

NEXXTENDER RED

USER
MANUAL



NEXXTENDER

Contents

- Introduction..... 1**
 - Symbols definition..... 1
 - Important safety instructions..... 1
- Device description..... 3**
 - Parts..... 3
 - Technical data..... 4
 - Sigfox..... 5
 - Accessories..... 5
 - Certificates..... 6
- Using a Nexxtender RED..... 7**
 - Requirements for a three-phase plug..... 7
 - Pair a Nexxtender RED..... 7
 - Connecting a Nexxtender RED..... 7
 - Disconnecting a Nexxtender RED..... 9
 - Status LED colours explanation..... 9
 - About Nexxtmove..... 9
 - More info about Nexxtmove..... 10
- Set-up your app..... 11**
 - Download..... 11
 - Sign up (new user)..... 11
 - Sign in..... 11
 - Log out..... 11
 - Request a new password..... 12
- Use your app..... 13**
 - Features..... 13
 - Register a new device..... 13
 - Pair a new device..... 13
 - Synchronise the data of your Nexxtender RED..... 14

Update the firmware of your Nexxtender RED.....	14
Contact the customer service.....	14
Frequently asked questions.....	15
Which informations can I have over a device?.....	15
Why do I have to share my location with the application in background?.....	16
Maintenance and disposal.....	17
Warranty and returns.....	18
Returns procedure.....	18
Troubleshooting.....	20
My device does not turn on when I plug it.....	20
My electrical protections activate when I plug my device.....	20
Some of my charging sessions are not detailed on Nexxtmove.....	21
My charging sessions do not appear on Nexxtmove.....	22
We are there for you.....	23
Creating a ticket.....	23

Introduction

Symbols definition

Hazard statements

- ▲ **Notice:** Indicates a potential situation which, if not avoided, might result in material damage or an undesirable outcome or state.
- ▲ **Caution:** Indicates a potentially hazardous situation which, if not avoided, might result in minor or moderate injury.
- ▲ **Warning:** Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
- ▲ **Danger:** Indicates an imminent hazardous situation which, if not avoided, will result in death or serious injury.

Others

- **Tip:** Indicates a shortcut or any other useful indication.
- **Important:** Indicates an important element to be borne in mind.
- **Attention:** Indicates an element which requires extra attention, not necessarily a hazard.

Important safety instructions

● Attention:

- Please read this document carefully before using or interacting with the Nexxtender RED. This document must be kept for future reference. If you have any further questions, **we are there for you (page 23)**.
- Please make sure you have read the information and instructions of your electric vehicle.

▲ Notice:

- A dedicated and adapted power line protected by a 30 mA residual-current device is recommended if the Nexxtender RED is used daily at the same location, in accordance with the local regulations.
- Do not remove any label from the device.

▲ Caution:

- Always handle the cables via the plugs.
- Avoid too much traction on the cables.
- Do not step on, fold or knot the cables. Never use the cables as a rope.
- Do not drop the Nexxtender RED or place a heavy object on it.
- Do not place the charging cable near high temperature objects, dirt or water.
- Do not place it in an insulated container during a charging session due to risks of overheating.

⚠ Warning:

- Do not disassemble, repair or modify the device yourself. Refer to the manufacturer or supplier for assistance (see our **contact info (page 23)**).
- Never use worn, damaged or dirty connectors and adaptors.
- If the case is damaged, disconnect the power cable immediately and contact your supplier.
- Do not use Nexxtender RED near a water source or during heavy rainfall.
- Do not use the device during a thunderstorm.
- Do not put fingers into the charging connector at any time.
- The Nexxtender RED must only be used for charging your electric vehicle.
- Do not use this device with any other extension cable or adaptor than the one supplied.
- The appliance is not intended for use by young children or any person not capable of assessing the risks. Do not allow children to play on or with this device.
- Do not use the fast charging speed on unknown sockets. Fast charging should only be used where you are sure about the electric protection level.
- The Nexxtender RED contains a Bluetooth Low Energy module which may not be brought into direct body contact with heart pacemakers out of safety reasons.

