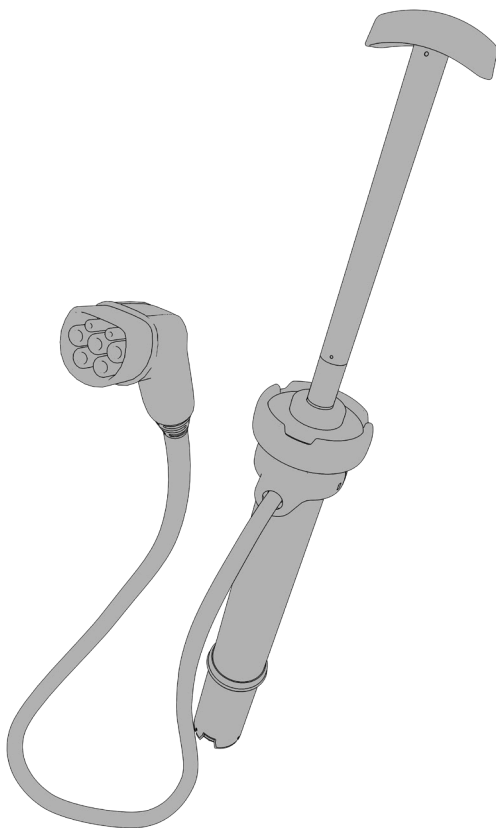




**TROJAN  
ENERGY**



# CHARGING MANUAL

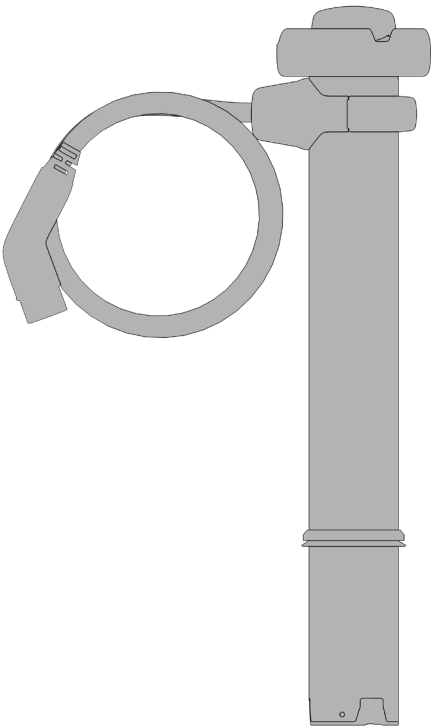
v1.7 (model: 75000002)

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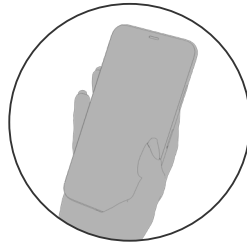
# TROJAN EQUIPMENT

THE CHARGING LANCE



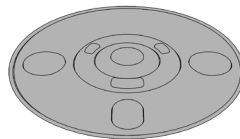
PORTAL

<https://portal.trojanenergyltd.com>

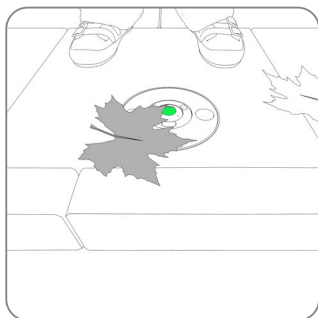


THE CHARGE POINT

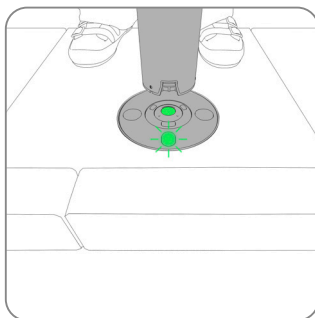
(model: 75000002)



