

METRON

EV CHARGING STATION USER MANUAL



ENGLISH

Information about charging stations and the latest version of this document is available at
www.eauto.si/metron-shop



To contact METRON, call **+386 51 320 538**
or write us an e-mail on **info@eauto.si**

ILLUSTRATIONS

The illustrations provided in this document are for demonstration purposes only. Depending on charging station options and market region, the information may appear slightly different.

PRODUCT SPECIFICATIONS

All specifications and descriptions contained in this document are verified to be accurate at the time of printing. However, because continuous improvement is a goal at METRON, we reserve the right to make product modifications at any time. To communicate any inaccuracies or omissions in this document, please send an email to: info@eauto.si

2018 METRON, d.o.o.

All information in this document is subject to copyright and other intellectual property rights of METRON, d.o.o. and its licensors. This material may not be modified, reproduced or copied, in whole or in part, without the prior written permission of Metron, d.o.o. and its licensors. Additional information is available upon request.

About.....	2	Maintenance.....	21
General.....	2	Maintenance Plan.....	21
Safety.....	2		
Intended use.....	2	Troubleshooting.....	22
Qualification of personnel.....	3		
Product description.....	3	Disassembly, Storage	
Optional equipment.....	4	and Disposal.....	23
Identification plate.....	4	Disassembly.....	23
Exterior And Interior View.....	5	Storage.....	23
General Data.....	6	Disposal.....	23
Maximum Cable			
Cross-Section At Terminals.....	7	Warranty.....	24
Ambient Conditions.....	7	Limited Warranty.....	24
		Returning Devices.....	24
Installation.....	8		
Choice Of Location.....	8		
Unpacking.....	9		
Opening The Charging Station.....	9		
Minimum Distances.....	10		
Installing The Charger Station			
On The Wall.....	11		
Electrical connection.....	12		
Voltage Supply /			
Supply Network Connection.....	12		
Safeguarding And Personal Protection.....	12		
Connecting The Supply Line.....	13		
Operation.....	14		
Dynamic Power Control.....	14		
How To Set The Charging Station Part 1.....	15		
1st Group – Current Setting.....	15		
2nd Group – Main Household Fuse Type.....	16		
3rd Group – On-board			
Charger Response Time.....	16		
How To Set The Charging Station Part 2.....	16		
Example 1.....	17		
Example 2.....	18		
Re-activating The Residual Current			
Circuit Breaker And Circuit Breaker.....	19		
Charging the vehicle.....	19		
Mode 3 Charging.....	20		
Terminating The Charging Process.....	20		
Status LED.....	20		

General

This manual is an important aid for ensuring the fault-free and safe operation of the device. The specifications in this manual apply only to the device stated in the product description. Read this manual before setting up the device.

Using this manual will help you to:

- avoid any risks for the user
- become acquainted with the device
- achieve optimum functioning
- promptly detect and rectify faults
- avoid any malfunctions due to improper installation
- cut down on repair costs and reduce the number of downtimes
- improve the reliability and increase the service life of the system
- avoid causing harm to the environment

These instructions are an important part of the product and must be retained for future reference. METRON accepts no liability for any damage resulting from non observance of the information in this manual.

Safety

The device has been designed using state-of-the-art technology and is safe to operate.

Nevertheless, there may be residual risks associated with the device under the following circumstances:

- the device is not used as intended
- non-compliance with the safety information given in this manual
- the device is damaged
- the device is not maintained properly
- the device is modified or converted improperly
- the maintenance work specified in this manual is not carried out in due time



Warning: Risk of death resulting from non-compliance with documentation! Any person authorized to work on the system must have read and understood this manual, in particular the “Safety” chapter.

The electrical installation, initial operation and servicing of the device may only be performed by qualified electricians who have been authorized by the operator.

Intended Use

The device may be used for the purpose described in “Product Description” on page 3 and in conjunction with the supplied and approved components. Any use exceeding the aforementioned shall be deemed unintended. METRON assumes no liability for damage resulting from non-intended use. Intended use also includes:

- compliance with all the information in this manual;
- carrying out of servicing tasks according to schedule.

The device may present hazards, if not used as intended.

Qualification Of Personnel

The electrical installation, setup and maintenance of the device may only be performed by qualified electricians, which have received authorization from the system operator to perform such tasks. Such persons must have read and understood the operating manual and must comply with the information therein.

Requirements of qualified electricians:

- knowledge of general and special safety and accident prevention guidelines;
- knowledge of relevant electrical guidelines [e.g. DIN VDE 0100 section 600 DIN VDE 0100722], as well as valid national regulations;
- the ability to recognize risks and avoid possible dangers.

Product Description

METRON range of charging stations [Nano, Standard and Duo] is unique for its robustness and durability with close to zero maintenance. It is designed to charge electric vehicles and is supplied either with a type 2 socket or on cable Type 2/Type 1 plug with various charging power capabilities. Nano charging station also has an option of advanced dynamic power control.

The METRON charging station is meant to be used in private and semi-public areas, such as company car parks, depots or private land.

The charging station is used exclusively for charging electrically powered vehicles.

- Mode 3 charging according to IEC 61851-1:2010.
- Plugs and sockets according to IEC 62196.

The charging station is operated as a stand-alone solution without connection to a master control system. The charging station is intended solely for fixed installation.