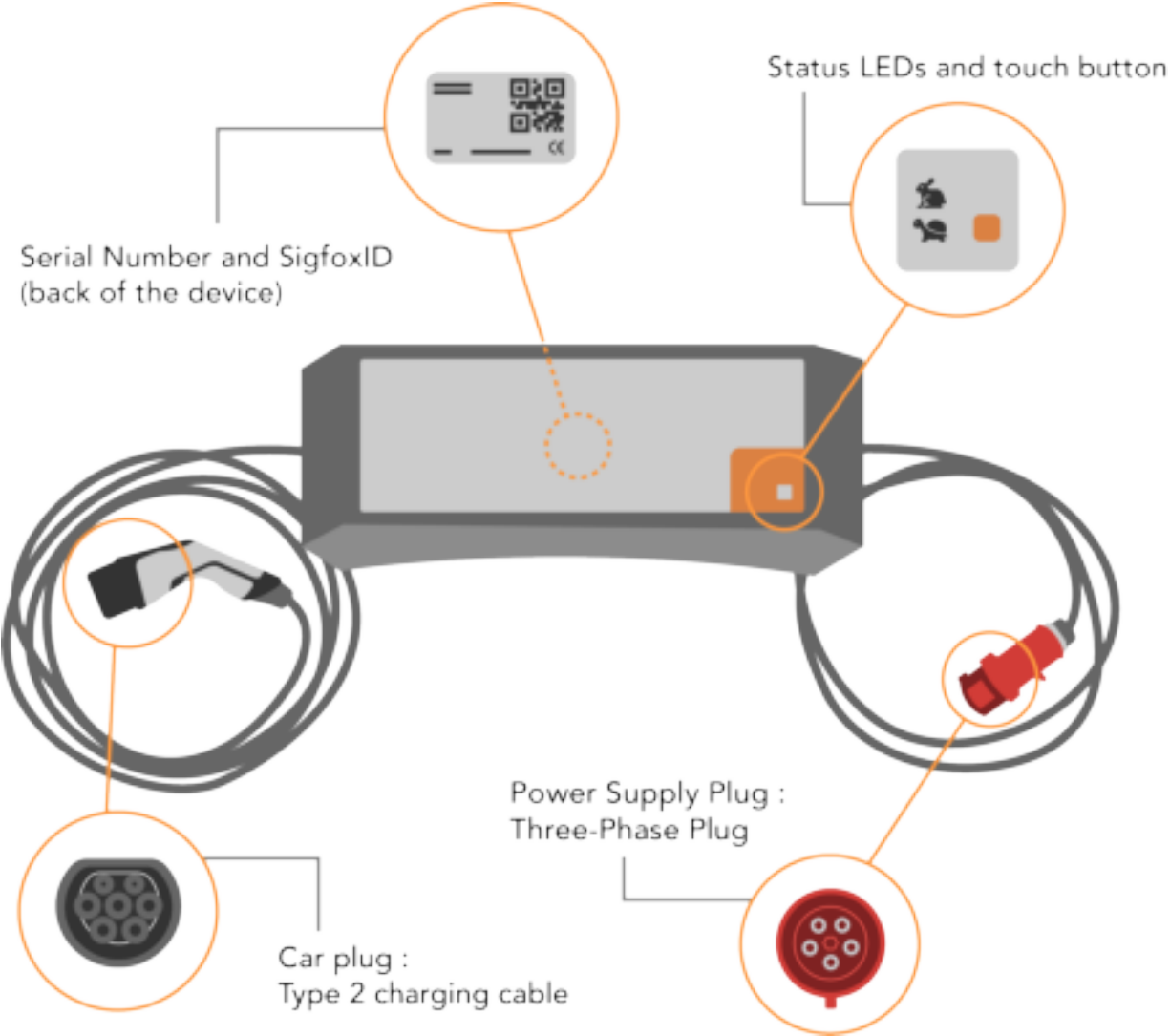
Device description

Nexxtender RED is the easy way to combine electromobility and reimbursement of the cost incurred by charging at home and on the go: connect Nexxtender RED to a three-phase 380 V (or a standard 230 V) outlet, connect your car and you're done.

Nexxtender RED transmits the energy consumption wirelessly and you can draw up your regular expense report with one click of the mouse.