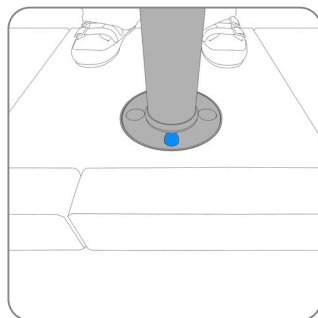
# START YOUR CHARGING SESSION



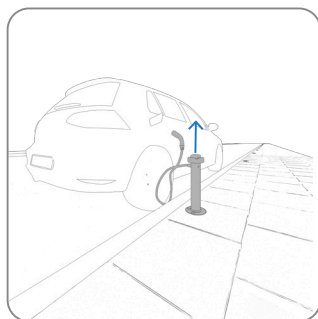
1. Remove any large pieces of debris on top of the charge point (i.e. any rocks, leaves or litter).



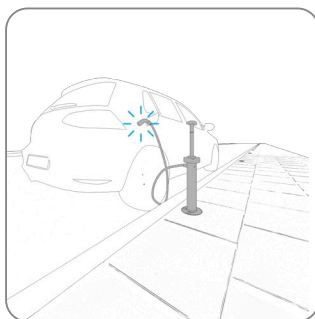
2. Line up the lance above the charge point with the cable facing the road. The outer light should flash green.



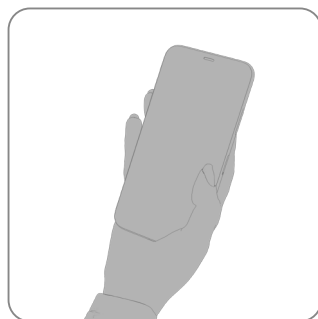
3. Push the lance into charge point until it stops, hold firmly in place at the bottom until blue light appears indicating that it is locked (this may take a few seconds)



4. Fully extend the handle on the lance until it clicks.

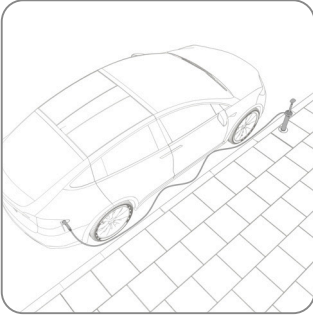


5. Plug the cable into the car and lock the car to start charging.

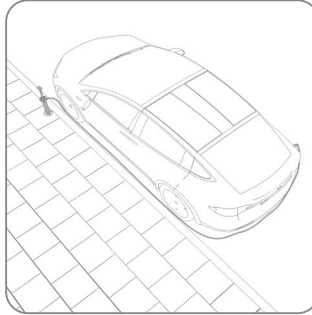


6. Charging will automatically start with preferences specified in the portal. Default is set to charge at fastest available speed. See page 4 'The Portal' for options.

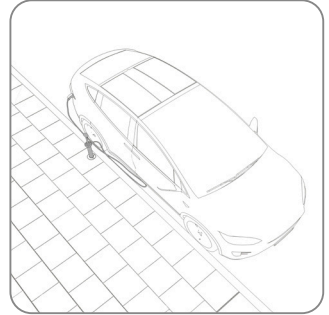
# CABLE ETIQUETTE & SAFETY



Ensure cable is kept close to the footprint of the car and is not obstructing pedestrian walkways.



When the car charge port is on the opposite side of the car to the pavement, ensure the cable always remains within the footprint of the car.



Ensure extra cable is tucked away underneath or within the footprint of car to avoid trip hazards for pedestrians. Never leave the excess cable on the pavement.

**INSPECTION OF CHARGE POINT** - INSPECT THE CHARGE POINT PRIOR TO USE TO CHECK FOR EXCESSIVE CONTAMINANTS SUCH AS CHEWING GUM, DOG FOULING ETC. IF IN DOUBT DO NOT USE THE CHARGE POINT AND REPORT THE PROBLEM TO TROJAN ENERGY THROUGH THE PORTAL / APP.