Features:

- Status information through LED
- METRON charging station communication and control unit EVSE
- Push button for setting current
- Steel made enclosure
- Wired ready for connection

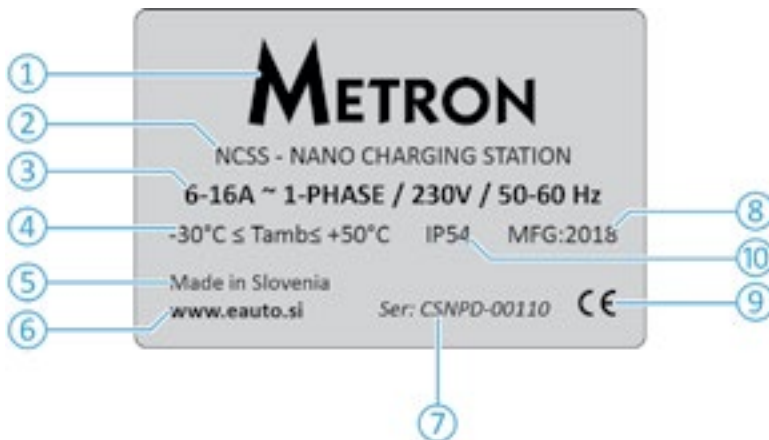
Optional Equipment

Depending on the version, the charging station is equipped with one of the following connector systems:



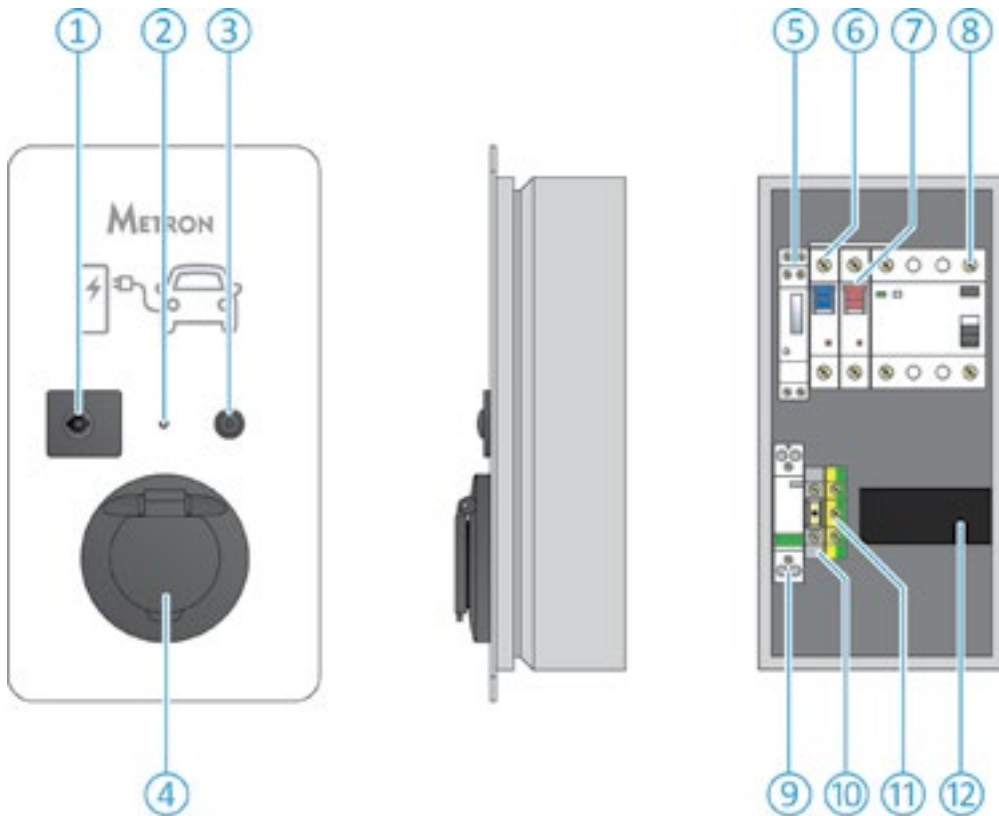
1. Charging socket Type 2 for Mode 3 charging.
2. Permanently connected charging cable with charging connector Type 2.
3. Permanently connected charging cable with charging connector Type 1.

Identification Plate



1. Manufacturer
2. Type
3. Grid connection and current setting
4. Temperature operating range
5. Country of origin
6. Web page
7. Serial number
8. Protection class
9. Year of production
10. Certification mark

Exterior And Interior View



1. Lock
2. LED light
3. Push button
4. Socket
5. kWh counter
6. Charging cable fuse
7. Charge control fuse
8. RCCB
9. Circuit breaker CB
10. CP terminal
11. Terminal earth
12. charge controller

General Data

	Nano	Standar	Duo
Charging station plug/ socket type	Type 2 / Type 1 (IEC 62196 / SAE J1772) female plug or type 2 charging socket	Type 2 (IEC 62196) female plug or charging socket	Type 2 (IEC 62196) female plug or charging socket
Required power cable	3G2,5 mm ² for 3, 7 kW	5G2,5 mm ² for 11 kW 5G6 mm ² for 22 kW	2x5G2,5 mm ² for 11 kW 2x5G6 mm ² for 22 kW
3G6 mm ² for 7,4 kW	5G2,5 mm ² for 11 kW	3x16 A / 11 kW or 3x32 A / 22 kW*	Min: 2 sockets 1x16A and Max: 2 sockets 3x16A *
5G6 mm ² for 22 kW	2x5G2,5 mm ² for 11 kW	6/8/10/13/16 A or 6/8/10/13/16/20/25/32 A**	6/8/10/13/16 A**
2x5G6 mm ² for 22 kW	3,7 kW or 7,4 kW [1-phase]	11 kW or 22 kW [3-phase]	11 kW [3-phase]
Max. charging current	16 A / 3,7 kW or 32 A / 7,4 kW *	3x16 A / 11 kW or 3x32 A / 22 kW*	Min: 2 sockets 1x16A and Max: 2 sockets 3x16A *
Possible charging cur- rent settings	6/8/10/13/16 A or	From 155 V to 470 V [3-phase] [50/60 Hz]	From 90 V to 270 V [1- phase] or from 155 V to 470 V [3-phase] [50/60 Hz]
6/8/10/13/16/20/25/32 A**	5m***	5m***	5m***
	6/8/10/13/16 A or	Yes	Yes
6/8/10/13/16/20/25/32 A**	Yes	Yes	Yes
	6/8/10/13/16 A**	Optional	Optional
Max. charging power	3,7 kW or 7,4 kW [1-phase]	11 kW or 22 kW [3-phase]	11 kW [3-phase]
Rated Voltage	230 Vac	230 Vac/400 Vac	230 Vac/400 Vac
Operating voltage/fre- quency range	From 180 V to 270 V [50/60 Hz]	From 155 V to 470 V [3-phase] [50/60 Hz]	From 90 V to 270 V [1- phase] or from 155 V to 470 V [3-phase] [50/60 Hz]
Cable length (if ordered with plug and cable)	5m***	5m***	5m***
Circuit breaker	Yes	Yes	Yes
Type A RCD protection	Yes	Yes	Yes
Type B RCD protection	Optional	Optional	Optional
UV resistance	Yes [all parts]	Yes [all parts]	Yes [all parts]
Operating ambient air temperature range	From -30°C to +50°C	From -30°C to +50°C	From -30°C to +50°C