Parts

Figure 1: Nexxtender RED Three-phase



Technical data

CHARGING SPECIFICATION

Vehicle Interface	Type 2 connector
Voltage and Current Rating	(3 x 380V + N) AC at 6A or 16A 230V AC at 6A or 13A (with Schuko® adaptor)
Maximum Charging Power Output	Monophase: 3 kW Three-phase: 11 kW
Power Supply Plug	Monophase: Schuko® CEE 7/7 (with Schuko® adaptor) Three-phase: Mennekes® 13a ProTop (16A 5pol 400V M)
IEC Compliant	Mode 2 per IEC 61851-1:2017

OPERATING CONDITIONS

Environment	IP44 Indoor/Outdoor (plug) IP 54 (case)
Operating Humidity	Up to 95% non-condensing
Operating Temperature	-20°C to +60°C
Standby Power	3W

MECHANICAL SPECIFICATIONS

External Casing	Polyamide
Cable Length	Power supply plug end: 2.5 m - Car end: 4.00 m
Approximate Shipping Weight	3.5 kg
Dimension (HxWxD)	380 x 115 x 80 mm

CERTIFICATIONS

Safety	Residual Current Monitoring per IEC 62752:2016 (AC 30 mA DC 6mA)
Communication	Sigfox ready™
Product	Product declaration of conformity

EXTRA FEATURES

Connectivity	Sigfox, BLE (Bluetooth Low Energy)
Memory	Data back-up
Location	GPS (while charging)
Internal Battery	For internal clock and SifFox messaging
Button	Touch button to select Power output
Status	Status LED indicator
Management platform	Nexxtmove

Sigfox

Description

The Sigfox is a cost effective communication network used to connect smart objects to the Internet. The Nexttender RED uses the Sigfox network to transfer consumption data to the management platform Nextmove .

For more information about Nextmove, please refer to [About Nextmove \(page 9\)](#).

Connection and data backup

A small battery can power the communication unit of the Nexttender RED when it is unplugged and on the move. Every 15 minutes, the Nexttender RED — using a small, low-consumption module — sends a message to Nextmove servers over the Sigfox network.

▲ Notice: If short charges are done within fifteen minutes, some start and stop messages will be missed. However, the absolute index will be saved in the device memory, and no energy consumption will be ignored. In other words, several short charges can be regrouped into a larger one to keep the total consumption correct. The cut into several charges can appear later, once BLE data are synchronised.

Those messages will contain charging sessions information (time, consumption, location⁽¹⁾).

Coverage

While the Sigfox network already covers most of Western Europe, please note that it is still in the roll-out phase. You can find an overview of Sigfox coverage at <https://www.sigfox.com/coverage>.

Accessories



Soft Bag for Nexttender RED

This bag keeps your Nexttender RED protected and safely stored.



Schuko® adaptor

If you don't have access to a three-phase socket, this adaptor is the solution to plug your Nexttender RED anywhere in a Schuko® CEE 7/3 or CEE 7/5 socket.

When you use this adaptor, the charge will become monophasic.

▲ Warning: Do not use another adaptor than the one initially provided with your Nexttender RED. Contact your supplier to request a new one if necessary (see [contact information \(page 23\)](#)).

(1) The location of your charging sessions stays confidential and is only used to discriminate the account where the charging sessions are counted on ([home](#), [work](#) or [on the move](#))

Certificates

The Nexxtender RED is certified

- IEC 62752: 2016-03, In-cable control and protection device for mode 2 charging of electric road vehicles (IC-CPD).
- IEC 60309-1:1999, Plugs, socket-outlets and couplers for industrial purposes – Part 1:General requirements
- IEC 62196-1, Plugs, socket-outlets, vehicle connectors and vehicle inlets – Conductive charging of electric vehicles – Part 1: General requirements
- IEC 62196-2, Plugs, socket-outlets, vehicle connectors and vehicle inlets – Conductive charging of electric vehicles – Part 2: Dimensional compatibility and interchangeability requirements for a.c. pin and contact-tube accessories
- IEC 61851-1:2010, Electric vehicle conductive charging system – Part 1: General requirements
- IEC 61851-1:2017, ELECTRIC VEHICLE CONDUCTIVE CHARGING SYSTEM – Part 1: General requirements
- IEC 60364-7-722, Low-voltage electrical installations – Part 7-722: Requirements for special installations or locations – Supplies for electric vehicles

Using a Nexxtender RED

Requirements for a three-phase plug

- Make sure you use a type A 30 mA differential.
- The Nexxtender RED is compatible with a 16A plug.
- The length of cable between the electric cabinet and the plug should be decided by the installer according to the configuration of your installation.

Pair a Nexxtender RED

Context: Before using your Nexxtender RED for the first time, you must pair it to access the e-mobility management platform.

1. Go to <https://www.nexxtmove.me/pairing>.
2. Log in to your account.
 - If you already have an account, enter your login details and click **Login**.
 - If you don't have an account, click **New user**.
3. Follow the on-screen instructions.