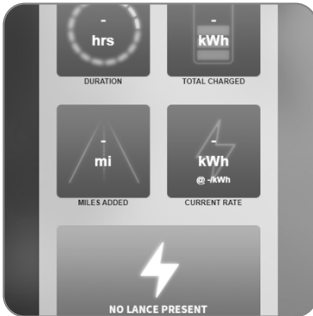
**HEALTH** - IF USING THIS APPARATUS CAUSES ANY PHYSICAL DISCOMFORT (ENGAGING AND DISENGAGING LANCE, OR CARRYING LANCE AND CABLE), THEN STOP USING THE LANCE AND REPORT THIS TO TROJAN ENERGY.

**LANCE CARE** - WHILST TROJAN HAVE USED ALL REASONABLE ENDEAVOURS TO MAKE THE LANCE ROBUST AND DURABLE, IT IS THE RESPONSIBILITY OF THE USER TO CHECK FOR SIGNS OR WEAR OR DAMAGE PRIOR TO USE. DO NOT STORE THE LANCE IN A DAMP & WET ENVIRONMENT, EITHER STORE IN CAR OR PROPERTY. IF LANCE BECOMES EXCESSIVELY DIRTY, WIPE DOWN WITH A MOIST CLOTH TO REMOVE FOULING.

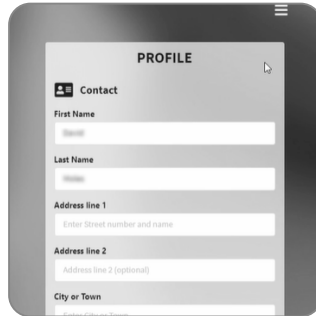
**THE LANCE IS AT RISK OF THEFT IF A USER UNPLUGS FROM THE CAR AND LEAVES IT ON THE STREET.** THE USER WILL BE RESPONSIBLE BOTH FOR THE SAFETY, RISK AND ALL CHARGING THAT OCCURS ON THAT LANCE UNTIL TROJAN IS NOTIFIED AND THE LANCE DEACTIVATED.

# THE PORTAL

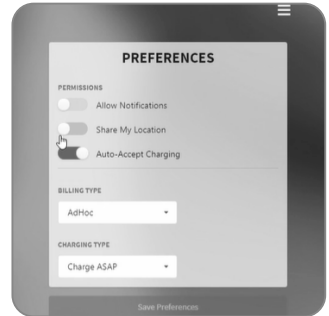
<https://portal.trojanenergyltd.com>



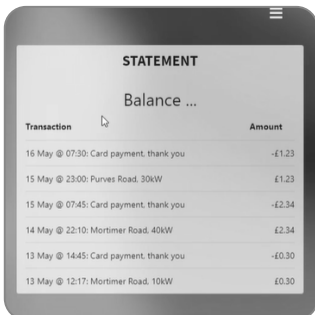
1. **Current charging session**
  - Charge duration
  - Total session kWh consumed
  - Charging speed
  - Ability to stop, start, resume charge



2. **Profile page**
  - Contact / billing details
  - Card details
  - Vehicle details
  - Change password



3. **Preferences**
  - Notifications / privacy settings
  - Auto-accept charging
  - Charging type options

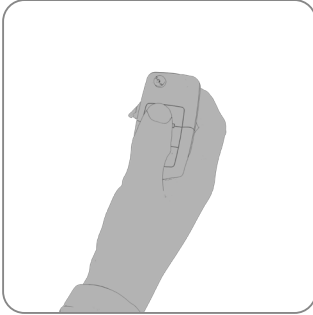


4. **Statements**
  - Previous charge dates, times & locations
  - Previous charge costs
  - Previous charge kWh
  - Download statement summary