	Nano	Standar	Duo
IP Rating	IP54	IP54	IP54
Weight	App 8-10 kg	App 8-10 kg	App 10-12 kg
Dynamic power control	Optional	No	No

*Exact max charging power and configuration information can be found on the product information label, which is located on the right hand side of the charging station.

**Charging current setting is based on the order and only customers that need max 32A/phase can set the charging current above 16 A.

***Cable length is based on the order.

Maximum Cable Cross-Section At Terminals

Power	Rigid	Flexible
3.7 kW	3 x 6 mm ²	3 x 4 mm ²
7.4 kW	3 x 10 mm ²	3 x 6 mm ²
11 kW	5 x 6 mm ²	5 x 4 mm ²

Ambient Conditions

Ambient temperature	-25 to +40 °C
Average temperature over 24 hours	< 35 °C
Storage temperature Altitude	-25 to +40 °C
Altitude	max. 2,000 meters above sea level
Relative humidity	max. 95 % [non-condensing]



Warning: Mortal danger posed by improper installation. There is a risk of injury for persons performing tasks for which they are neither qualified nor have received appropriate training.

- The device may only be installed by personnel which are familiar with the task, have been instructed with regard to the associated hazards and who possess the necessary qualifications.
- Before installing, all safety requirements must be met.

Choice Of Location



Warning: Risk due to unsuitable environmental conditions / installation locations. Unsuitable ambient conditions and installation locations may lead to dangerous situations when dealing with electricity.

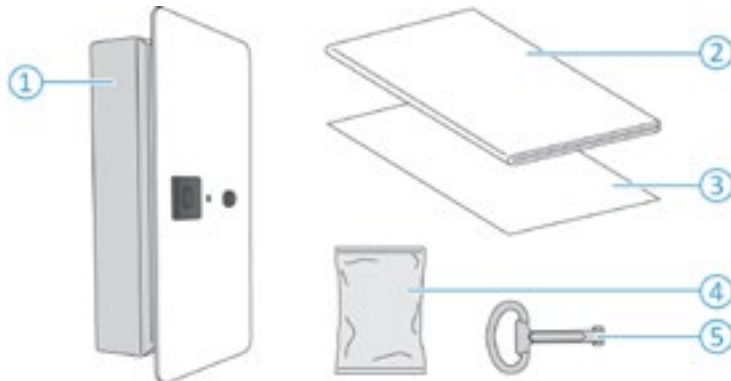
Please observe the following points when selecting an installation location:

- Do not install in potentially explosive atmospheres (e.g. gas refueling stations).
- Do not install in flood-prone areas.
- Comply with local technical connection requirements and safety rules.
- For ambient conditions, see Chapter “Ambient conditions” on page 7.
- The charging system must be protected from direct exposure to water jets.
- The mounting surface must have sufficient strength to withstand the mechanical stresses. When mounting on plasterboard walls they must have at least two layers.

Unpacking

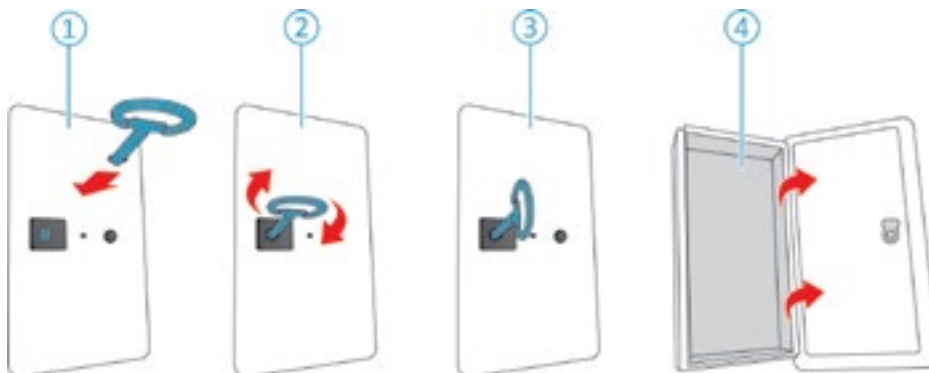
⚠ Caution: Damage to the charging station by improper handling. Collisions and impacts may damage the charging station.