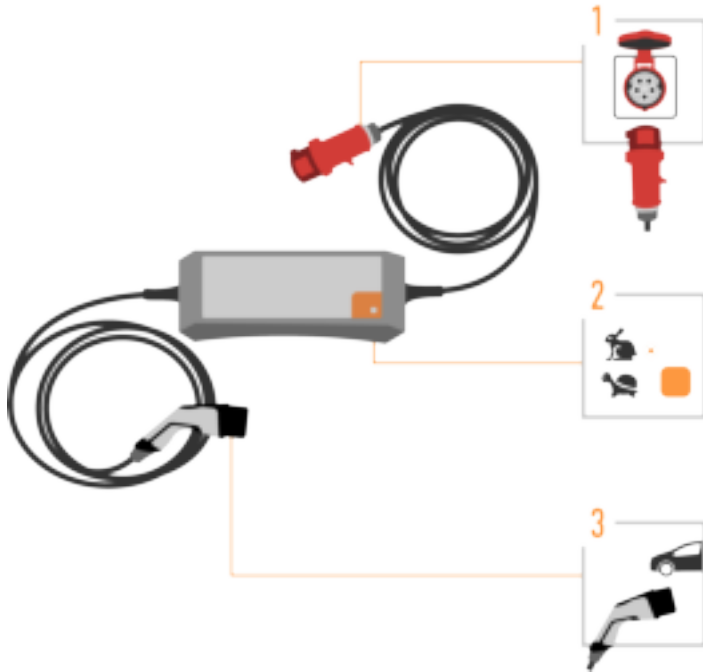
Result: Your Nexxtender RED is now paired to your user and registered to Nexxtmove.

▲ **Notice:** If the pairing does not work, [contact us \(page 23\)](#).

Connecting a Nexxtender RED

Before you begin: Ensure that you have paired your Nexxtender RED (see [Pair a Nexxtender RED \(page 7\)](#)).

Summary:



1. Plug the power plug into a wall socket.

- Charging without the Schuko® adaptor: Plug the adaptor and the power cable into a three-phase wall socket.
- Charging with the Schuko® adaptor: Plug the power cable into a wall Schuko® CEE 7/3 or CEE 7/5 socket.

2. **Optional:** Select, by clicking on the square , the charging speed: fast  or slow .

Tip:

- This step is optional because by default your Nexxtender RED will choose the fast charging speed at the first charging session. After, it will remember your setting and start the charging session with your last setting. After starting a charge, it is no longer possible to change this setting. Go to [Disconnecting a Nexxtender RED \(page 9\)](#) to interrupt the charge and start over.
- You may want to select slow charging:
 - To avoid peak power consumption.
 - If other devices with high energy consumption are currently in use, for example a washing machine or an oven.

Result: A LED next to the symbols  and  indicates which setting is selected.

3. Plug the into your electric vehicle.

⚠ Caution: Before leaving, make sure the Nexxtender RED is sufficiently secured against rolling away and does not risk to move during your charging session.

Result: Your charge has started

⚠ Attention: When the charging cycle is over, unplug the car plug first and then the power plug (see [Disconnecting a Nexxtender RED \(page 9\)](#)).

Disconnecting a Nexxtender RED

Before you begin: We recommend that you disconnect when charging is completed.

⚠ Caution: Disconnect by pulling on the connector and not the cable, or you might damage it.

1. Disconnect the car plug of the Nexxtender RED (some cars need to be unlocked to do so).
2. Unplug the Nexxtender RED from the wall socket.

Status LED colours explanation

Color	Description
Blue	Nexxtender RED Free connector
Yellow	The electric vehicle (EV) is connected and on standby.
Green	The EV is charging.
Red	Error. Disconnect and reconnect the Nexxtender RED at both ends. If the error persists, please contact us.

About Nexxtmove

Purpose

It allows tracking

- charging sessions
- energy consumption
- costs
- helpdesk tickets

Accessibility

You can consult Nexxtmove on any web browser, including the one on your smartphone.

Just go to <https://www.nexxtmove.me>, and log in.



More info about Nexxtmove

To find out more information regarding Nexxtmove please consult our full manual (Visit <https://www.powerdale.info/documentation/> to download the manual).