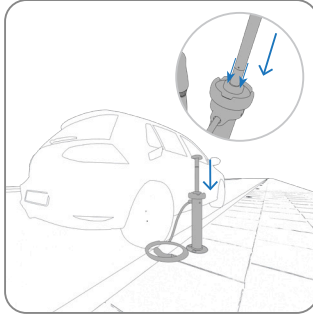


5. **Support**
  - Send a help request
  - Call support
  - Email Support

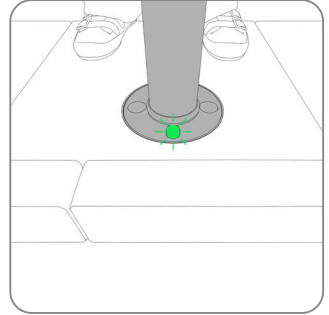
# FINISHED CHARGING



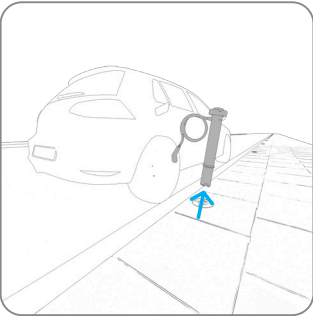
1. Unlock the car and unplug the cable from the car.



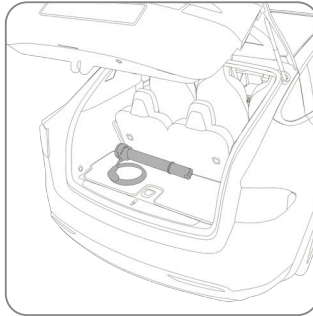
2. Push down on the black button on the base of the extended handle to retract the handle.



3. A green light begins flashing on the charge point which indicates that the lance is ready to be ejected.

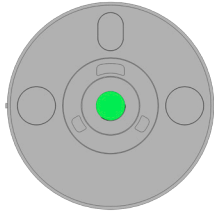


4. Pull out the lance from charge point.

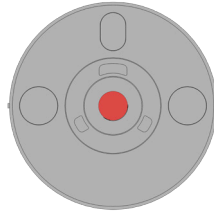


5. Store the lance in your car or at home, ready for next charging session.

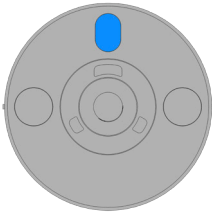
# CHARGE POINT LED COLOUR STATES



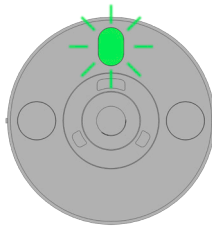
**Central LED solid GREEN**  
Charge point available / ready for  
lance insert



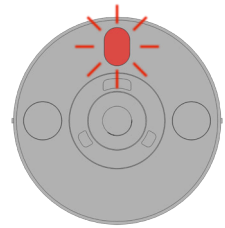
**Central LED Solid RED**  
Charge point unavailable



