

Elli Charger 2

Technical Support - Claim Form

Information required when forwarding a claim to Elli

Please Note: Quick claim handling can only be assured, if **all the following information** is provided

Required Information		Your input
Charger	Charger serial number Can be found on the right side of the charger, printed on a sticker where the vehicle charging cable comes out. Please see the detailed description on the following pages. <i>Example: SN: 24-45-AC-A1LP</i>	
	Model description Include information regarding (1) model name, (2) cable length, (3) brand <i>Example: ID.Charger Pro 2; cable 4,5 m, Volkswagen</i>	
	Country In which the charger was installed <i>Example: Germany</i>	
Installation	Installation date Date at which the charger was finally installed <i>Example: 20.10.2024</i>	
	Commissioning protocol incl. test measurements Protocol, which installers should complete when installing the charger (example downloadable under www.elli.eco/downloads) <i>Example: Attach as PDF or image file (scanned or photo)</i>	

	<p>Type of load management installed</p> <p>Either (1) None; (2) static; (3) dynamic</p> <p><i>Example: dynamic</i></p>	
	<p>Load Management/ Smart Charging:</p> <p>HEMS, Modbus Meter, PV system, battery storage, etc.</p> <p>Provide brand, model name and a serial number, + maximal power output for PV and battery storage</p> <p>Do you have a dynamic electricity tariff: Either 1) Yes, with VW Naturstrom; 2) Yes, with another provider; 3) No.</p>	
<p>Case</p>	<p>Error description incl. HMI pictures (LED display)</p> <p>Elaborate description of (1) intended activity, (2) error pattern, (3) further related observations</p> <p>Please describe HMI pictures according to the guidelines.</p> <p>Please see the detailed description on the following pages.</p>	
	<p>Vehicle model designation</p> <p>Designation of the vehicle model to be charged using the charger</p> <p><i>Example: VW ID.4</i></p>	
	<p>Is the charger able to charge? Has it worked at any time?</p> <p><i>Example: Charging is not possible; never worked with vehicle, works with other vehicles</i></p>	
	<p>Type of internet connection installed</p> <p>Either (1) None, (2) Ethernet, (3) WiFi, (4) LTE</p> <p>Example: <i>WiFi</i></p>	
	<p>E-Mail address of the customer that charger is paired with</p> <p>Only be used for identifying the user in Elli backend systems; not for direct communication</p> <p><i>Example: example@example.com</i></p>	

Sales	Contractual partner/dealer from whom the charger was purchased Partner with whom you made the purchase contract (e.g. installer, dealer) <i>Example: SuperCar Dealer Inc.</i>	
	Date of hardware handover or delivery + invoice Date on which you finally received the charger <i>Example: 15.10.2024; Attach invoice as PDF or image file</i>	

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Details:

1. Serial Number

Charger's serial number can be found on its right-side panel, it is the third row after charger's model name. Serial Number is indicated there with 'SN'. Please refer to the photos below:



Please note: any other serial numbers, even those provided in the web configurator, cannot be used for a case processing.

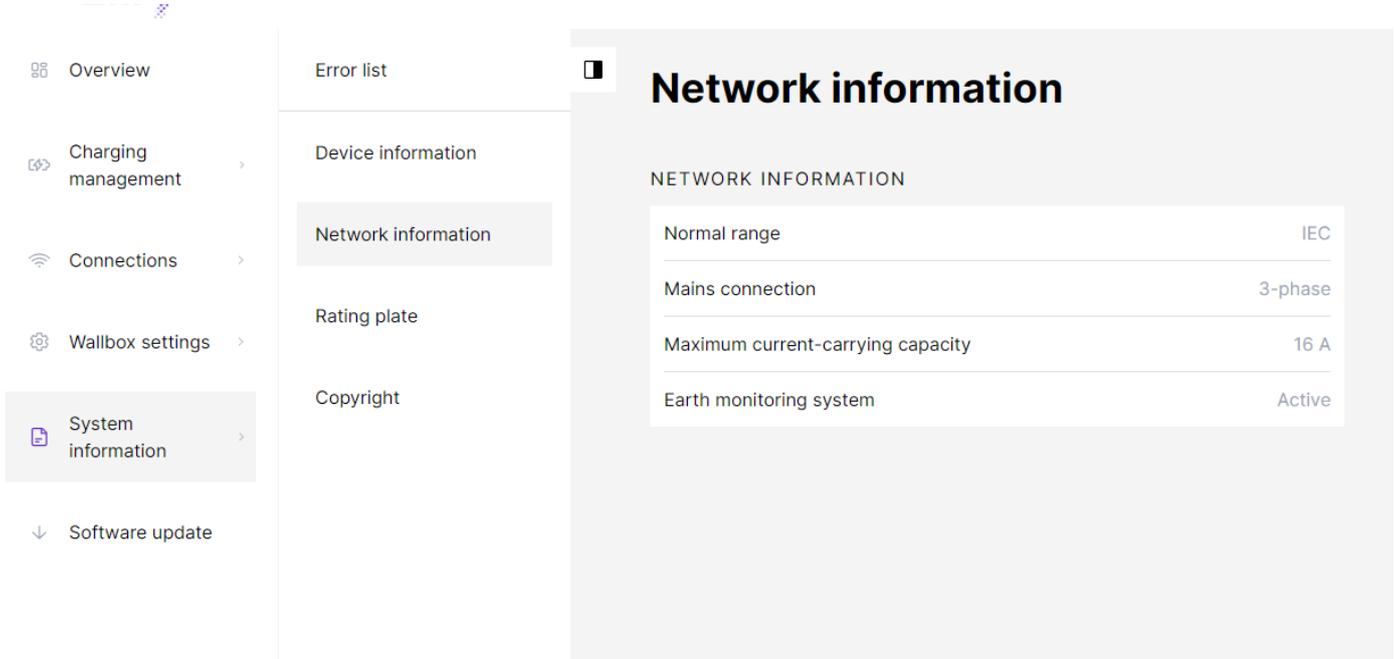
2. Commissioning / Installation Protocol