- Move the charging station with caution.
- Use a soft base to set aside the charging station



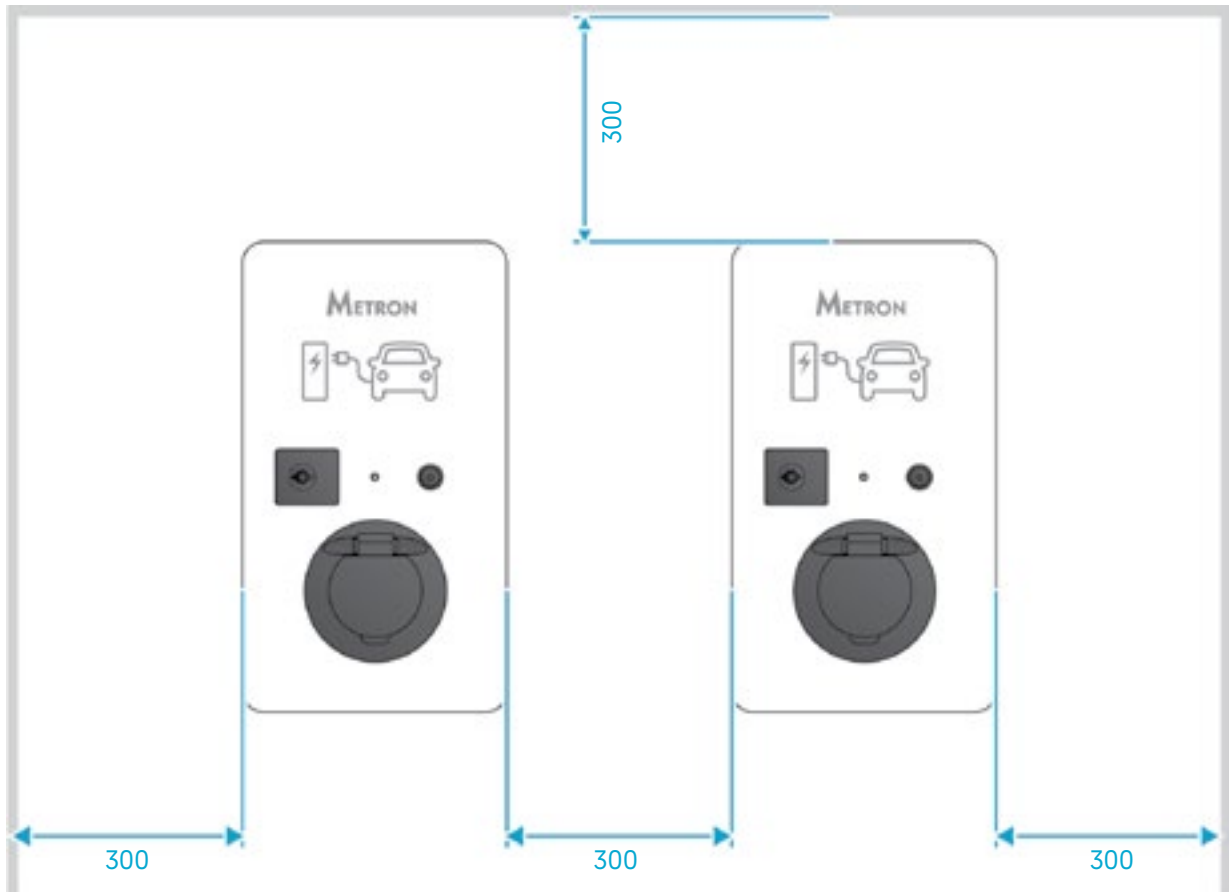
1. Charging station
2. User manual
3. Warranty
4. Bag with installation hardware [screws, dowels]
5. Key

Opening The Charging Station



1. Insert the key into the hole
2. Rotate the key clockwise
3. Key should be facing upwards when unlocked
4. Open the wicket to the right

Minimum Distances



Maintain the specified minimum distances for unrestricted access during operation, maintenance and repair. The dimensions are given in mm.

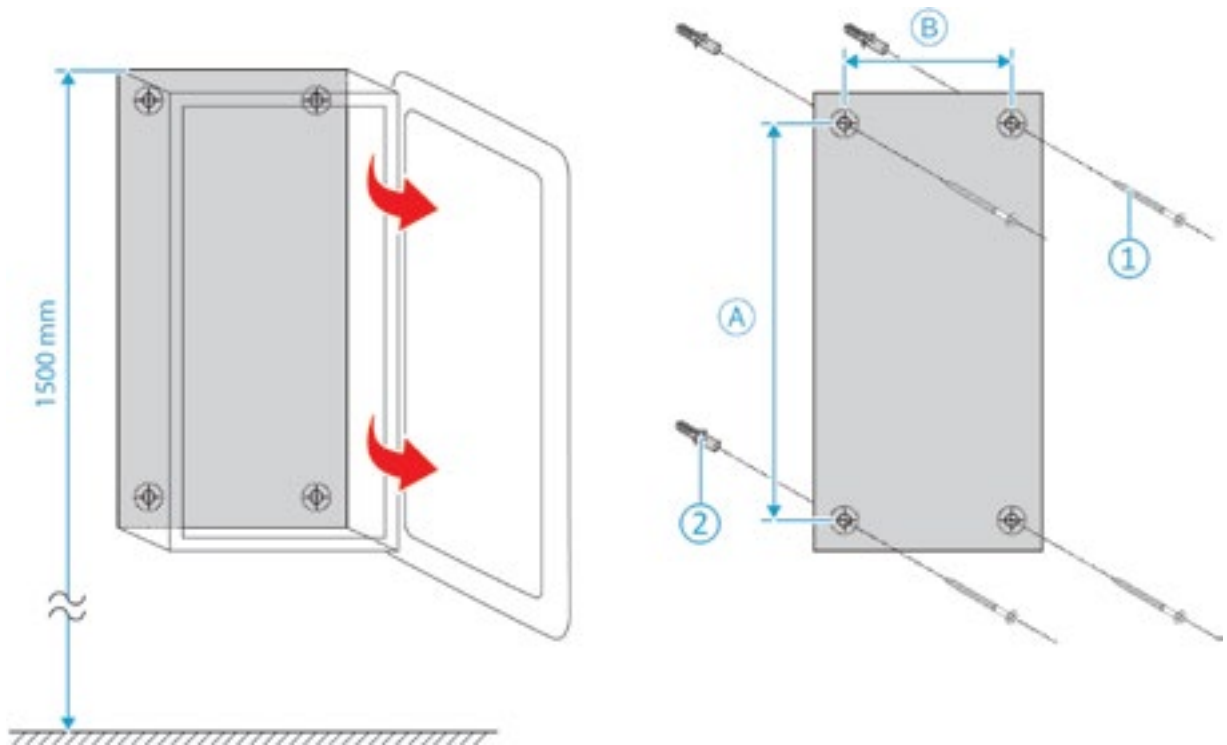
Installing The Charger Station On The Wall