**Edge LED Solid BLUE**  
Lance locked into charge point



**Edge LED Flashing GREEN**  
Lance unlocked from charge point / lance  
accepted (when offering lance to charge point)

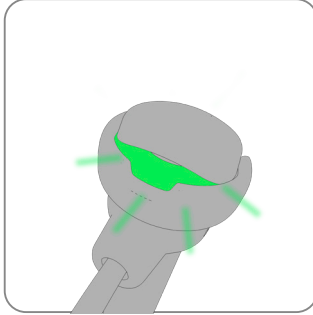


**Edge LED Flashing RED**  
Rejected / charging error

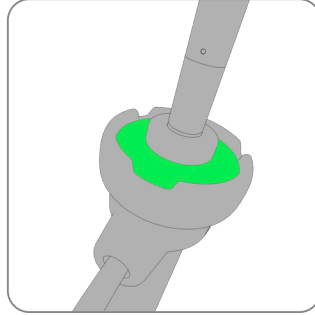


# LANCE

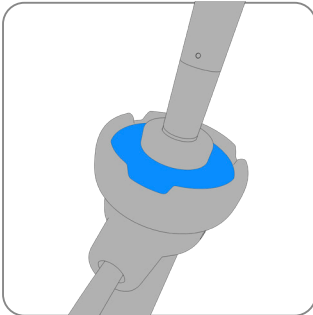
## LED COLOUR STATES



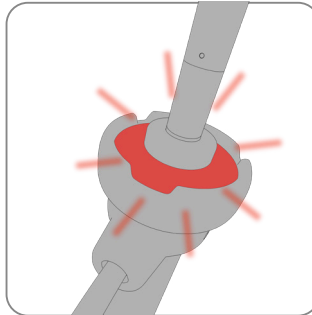
**Lance LED Flashing GREEN:**  
Waiting for extension to be pulled up /  
lance can be removed.



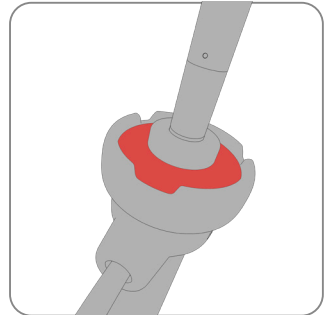
**Lance LED solid GREEN:**  
Extension fully up / preparing to charge



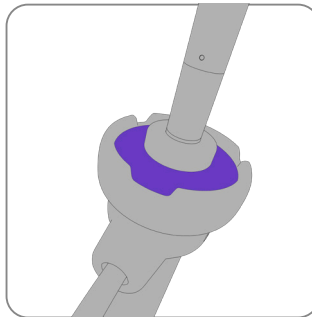
**Lance LED Solid BLUE:**  
Successfully charging



**Lance LED Flashing RED:**  
Lance rejected



**Lance LED Solid RED:**  
Charging error



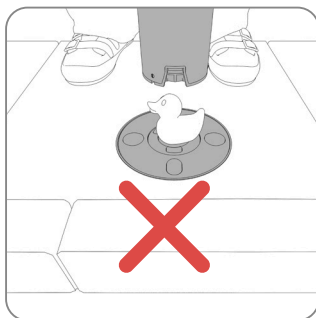
**Lance LED PURPLE:** Connection error - The user should  
disconnect from the EV, eject the lance and then reinsert.

# LANCE MISUSE



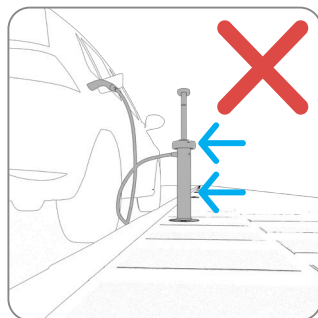
**DO NOT**

put anything other than the Trojan Energy lance in the charge point.



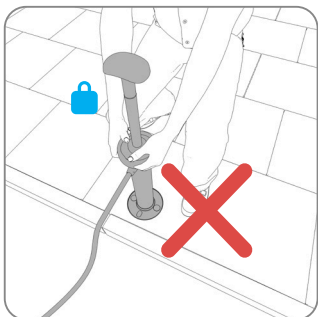
**DO NOT**

put anything between the lance & charge point.



**DO NOT**

exert force to the side of the lance.



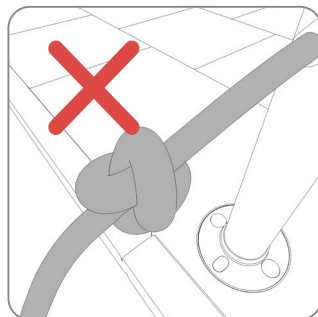
**DO NOT**

attempt to pull out without unlocking the unit.



**DO NOT**

leave the cable over the pavement.

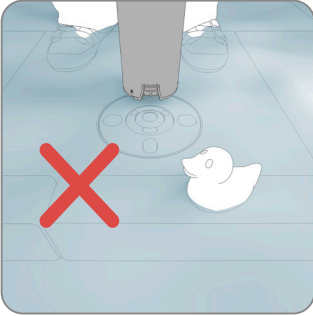


**DO NOT**

tie knots in the cable.