Set-up your app

Download

1. According to your phone type
 - If you have an iPhone, go to step 2
 - If you have a smart phone running the Android operating system, go to step 5
2. Go to the Apple App store
3. Search for “Nexxtender”
4. Click on **Download**

Result: The application starts downloading. When finished, you will be able to use it.
5. Go to the Google Play store
6. Search for “Nexxtender”
7. Click on **Download**

Result: The application starts downloading. When finished, you will be able to use it.

Sign up (new user)

1. Start your application.
2. Click on **Sign up**.
3. Follow the pairing process.

i Tip: This pairing process will register you and your first device in the platform. You can do it with the application, but also on your computer via nnextmove.me/pairing.


Sign in

1. Start your application.
2. Enter your Nexxtmove credentials.

i Tip:

 - Use the same credentials to access the application and to access the Nexxtmove platform.
 - If you forgot them, you can request a new password (see [Request a new password \(page 12\)](#)).
 - Passwords are case-sensitive.
3. Click on **Sign in**.

Log out

1. Click the user icon () on the upper part of your screen to access the **Settings** screen.

2. Click the log out icon on the upper right corner of your screen to **Log out**.

Request a new password

Context: This will also reset your password to access the Nexxtmove platform.

1. Start your application.
2. Click on **I forgot my password**
3. Enter your `username`
4. Click on **I forgot my password**

Result: You receive your new password by e-mail.

- 📘 **Tip:** If you did not receive it, check your junk mail folder before contacting us.

Use your app

Features

Context

If your Nexxtender RED is used in an area with low or no coverage of the Sigfox network, data are not transmitted to the platform. However, your device is already equipped with a Bluetooth Low Energy (BLE) module. By pairing your phone to the device, you can transmit data to the platform.

What can you do with your Nexxtender app?

- Use the Nexxtender app to register and pair devices.
- Communicate with your devices via BLE, and synchronise the data with the platform.
- Update the firmware of your Nexxtender RED.
- Track your consumption and costs.
- Contact us to receive help.

Register a new device

Context:

Register your device to be able to pair it via Bluetooth Low Energy (BLE) (see [Pair a new device \(page 13\)](#) for more information).

1. Click on the orange + button.
2. Enter the serial number of your device.

i Tip: You can find it at the back of your device.

3. Read the End User Licence Agreement before accepting it.

Result: Your device is now registered to your account. You can access the Sigfox data, but not yet synchronise with BLE.

Pair a new device

Context:

To pair a device to your phone, it must be:

- registered to your account. You can register a new device via the platform, or directly from the app by clicking the + sign (see [Register a new device \(page 13\)](#) for more information).
- plugged to a current supply and near your phone.

1. In the **My devices** panel, select a device.
2. Below the status line, click on the **Pair my device** button.
3. Read the **Important safety instructions**, and notify you have understood them.
4. Click on **Pair my device** button.
5. Write down the pin code displayed on the screen.
6. When requested, enter the pin code in the pop-up window.

Result: Your device is now paired to your phone via BLE, and ready to synchronise data.

Synchronise the data of your Nexxtender RED

Before you begin:

- The device must be paired with your phone. See [Pair a new device \(page 13\)](#) for more information.
- The phone must be connected to an internet connection.

i Tip: The update will be most of the times automatic. However, the operating system of your phone can sometimes interrupt it. In that case, use those instructions to restart the synchronization.

1. In the **My devices** panel, select a device.
2. Beneath the status of your device, click on the right icon **Synchronise**

i Tip: Your device must be paired with your phone to have access to this button.

Result: Data are synchronising with the platform. Due to post processing, they will appear in your graphs after a few minutes.

Update the firmware of your Nexxtender RED

Before you begin: Make sure you stay close to the charging device during the process.

1. In the **My devices** panel, select a device.
2. Beneath the status of your device, click on the center icon **Technical information**.

i Tip: A red point will appear on this icon to notify you of the new firmware availability.

3. If a new firmware is available, a **Download new firmware** button appears at the top of the screen. Click on it.
4. Let the phone close to the supplied charging device until the loading circle has reached 100%.


Result: The device restarts and is now equipped with the last version of the firmware.

Contact the customer service

Context:

You can contact the customer service via the application to get help.



1. Click on the ticket icon () in the welcome screen, or on **Need help?** in the **How to charge?** page of the device.
2. Enter the title of the ticket.
3. **Optional:** Enter a charging point.
4. Describe your problem.
5. Click on the **Send** icon.

Result: The ticket is sent to the fleet managers of your company and to our customer service. Both can answer it.