For installation on concrete, brick and wood walls, use the included installation hardware. For other surfaces, a suitable on-site mounting method must be chosen.

METRON recommends the installation of the charging station at a height (up to the top edge of the enclosure) of approximately 1.50 meters above the finished floor.

1. Mark the mounting holes
2. Drill the holes in the wall
3. Secure the charging station to the wall by using dowels and screws

Check the charging station for firm and secure fit.



A
Nano 260 mm
Standard 260 mm
Duo 360 mm

1. Dowels
2. Screws

B
Nano 110 mm
Standard 130 mm
Duo 260 mm

Voltage Supply / Supply Network Connection



Warning: Risk of death by electric shock! Components have voltage applied. Contact with current conducting parts results in an electric shock, burns or death. When working with the electrical system, the following points must be observed:

- Disconnect device from voltage
- Secure device from being turned back on
- Ensure that no voltage is applied
- Earth and short-circuit the unit
- Cover neighboring components that are under voltage and secure the danger area

Note the following points when connecting to the power supply:

- Observe the application national/local regulations;
- Ensure a clockwise rotating field for a three-phase connection.

Safeguarding And Personal Protection



Warning: Danger to life by electric shock. Residual current circuit breakers (type B) sensitive to universal currents may be installed instead of residual current circuit breakers (type A) sensitive to pulse currents. Depending on the equipment package, the charging stations are fitted with the required safety equipment

Note the following points when connecting the charging station:

- Each charging station must be connected using a separate residual current circuit breaker (residual current circuit breaker type A for single-phase versions, residual current circuit breaker type B for three-phase versions).
- No other circuit may be connected to this residual current circuit breaker
- Design of the on-site circuit breaker

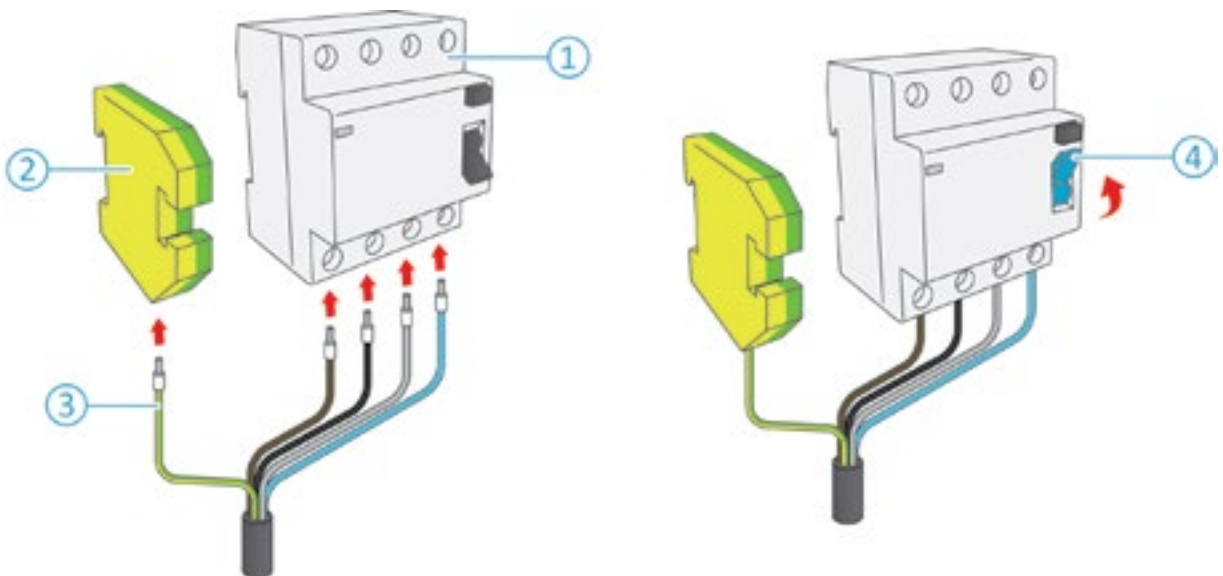


Warning: Fire hazard due to device overload.

Fire hazard due to device overload in case of wrong design of the on-site circuit breaker. The normal current of the selected circuit breaker must not exceed the specifications on the nameplate.

Connecting The Supply Line

1. Strip the supply cable over a length of 370 mm and remove the core insulation over a length of 12 mm
2. Connect the cores of the supply cable to the RCCB (1) and the earth core to the terminal (2)
The protective earth conductor (3) must be longer than all other conductors
3. Check that the individual cores are properly connected and that the screws are tightened
4. Turn the reset lever (4) to position 1 to power the system





Warning: Risk of injury

There is a risk of injury due to damage to the charging system.