Example protocol available at www.elli.eco/downloads > Charger 2

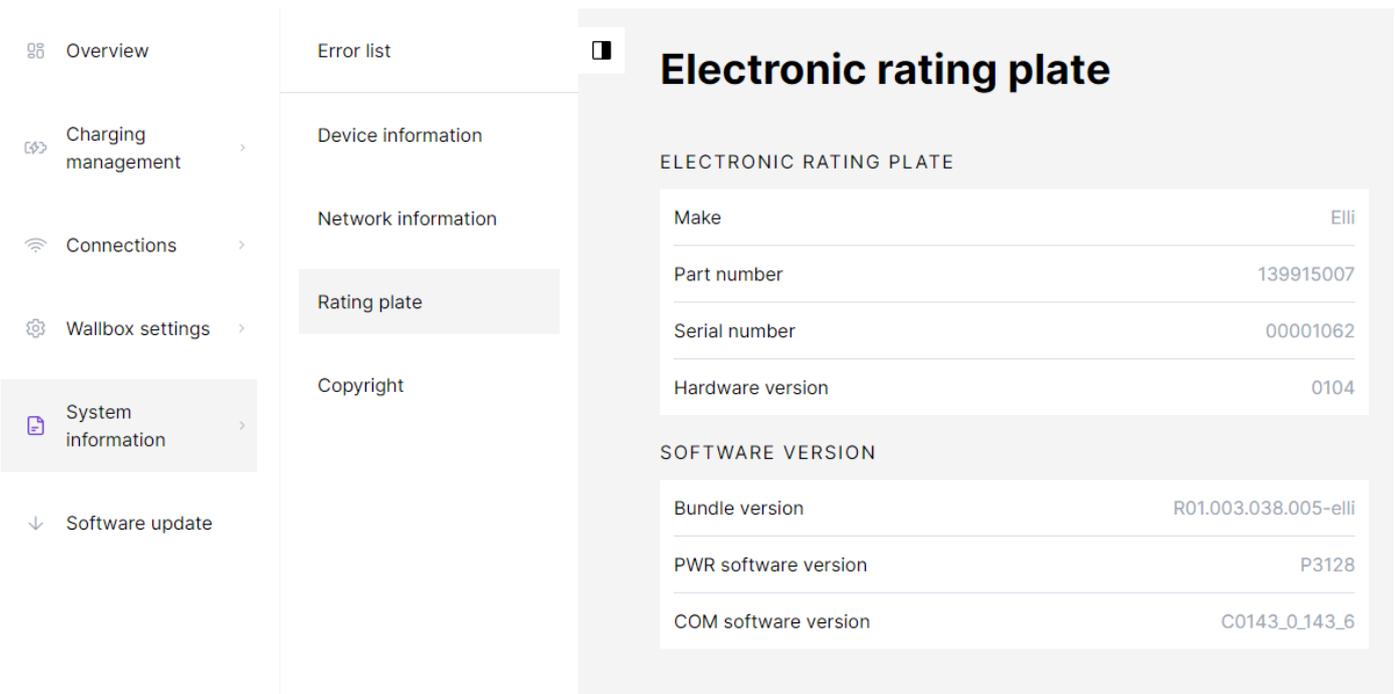
It is acceptable and common that installers use their own installation protocols for documentation purposes. However, they must contain information from test measurements, incl. earth resistance. Therefore, the document shown above can be treated exemplarily.

3. Network Information and Software Details

Elli Charger 2 network information and software details can be retrieved from the web configurator only/ Please log in as a standard user and proceed to ‘System Information’ tab > ‘Network Information’ sub-tab as screenshot shows below:



Then please proceed to the sub-tab ‘Rating Plate’ to capture Software version details:



How to access the web configurator can be viewed in the pairing flyer or charger manual.

4. HMI Status and Behavior (LED bar)

To be able to identify and settle an outstanding issue, it is important to provide the most recent LED bar state and behavior while the charge is experiencing the issue.

It is strongly advised to take photos or make a video of LED state/s to attach it along with the claim form.

Below there are listed the most important LED states, but not limited to:

<p>Critical error (house). If the LED below the house icon flashes orange, the charger has detected a problem with the connection to your home's electrical connection. For further information, consult Section 7 <i>Troubleshooting</i>.</p>	
<p>Critical error (charger). If the LED below the energy icon flashes orange, the system has detected a problem with the charger. For further information, consult Section 7 <i>Troubleshooting</i>.</p>	
<p>Critical error (car). If the LED below the car icon flashes orange, the charger has detected a problem with your car. For further information, consult Section 7 <i>Troubleshooting</i>.</p>	
<p>Fatal error. If the RFID symbol flashes red and the entire LED strip lights up red, the charger has detected a fatal error. Contact Customer Support. For further information, consult Section 7 <i>Troubleshooting</i>.</p>	
<p>Faulty RFID module. The charger has detected an error in the RFID module. Contact Customer Support.</p>	