Frequently asked questions

Which informations can I have over a device?

For each device registered to your app, you have four areas:

1. The header
2. The statuses
3. Three buttons
4. The data

Header

The header contains the ID of the device (six characters) and the company to which it belongs. If your employer has provided you the device, your work company name will appear.

The statuses

On the left, you find the charging status. If the charge is ongoing, you will see there the energy charged until now during this charging session.

- ❗ **Attention:** If your device is out of range, the default shown status is **Not charging**. Make sure you always are nearby your charging device to have the last status.

On the right, you find the BLE last date of synchronization.

Buttons

1. **How to charge.** This button gives you access to more information about your charging device usage.
2. **Technical information.** This button leads to:
 - the possibility to download a new firmware (when available).
 - information about the device: communication channel, maximal power output, serial number, firmware version and manufacturer.
 - the technical event log, a list of the last events communicated to the platform from your charging device.
 - a button to unpair your device. Using it will remove the BLE connection between your charging device and your phone, but your device will stay in your list.
 - ⚠ **Notice:** You should also always unpair from the settings menu of your phone.
3. **Sync.** This button is accessible only when the device is on and in range. It can be used to start the synchronisation of the data

Data

You can consult your data for three different time frame:

- Last week
- Last month
- Last year

For each time-frame, you have a graph of your energy usage, a sum of the energy usage, a sum of the costs and a sum of the costs that could be reimbursed (associated to your home account).

Why do I have to share my location with the application in background?

The background location is used for Beacon monitoring. This technology allows the application to automatically detect the device presence and trigger the synchronisation in background. In that way the it is not needed to manually open the application every timesynchronisation is needed.

Your phone GPS location is never used. Only the charging device location is used, when a differentiation between home and work charging is needed, and for no other reason.

Maintenance and disposal

The Nexxtender RED is maintenance-free. We advise you to check regularly for eventual external damages. If damage is found, do not use the device and contact us (see our [contact information \(page 23\)](#)).

Cleaning

If you wish to clean your device, use a damp cloth. Avoid cleaning agents with solvents.

Disposal

The packaging of the Nexxtender RED must be disposed according to applicable local and regional regulations.

Run-down or faulty batteries must be disposed of separately in accordance with national and local regulations on environmental protection and recycling. The Nexxtender RED may not be treated as ordinary waste and must be returned to a collection point for the recycling of electronic component. For more information, contact your local authority or a local waste disposal service.

Warranty and returns

On every Nexxtender RED, the general conditions apply. We guarantee the usability and functionality of our products. If a product is defective due to a production error, the statutory warranty will be invoked.

Defects not covered by warranty:

- Water damage and submersion
- Any product whose serial number is defaced or removed
- Loss or theft
- Accidents and natural disasters
- Cosmetic damage caused by the owner
- Damage caused by unauthorized third party products or components
- Damage caused by abuse and misuse of the product
- Defects due to normal wear and tear
- If the item is altered without permission from Powerdale
- If the user is not able to prove that he/she is the authorized user of the product.

Returns procedure

Before you begin: Check the [troubleshooting \(page 20\)](#) guide in case you are able to resolve any issues, unless you have already detected damage on the Nexxtender RED.

Context: If a product is damaged or defective, you can invoke your warranty.

1. [Contact us \(page 23\)](#)

i Important: Please wait for confirmation before sending the product back to us.

2. When you receive our confirmation message, place the Nexxtender RED in a post parcel (385 x 290 x 135 mm or 485 x 350 x 200 mm)
3. Print your contact form (received via a ticket or email).

i Tip: If you did not receive it, check your junk mail folder before contacting us.

4. Place your contact form inside the parcel.
5. Purchase the return label and stick it to the outside of the parcel.
 - If sending from Belgium, use a bpost label.
 - If sending from outside Belgium, choose any shipping company.

The return address is:

Nexxtender Service
Powerdale
Kerkstraat, 4
1640 Sint-Genesius-Rode
Belgium

6. Send the parcel.

i Important: Please ensure that you ask for proof of dispatch.

Result:

When we have received the package, you will receive a confirmation email.

- If the warranty is applicable, you will be sent your repaired device or a replacement within 5 working days after confirmation of receipt.
- If the warranty is not applicable, we will send you a quote. The item will be repaired or replaced after reception of your approval to proceed.