If it appears that, the charging system cannot be operated safely:

- Take the charging system out of service.
- Determine and eliminate any faults / malfunctions.
- Contact your electrician, local dealer or direct factory help

Dynamic Power Control

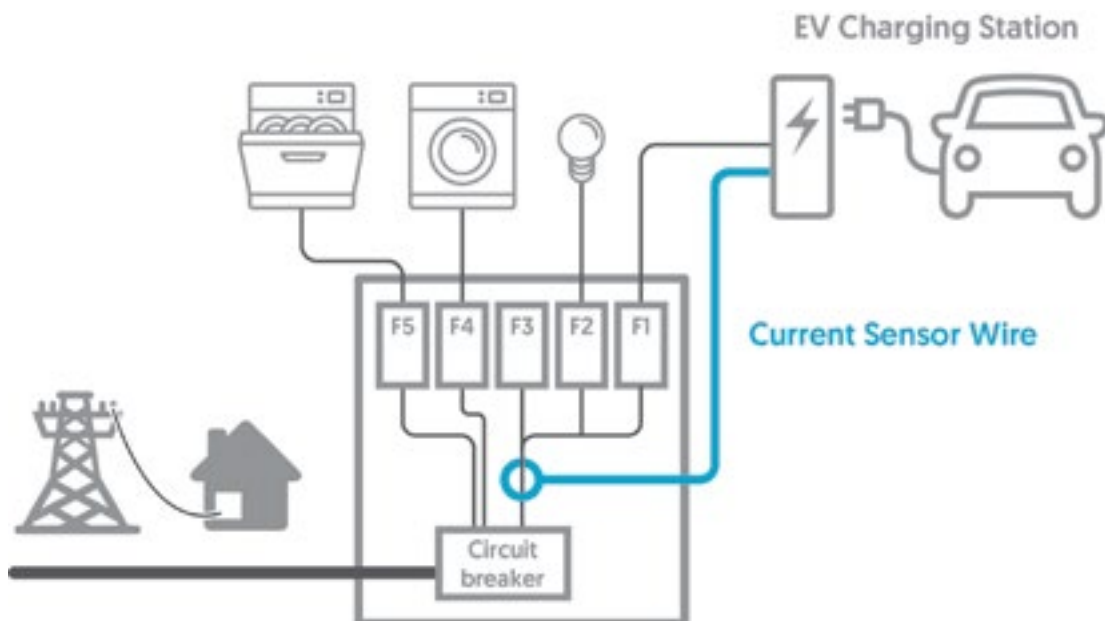
This is an advanced function that protects the main household fuse, which is installed on the phase that your electric vehicle is using for charging. For this to function you have to install a current sensor on the line (L1, L2 or L3) that comes from the main household fuse and then connect this sensor to the charging station. The maximum length of the

current sensor connecting cable is 40 m. We recommend that you use shielded 8 core UTP cable and use 4 wires as one wire.

The function of dynamic power control has three groups of settings, which are set with the push button [see chapter “How to set the charging station on page 15]:



Warning: Mortal danger posed by improper installation. There is a risk of injury for persons performing tasks for which they are neither qualified nor have received appropriate training.



Caution: When the charging station receives power supply [connection to the grid] the LED blinks 5 times.

How To Set The Charging Station Part 1

1. Press and **hold** the push button (LED switches off immediately)
2. After 5 seconds LED starts blinking slowly
3. Releasing the push button after a certain number of blinks determines the setting (see example on page 17)



! **Important:** If after 5 or 8 blinks (depending on the charging station) you do not release the push button for another 30 seconds, the system will take you to the next setting which enables you to set the main household fuse type. The setting begins automatically when the LED starts to blink again.

1st Group – Current Setting

This setting enables you to set the maximum charging current with which your electric vehicle, will be charging.

Nano 3,7 kW						Nano 7,4 kW		
Number of blinks	1	2	3	4	5	6	7	8
Charging current/power	6 A 1,4 kW	8 A 1,8 kW	10 A 2,3 kW	13 A 3,0 kW	16 A 3,7 kW	20 A 4,6 kW	25 A 5,8 kW	32 A 7,4 kW

Standard 3,7 kW						Standard 7,4 kW		
Number of blinks	1	2	3	4	5	6	7	8
Charging current/power	3x6 A 4,1 kW	3x8 A 5,5 kW	3x10 A 6,9 kW	3x13 A 9,0 kW	3x16 A 11,0 kW	3x20 A 13,8 kW	3x25 A 17,4 kW	3x32 A 22 kW

Duo 11 kW						Duo 22 kW		
Number of blinks	1	2	3	4	5	6	7	8
Charging current/power	2x3x6 A 2x4,1 kW	2x3x8 A 2x5,5 kW	2x3x10 A 2x6,9 kW	2x3x13 A 2x9,0 kW	2x3x16 A 2x11,0 kW	2x3x20 A 2x13,8 kW	2x3x25 A 2x17,4 kW	2x3x32 A 2x22 kW

2nd Group – Main Household Fuse Type

With this setting, you set the amperage of the main household fuse on which your car will be connected. For more information on the type of the main household fuse, please contact your grid operator. The default value is set to 16 A.

Number of blinks	From 1 to 40 (each blink signals 1 Ampere)
Fuse type	From 1 to 40 A



Caution: If after 40 blinks you do not release the push button for another 30 seconds, the system will take you to the next setting which enables you to set the on board charger response time. The setting begins automatically when the LED starts to blink again.

3rd Group – On-board Charger Response Time

This setting defines the on-board charger reaction time. Most of the chargers can change the current every 2 seconds. This setting does not need to be changed since the default value is set to 2 seconds.



