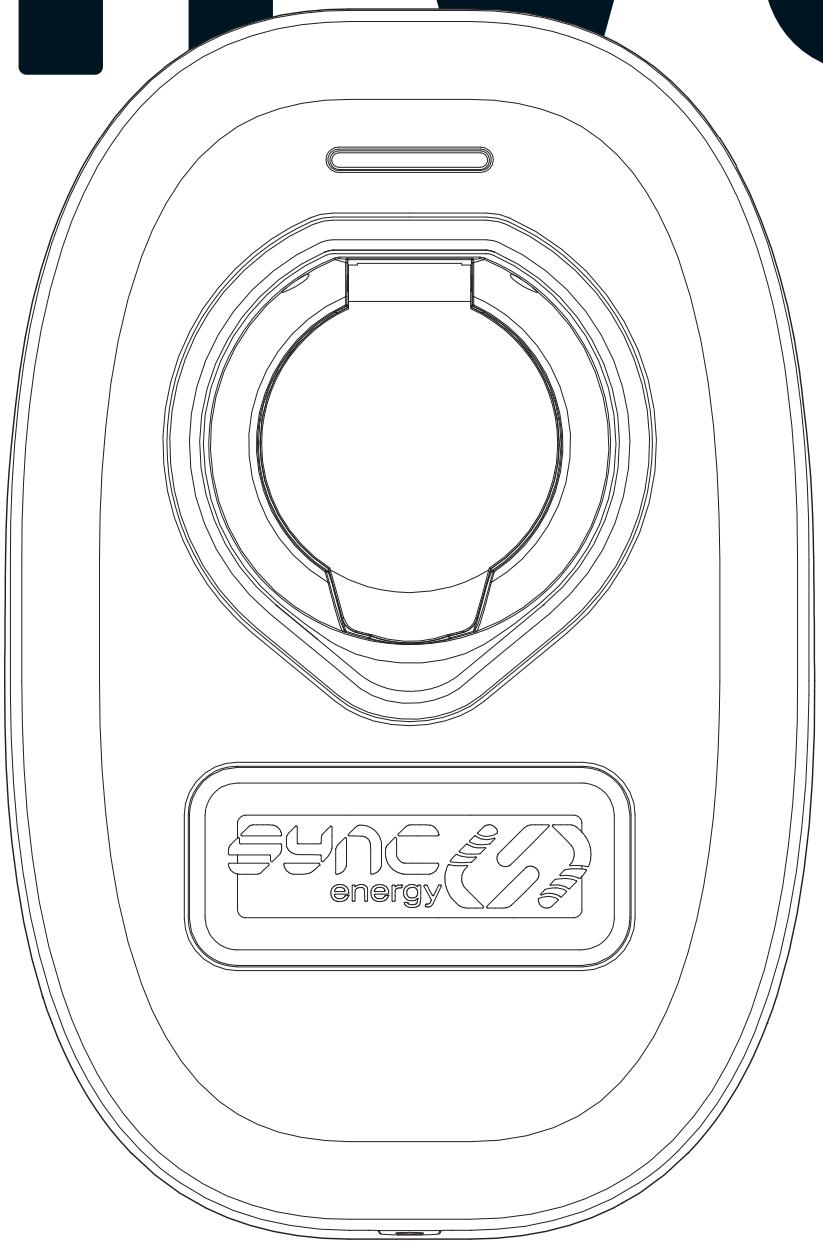
HIVE



Hive EV Charging

Sync Energy Wall Charger 2 User Guide

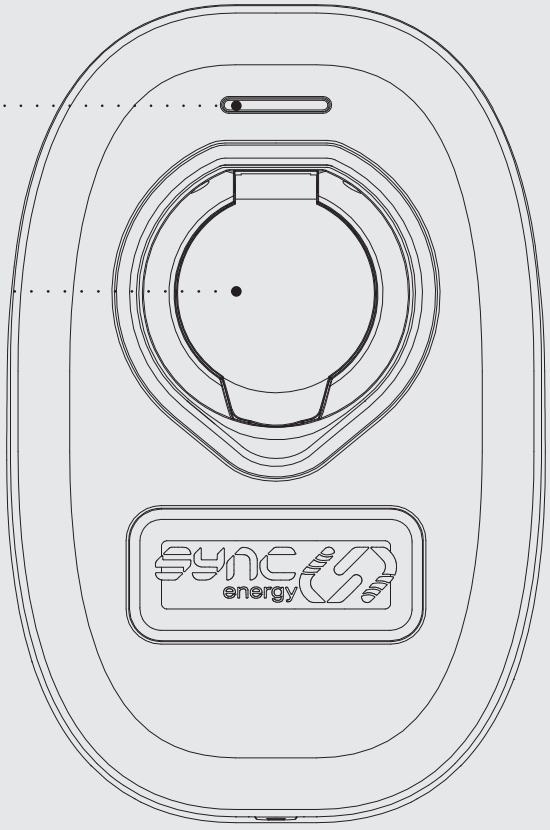
Welcome to Hive EV Charging

Hive EV Charging is a simple, effective way to charge your electric vehicle (EV).

You can stay on top of your charging costs with the Hive app's smart functionality, including off-peak scheduling and real-time charging insights.

This guide tells you everything you need to know to get set up and start charging.

Untethered charger



Important

Your Sync Energy Wall Charger 2 should **only be installed by a qualified electrician with the relevant training.**
Go to **hivehome.com/guides/ev-charging** for detailed installation instructions.

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1 Getting started

Installing your charger:

