- Using Sparky as a splitter? **Always** use the USB power adapter.






# Test the installation

1. Start a test session by plugging the charging cable into the car.

**Note:**

- One can be connected to the car by plugging the charging cable into the charging port of the car.
  - The RFID card may first need to be added via the Installer-app before starting a session. Go to Profile Settings  → Cards → Add Card and follow the steps.
2. The message “Charging” will appear, indicating that the charger is charging the car.
  3. Make sure any Dynamic Load Management accessories and configurations are working properly. You can check this in the installer app or cloud environment.
  4. Provide the One owner with any and all manuals, pincode(s) and deliverables.



**Well done. You are finished with the installation and configuration of One!**




**CAUTION** After the installation of the product, **insulation testing** can be performed on the installation. During the test, the product has to be disconnected from the installation. If the product is still connected to the installation, the test results may fail or the electronics of the product may get damaged.



# Display interface & codes



Error code	Status	Recovery
0001	Ground fault / L1-N swap	Check wiring
0002	Relay adhesion detected	 <b>WARNING</b> Turn off power and contact support <u>immediately!</u>
0004	Overcurrent protection	Restart charging session
0008	Overvoltage protection	Auto recover when resolved
0016	Undervoltage protection	Auto recover when resolved
0032	Energy meter issue	Contact support
0128	Communication with car failed	Restart charging session
0256	Overtemperature protection	Auto recover when resolved
0512	6mA DC / 30mA AC leakage trip	Restart charging session
1024	Leakage module self-test failure	Contact support

**Note:** If the error code on the display is not present in the list above, contact Volt Time for help.



**Installer App**



**User App**



**All One documentation**



**Troubleshooting**



For help, visit [support.volttime.com](https://support.volttime.com)



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October 2025 - v2025-10-27

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