Warning: Risk of serious damage if done incorrectly. Performed only by expert who is qualified and have received appropriate training.

How To Set The Charging Station Part 2

Since these settings are in consecutive order, the first setting you need to perform is the “On-board charger response time” (not necessary). Once you do that, you have to start again to set the “Main household fuse type” and at the end, you can set the desired “Charging current” (See example on the next page).

Example 1:

Let say we want the following specifications for our charging station:

- Current Setting = **16 A**
- Main household fuse type = **32 A**
- On-board charger response time = **5 seconds**

STEP 1

First, you need to set the on-board charger response time.



1. Press and **hold** the push button (LED switches off immediately);
2. After steps:
 - 5 LED blinks
 - 30 seconds
 - 40 blinks
 - 30 seconds, you will enter in the 3rd Group;
3. Releasing the push button after **5th blink** determines the setting.

STEP 2

Next is main household fuse type.



1. Press and **hold** the push button (LED switches off immediately);
2. After steps:
 - 5 LED blinks
 - 30 seconds, you will enter in the 2nd Group;
3. Releasing the push button after **32nd blink** determines the setting.

STEP 3

Next is main household fuse type.



1. Press and **hold** the push button (LED switches off immediately);
2. Releasing the push button after **5th blink** determines the setting.

Example 2:

For this example, we want the following specifications for our charging station:

- Current Setting = **20 A**
- Main household fuse type = **25 A**
- On-board charger response time = **2 seconds**

In this case we can skip the setting for “On-board charger response time” because the default setting is already set to 2 seconds (unless you have changed it with previous setting).

STEP 1

Set the main household fuse type.



1. Press and **hold** the push button (LED switches off immediately)
2. After steps:
 - 5 LED blinks
 - 30 seconds, you will enter in the 2nd Group;
3. Releasing the push button after **25th blink** determines the setting.

STEP 2

Set main household fuse type.

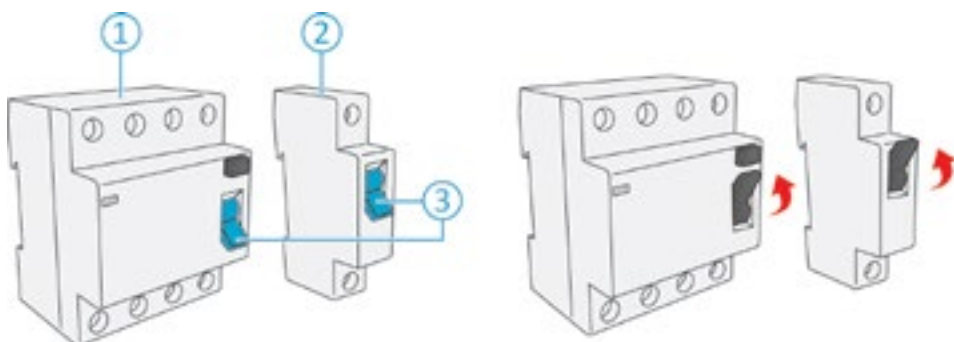


1. Press and **hold** the push button (LED switches off immediately);
2. Releasing the push button after **6th blink** determines the setting.

! **Important:** The dynamic charging control will maintain the desired charging current until the overall load on the line is greater than setting of the main household fuse type. Then it will every 1-5 seconds reduce the charging current until it is within the safe limit.

Re-activating The Residual Current Circuit Breaker And Circuit Breaker

To reset the residual current circuit breaker (RCCB) ① and circuit breaker (CB) ② you must open the charging station and manually restart them. Reset lever ③ should be in position 0. Turn in to position 1 to power the system. System is re-activated and charging station is operational again.

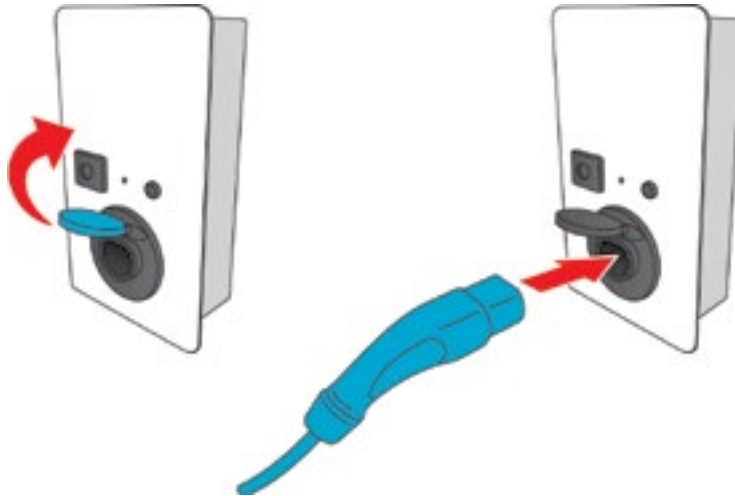
**Charging the vehicle**

! **Warning:** Risk of injury due to incorrect handling!
Using an extension cable or second charging cable may result in electric shock or cable fire. Using extension cables is not permitted.

- Never use more than one charging cable for connection the electric vehicle to the charging station.
- Use only undamaged charging cables.

Mode 3 Charging

Make sure that vehicle and charging cable are suitable for mode 3 charging.



1. Connect the charging cable to the vehicle.
2. Insert the plug of the charging cable completely into the charging socket type 2 at the charging station (only for charging stations with integrated charging socket type 2).

The charging station performs now the following steps automatically:

- Detecting the current-carrying capacity of the charging cable with resistance coding. Unsuitable charging cables are rejected.
- It checks that the requirements for proper charging have been met.
- Communicating with the vehicle using the CP contact. The charging current upper limit is communicated to the vehicle with a PWM signal. The protective earth connection is checked at the same time.
- The vehicle signals the charging station that it is ready for charging. The charging process starts.
- The status LED slowly blinks.
- The maximum available charging current depends on the following points:
 - Power rating of the charging station.
 - Features / version of the charging station.
 - Current load capacity of the charging cable.