Your Sync Energy Wall Charger 2 EV charger should only be professionally installed by a fully qualified and accredited installer.

Download the Hive app:

Use Hive's award-winning app to make the most of your Sync Energy Wall Charger 2. Make use of smart charge features that let you optimise your charger:

1. Download the Hive app to your phone or tablet
   a. Apple App Store
   b. Google Play
2. Log in, or click 'Create account' if you don't already have one
3. On the Home screen, tap 'Add' then follow the instructions to add your EV charger

2 Onboarding your charger

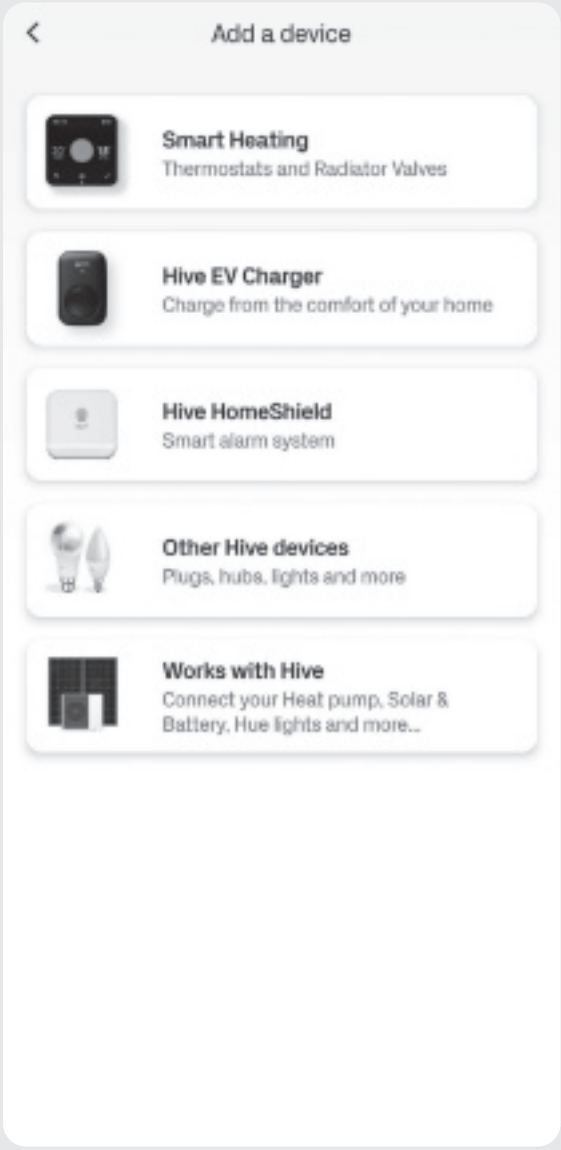
You can easily set up your Sync Energy Wall Charger 2 in the Hive app. Just follow the prompts onscreen and before you know it, you'll be a few taps away from charging your car at home.