Troubleshooting

My device does not turn on when I plug it

Situation

There is no power in your Nexxtender RED. When plugged in, the LED of your Nexxtender RED is off and no sound can be heard.

Cause

The charging device is not connected correctly in the plug.

Remedy

- Connect your Nexxtender RED correctly (see [Connecting a Nexxtender RED \(page 7\)](#)).

Other possible causes

- There is no power in your electrical installation.
- The circuit breaker or the residual current device is activated.

Remedy

1. Check your circuit breaker and residual current device.

They are the electrical protections components of your installation. In some situations, they turn off and shut down power of your installation.

If one of your electrical protections is off, verify no high consuming device is turned on and turn your electrical protections back on before connecting your device again.

2. If the problem persists, [contact us \(page 23\)](#)

Related information:

[My electrical protections activate when I plug my device \(page 20\)](#)

My electrical protections activate when I plug my device



Situation

The plugging of your Nexxtender RED activates the circuit breaker and shut down the power of your installation.

Possible cause

The Nexxtender RED consumes 16 A by default. If your electrical circuit is already loaded with another electricity-consuming device (washing machine, dryer, cooking plate, etc.), the electrical circuit will be overloaded and the circuit breaker will be activated to protect your electrical installation.

Remedy

1. You can easily reduce your power consumption:
 - Use a plug on a separate circuit or on a circuit which does not have other electricity-consuming sources.
 - If not done already, reduce the consumption of your Nexttender RED by selecting slow charging  instead of fast charging  (see [how to change the charging speed \(page 8\)](#)). Slow charging consumes less current (6 A).
2. Charge your electric vehicle when there are fewer electricity-consuming devices connected, for instance during the night.

Related information:

[My device does not turn on when I plug it \(page 20\)](#)

Some of my charging sessions are not detailed on Nexxtmove

Situation

Some charging sessions are detailed but others are not.

Possible cause

The Nexttender RED uses the Sigfox network to transfer consumption data to Nexxtmove. You may be charging in an area with little or no coverage.

Remedy

1. Your device can transmit data in the next hours after the charging session. If possible, wait until your Nexttender RED is located in a covered area.

▲ Notice: Nexxtmove will then receive only the total consumption with the corresponding timestamps. It will report it on your dashboard as a quantity of electricity, with no details.

In other words, between the previous reported charging session and the last reported one, there may have been several sessions. But since the online platform did not receive the details, it will report it as one charge. Nonetheless, the total amount of energy is still valid.

2. If the problem persists, please create a ticket in Nexxtmove. Refer to [Creating a ticket \(page 23\)](#) for instructions.

Related information:

[My charging sessions do not appear on Nexxtmove \(page 22\)](#)

My charging sessions do not appear on Nexxtmove

Situation

The consumption data are not shown on Nexxtmove

Possible cause

The Nexxtender RED uses the Sigfox network to transfer consumption data to Nexxtmove. You may be charging in an area with little or no coverage.

Remedy

1. Your device can transmit data in the next hours after the charging session. If possible, wait until your Nexxtender RED is located in a covered area.

▲ Notice: Nexxtmove will then receive only the total consumption with the corresponding timestamps. It will report it on your dashboard as a quantity of electricity, with no details.

In other words, between the previous reported charging session and the last reported one, there may have been several sessions. But since the online platform did not receive the details, it will report it as one charge. Nonetheless, the total amount of energy is still valid.

2. If the problem persists, please create a ticket in Nexxtmove. Refer to [Creating a ticket \(page 23\)](#) for instructions.

Related information:

[Some of my charging sessions are not detailed on Nexxtmove \(page 21\)](#)

We are there for you

There are several ways to contact Powerdale if you have not found the solution to your problem in this manual.

- **Create a ticket. (page 23)**
- Contact our support team via email at operations@powerdale.com or via **our contact form** .
- Call our support team at +32 2 647 38 79.

Creating a ticket

1. In the **Reporting** menu, choose **Tickets**.
2. Click on **Create a new ticket** in the top right corner.
3. Enter a specific title that relates to your problem.

Tip: Use specific titles to receive help faster.

4. Provide a detailed description of your problem under **Message**.
5. **Optional:** If applicable, select the appropriate charging point from the list. This can only be done if the charging point is attributed to you. If you use a charging point of your network, just add a reference number in the description (if available).
6. Click **Save**.

Result: Your ticket is sent to the Powerdale support team and can be seen by all Nexxtmove managers in your company. You will receive a response as soon as possible.