Terminating The Charging Process



Caution: To terminate the charging process we recommend that you interrupt the charging with your vehicle FOB key or any other vehicle key that stops the charging. We do not recommend that you unplug the cable from the station during the charging.

Status LED

The status LED displays the operating status/faults of the charging station. See Troubleshooting chapter on page 22 for more information.



Warning: Risk of death resulting from improper maintenance / repair.

There is a risk of injury for persons performing tasks for which they are neither qualified nor have received appropriate training.

- The maintenance / repair of the device may be performed only by persons who are familiar with this task, have been instructed with regard to the associated hazards and who possess the necessary qualifications.
- All technical safety conditions have to be satisfied prior to performing maintenance / repairs.



Warning: Risk of death by electric shock!

Components have voltage applied.

Contact with current conducting parts results in an electric shock, burns or death.

When working with the electrical system, the following points must be observed:

- Disconnect device from voltage.
- Secure device from being turned back on.
- Ensure that no voltage is applied.
- Earth and short-circuit the unit.
- Cover neighboring components that are under voltage and secure the danger area.

Maintenance Plan



Caution: Carry out the following maintenance work at the specified intervals.

Maintenance interval every 6 months (biannually).

Part / Component	Maintenance Work
Enclosure	Visual inspection for defects or damage.
	Check the device for secure fastening.
	Clean the outside of the enclosure with damp cloth.
Front panel	Visual inspection for defects or damage.
Switching and safety devices	Visual inspection for defects or damage.
	Check the function of the circuit breaker (CB). See Re-activating the residual current circuit breaker and circuit breaker on page 19.



Caution: Maintenance interval every four years.

In addition, carry out all maintenance specified in Maintenance interval every 6 months (biannually).

Part / Component	Maintenance Work
Cable connections and connectors	Visual inspection for defects or damage.
Charging station	Visual inspection for defects or damage.
System check	Check function
	Ask a qualified electrician to check the system according to VDE0100.



Warning: If you cannot rectify the error or fault, ask a qualified electrician to check the charging station.

Problem	Cause	Fix
LED is not blinking.	There is no power to the charging station or EVSE, the LED is faulty or EVSE is faulty	Check the activation of CB or RCCA, check EVSE fuse. Otherwise, send the product to service.
Slow blinking when plug is unplugged	Indicating previous saved current setting	No fix needed.
Constantly on when plug is unplugged	Stand-by / Ready to charge	No fix needed.
Slow blinking when plugged in	Charging	No fix needed.
Constantly on when plugged in	Electric vehicle fully charged	No fix needed.
Slow blinking 2 times when plug is plugged in	Electric vehicle requests interior ventilation (charging is stopped)	Wait for the vehicle to cool down.
Slow blinking 3 times when plug is plugged in	Charging station overheated (charging is stopped) system restarts charging automatically when it cools down	Wait for the charging station to cool down. Change the position of the charging station.
Rapid blinking (plugged or unplugged)	Fault	Send the station to service center.
Slow blinking when plug is unplugged	Indicating previous saved current setting	No fix needed.

Disassembly



Warning: Risk of death by electric shock!

Components have voltage applied.

Contact with current conducting parts results in an electric shock, burns or death.

When working with the electrical system, the following points must be observed:

- Disconnect device from voltage.
- Secure device from being turned back on.
- Ensure that no voltage is applied.
- Earth and short-circuit the unit.
- Cover neighboring components that are under voltage and secure the danger area.

Ask your installer to remove the charging station.

Storage

The storage spaces must be dry and temperature regulated. See chapter “Ambient conditions” on page 7 for ambient storage conditions.

Disposal

The disposal of old devices must comply with the common national and regional laws and regulations. Ecological considerations must be taken into account.

Old devices and batteries cannot be disposed of with household rubbish.

- Dispose of the device in accordance with the applicable environmental regulations of your country.
- Dispose of old devices through your specialized dealer.
- Dispose of old batteries in a recycling bin for old batteries or through the specialized dealer.
- Dispose of the packaging material in the recycling bin for cardboard, paper and plastic.

In the event of complaints regarding the product, please contact your responsible service partner immediately and provide the following information:

- type designation / serial number
- date of manufacture
- reason for complaint
- duration of use
- ambient conditions (temperature, humidity)

Limited Warranty

METRON warrants its product to the original consumer purchaser that it will repair or replace any product that is deemed defective for the following terms: One (1) year from date of purchase on all components.

To be eligible for repair or replacement under this warranty, the product in question must be sent back to METRON within the warranty period and the original consumer purchaser must comply with the following conditions:

- The product thereof must not have been modified or altered in any way by an unauthorized source.
- The product thereof must have been used in accordance with the user manual.

This limited warranty does not cover:

- Damage due to improper use;
- Damage done by incorrect setting;
- Accidental or intentional damage;
- Misuse, abuse, corrosion, or neglect;
- Product impaired by severe natural conditions, such as excessive hail storms, lightning strikes, tornadoes, flooding, ice or other natural occurrences;
- Damage due to improper packaging on return shipment.

Any and all labor charges for troubleshooting, removal or replacement of the product are not covered by this warranty.

All shipping costs regarding repair or replacement of the product is to be pre-paid by the customer.

Returning Devices

In case you return the device to METRON for repair, please use the original packaging or a suitable, safe transport container.

METRON

DEVELOPMENT



EV MOBILITY



SHOP



SUSTAINABLE
ENERGY



CONSULTING