To get started, you'll need:

- Your Charger ID – found on the device label or in your quick-start guide
- Your Charger PIN – this will be in an email from Hive sent after your device is installed

Important

If you haven't got your Charger PIN yet, visit **hivehome.com/contact-us** or call us on **0333 202 1054**.



3 Getting to know your charger

Robust and built to last, the Sync makes all the features of Hive charging even more affordable. So greener, cheaper driving could be closer than you think.

Randomised delay

In compliance with The Electric Vehicles (Smart Charge Points) Regulations 2021, there will be a random delay of up to 10 minutes before a scheduled charge will start. Charging sessions initiated outside of schedules will not be subject to this randomised delay.

Using the charger without the app

Your Sync Energy Wall Charger 2 can be configured to connect to the Hive app via Wi-Fi. Alternatively, it is configured to use its internal SIM mobile signal should Wi-Fi not be available.

However, if you live in an area with poor mobile signal and cannot connect the charger to your home Wi-Fi network, your engineer can set up the charger to operate in ‘plug and charge’ mode. That way you can charge your EV without having to use the Hive app.

Please note: While the charger can operate offline in ‘plug and charge’ mode, we strongly recommend connecting it to either Wi-Fi or a mobile signal whenever possible. This ensures the charger receives important firmware and security updates, helping maintain optimal performance and safety.

4 Charger settings

Configure your charger, your way

Your Sync Energy Wall Charger 2 works best with the Hive app. You can set it up how you want on the ‘Settings’ menu, accessible through the cog icon in the top right of the charger control screen.

Charger

See your charger details, update your charger’s name and enable/disable secure charging.

Schedule

Check or update your Sync Energy Wall Charger 2’s schedule settings. You can configure how and when your charger works.

Tariff

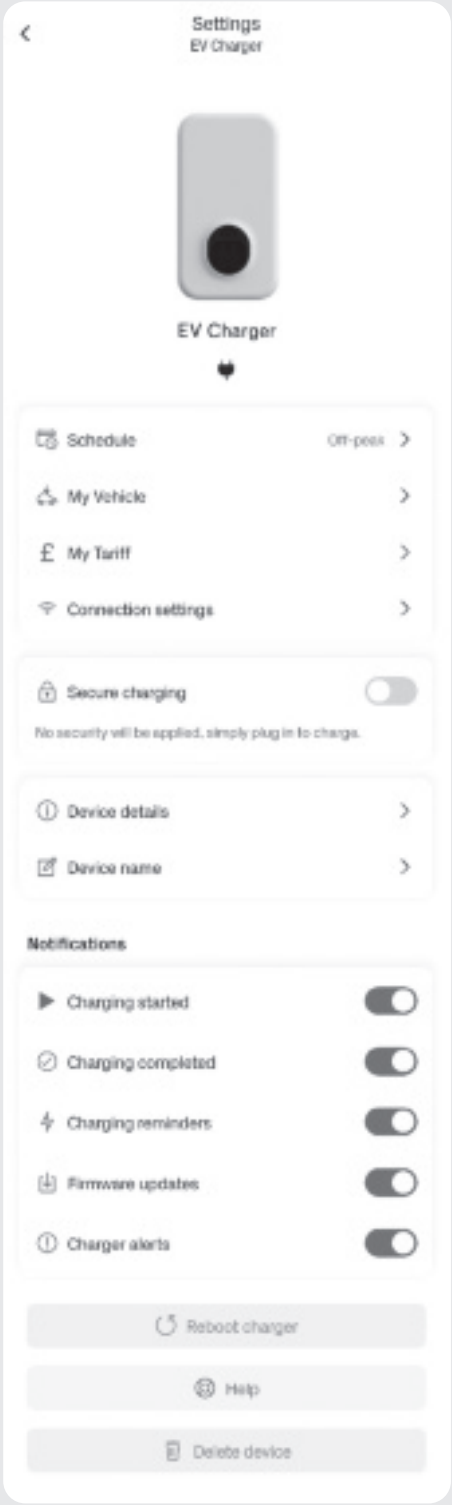
Link your charging schedule to your energy tariff. If you’ve got a dedicated EV tariff, you can enjoy cheaper overnight charging.

