



WELCOME TO THE zappi GLO

This pack has everything you need to get started with your new EV charger.

For **installers**, it's a final step in ensuring a smooth and complete installation.

For **customers**, it's your quick-start guide to using zappi GLO with confidence, from your Access Key to charging modes and support.

Once setup is complete and the LED turns green, please hand this pack to the customer as part of a professional handover.

Reminder for Installers

Use the Installer Assistant App:
Complete setup and commissioning with our Installer Assistant app. When the LED turns green, you're good to go!



**This pack is for the customer.
Please hand over at the end of your visit.**

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QUICK START GUIDE

Getting Started

Your zappi GLO is ready to use once commissioning is complete!

By default, it operates in Smart Mode, which follows a built-in charging schedule set for Monday to Friday, midnight to 8:00 AM.

This schedule is designed to align with most low-cost night tariffs. If you want to adjust these schedules, simply download the myenergi customer app and access your zappi GLO product page.

During installation, one Access Key will be paired with your charger. If this wasn't done, don't worry—your zappi GLO will automatically pair with the first card it detects. You can manage your Access Key anytime through the myaccount portal, using the same login details as the app.

myaccount.myenergi.com

Enjoying the full zappi GLO experience

Your zappi GLO has two main charging methods

SMART CHARGING: ON / OFF

Smart Charging enables your charger to follow schedules and use surplus energy from home generation, such as solar, wind, or hydro, when available. It is also required for integration with third-party systems like energy supplier smart tariffs.

When Smart Charging is off, the charger delivers full power immediately until the vehicle is fully charged, still prioritising available surplus renewable energy to reduce grid usage where possible.

CHARGE NOW

Charge Now is perfect for situations where immediate charging is required. Simply tap your Access Key or use the 'Charge Now' feature in the customer app to start charging at full power without altering your schedules. Once your car has enough charge, unplug it or tap your card again to stop charging.

Using your Access Key





Your paired Access Key (RFID) gives you three key functions:

1. Authorise a charge if you've enabled 'Charging Lock' for extra security.
2. Trigger an instant charge at full power when needed.
3. Reboot your zappi GLO to clear faults or enable Bluetooth pairing. Hold the card against the RFID reader until you hear the zappi reboot.

By default, Charging Lock is disabled to make things simple. However, if you prefer added security or want to track charge sessions across multiple people, you can enable this feature in the app under 'Device Settings'. For households or light commercial use, you can pair additional Access Keys through your myaccount portal. You can even name each card—for example, one for personal use and another for work vehicles—to help track different charging sessions.



UNDERSTANDING YOUR STATUS LIGHT

Available:	Solid	
Waiting for Authorisation:	Flashing	
<hr/>		
Waiting for surplus / Waiting for schedule / Smart charge delay:	Breathing	
<hr/>		
Bluetooth Connected:	Flashing	
Charging:	Breathing	
Charging Ended on EV side:	Solid	
<hr/>		
Unknown Access Key / Fault: Check the app:	Flashing	
Fault: Restart required:	Solid	

If you have questions or need support, visit support.myenergi.com.

Access Key here

INSTALLER CHECKLIST

■ Is the Grid CT installed correctly?

Ensure the supplied grid CT has been fitted (unless the ecosystem already has one in place).

Follow the CT Golden Rules in the installer manual - incorrect installation will prevent proper system operation.

■ Is WiFi connected?

While not essential for charging, WiFi enables firmware updates, remote access, dynamic tariff control, and schedule setup—giving your customer a fully optimised experience.

■ Is the LED green?

This confirms the zappi GLO has been successfully commissioned using the Installer Assistant app.

■ Has the zappi been tested?

Verify that the vehicle is charging as expected.

Use certified test equipment for full functionality checks, including RCD testing, to ensure the charger operates correctly.

■ Grid Power verified?

If you have access to the customer app, check that the Grid Power value appears as expected, with the correct direction of energy flow displayed.

■ Have you handed over the Access Key and pack?

Ensure the customer receives their paired RFID Access Key and this welcome pack. Walk them through the basics, including how to start a charge and where to find support.

NEED HELP?

Visit: support.myenergi.com

For installer guides, user tips, and FAQs.

UK: 0333 300 1303

NI: 028 204 40606

ROI: 01 200 3003

If you're calling on behalf of a partner, press 2

For general support, select the relevant option.