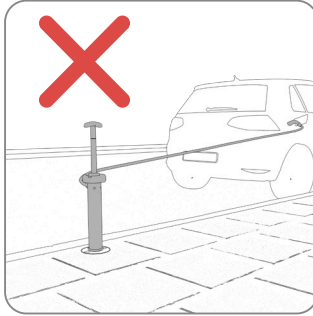
# LANCE MISUSE

(CONTINUED)



**DO NOT**

insert the lance in flooded conditions.



**DO NOT**

run the cable so tight that it sits above the ground.



**DO NOT**

put any part of your body except your hands above lance while removing from charge point. Keep small children away while doing so.

# TERMS & CONDITIONS

By using the Trojan Energy Limited (Trojan Energy) charge point, connector, lance and any other associated equipment (Equipment) you hereby agree to make use of the Equipment and EV charging services (Services) in accordance with the Trojan Energy terms and conditions in force and effect at the date of such use, available at <https://trojan.energy/consumertterms>.

For the Trojan Energy Legal & Regulatory Notice and limited warranty, please visit <https://trojan.energy/legal>.

## **WARNING: PACEMAKERS**

EV charge points may generate electro-magnetic fields which may be harmful to wearers of pacemakers. If you have a pacemaker and are unsure about whether it is safe for you to use a charge point, please do not use the charge point. If you have a pacemaker and you use a charge point, maintain as much distance as possible from the charge point. If you feel uncomfortable at any time while using a charge point, please stop using the charge point immediately. Trojan Energy will not be liable for any loss, damage or harm suffered as a result of your use of a charge point if you wear a pacemaker, provided that nothing contained herein shall operate to limit or exclude Trojan Energy's liability for death or personal injury caused by its negligence.

By using the Equipment and Services you hereby irrevocably and unconditionally confirm that you fully acknowledge, understand and agree to the above provisions.

# UNITED KINGDOM DECLARATION OF CONFORMITY

## TROJAN ENERGY LIMITED

W-Zero-1 Building  
Energy Transition Zone  
Hareness Road  
Aberdeen  
AB12 3LE  
United Kingdom



EQUIPMENT	Flat and flush EV charge point
DESIGNATION	Lance & Phalanx
MODEL	75000002
DESIGN REVISION	001

The undersigned hereby declares, on behalf of Trojan Energy Limited, that the above-referenced product, to which this declaration relates, is in conformity with the provisions of the following regulations:

- **Electrical Equipment (Safety) Regulations 2016**
- **Electromagnetic Compatibility Regulations 2016**
- **Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012**

All equipment detailed has been designed and verified in accordance with the relevant verifications and any applicable verification options of the following standards:

- **BS EN IEC 61851-1:2019** Electric vehicle conductive charging system – Part 1: General requirements
- **BS EN IEC 61851-21-2:2021** Electric vehicle conductive charging system – Part 2: Electric vehicle requirements for conductive connection to an AC/DC supply – EMC requirements for off-board electric vehicle charging systems
- **BS EN IEC 61439-1** Low-voltage switchgear and controlgear assemblies – Part 1: General rules
- **BS EN IEC 61439-7** Low-voltage switchgear and controlgear assemblies – Part 7: Assemblies for specific applications such as marinas, camping sites, market squares, electric vehicle charging stations
- **BS EN 61984:2009** Connectors – Safety requirements and tests
- **EN 50364:2010** Limitation of human exposure to electromagnetic fields from devices operating in the frequency range 0Hz to 300GHz, used in electronic article surveillance (EAS), radio frequency identification (RFID) and similar applications

**Ian Mackenzie**  
Chief Executive Officer  
4 August, 2023

The Technical Construction File is maintained at the address as detailed above.  
This Declaration of Conformity is issued under the sole responsibility of the manufacturer.

Trojan Energy Limited is a company registered in Scotland with company registration number SC547728