My vehicle

View or update your EV details. This helps accurately calculate the range added on each charge.

Notifications

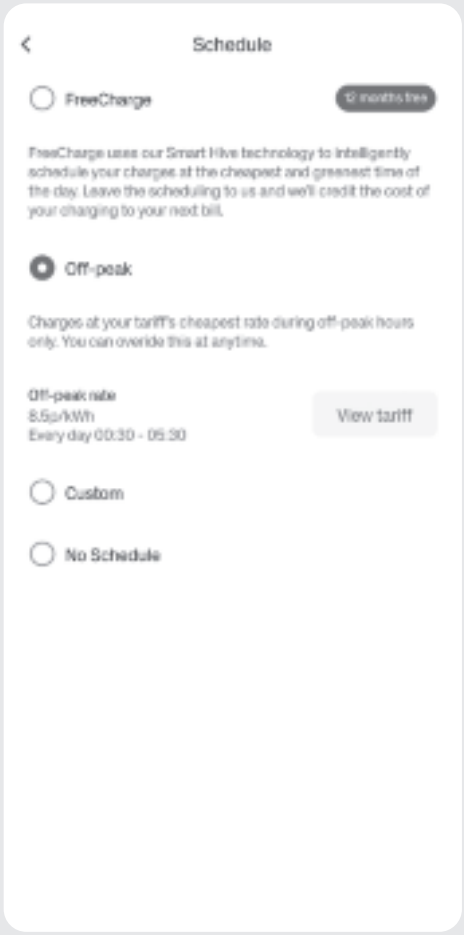
Configure what notifications you want to receive from your Sync Energy Wall Charger 2



5 Schedules

Optimise your charging to meet your needs

A range of schedule configuration options are available on your Sync Energy Wall Charger 2, all easy to set up and change.



Eco

Link your charging schedule to your energy tariff. If you've got a dedicated EV tariff, you can enjoy even cheaper overnight charging.

Custom

Set your own charging schedule – perfect if you want direct control over when you want your charge sessions to happen.

No schedule

Simply plug in and charge. With no defined schedule, you can charge as and when needed.

My vehicle

View or update your EV details. This helps accurately calculate the range added on each charge.

Note: If you have enabled secure charging via your charger on the 'Settings' page, you'll receive a notification that you need to approve when plugging in your vehicle so you can start your charge session.

6 LED lights

The Sync Energy Wall Charger 2 has an LED light on the front of the device which will indicate a range of device states.

LED colour	State
Solid Blue	**Standby** – Charger has power and is connected to the network. Or, if in 'plug and charge' mode is not connected to the network, is ready to charge.
Flashing BLUE	Charger is connected but not charging. Awaiting confirmation of charge in APP or scheduled start time.
Scrolling Dark Green	Charger is active and charging.
Flashing Dark Green	Finishing. Charging session has finished.
Solid Yellow	Charger is offline from network. Check local network is active and Wi-Fi is working on the 2.4GHz band.
Flashing Red	Indicates the charger is in fault mode and has stopped charging for users safety.
Flashing Purple	Communication issue to balancer hub, or balancer load management set to on by mistake. Check installer app settings.

Potential causes:

- Internal RCD has tripped
- Vehicle fault
- Under or over suitable charging voltage

Remove connection to the vehicle and reset power to the EV charger.

7 Troubleshooting and further support

Your Sync Energy Wall Charger 2 is designed to give you many years of efficient and safe charging. You can easily resolve most issues by following the troubleshooting instructions in the app.

Get help online

hivehome.com/contact-us

Got a question?

You could find the answer in our community.

community.hivehome.com

Call us

Our dedicated EV team are on hand to support you with your Sync Energy Wall Charger 2. To reach them, please call:

0333 202 1054 (Monday to Friday, 8am–5pm)

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Centrica Hive Limited declares that the radio equipment types HIVE-EV-01 & HIVE-EV-02 complies with:
EU Directive 2014/53/EU & UK SI 2017 No. 1206.

Full declaration text available at: hivehome.com/compliance
Frequency: 2400 – 2483.5MHz Max Radiated Power: <20 dBm
Frequency: 633 – 1910MHz Max Radiated Power: <21 dBm

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be reused, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.

