

GARO

NEW



GEV7.4

FAQ

**Dedicated Nationwide
Support Team**



www.garoelectric.com

GEV7.4 & GEV7.4L

Q: What are the charging speeds of this unit?

A: The unit supports 3.7 to 7.4 kW charging on a single phase (16–32 amps).

Q: What connectivity options are available?

A: It supports both Wi-Fi and LAN connectivity.

Q: Is the charger compatible with solar systems and does it support load management?

A: Yes, it is compatible with solar and supports load management; CT clamps are provided.

Q: Does it have built-in protection?

A: Yes, it features an over current and earth leakage for protection. GARO would recommend using an RCBO at the distribution board.

Q: Is PEN protection included?

A: Yes, PEN (Protective Earth and Neutral) protection is built in.

Q: What security features are offered?

A: It includes RFID access and app-based security controls.

Q: How is the charging set up?

A: Charging can be set up via an app or through plug-and-play functionality.

Q: What variations of the unit are available?

A: It comes in both tethered 7.5 m lead and untethered versions.

Q: Does GARO provide remote support?

A: Yes, GARO offers remote access support.

Q: Is the charger compatible with a back-office system?

A: Yes, it supports back-office integration. (ocpp 1.6)

MAINTENANCE

The charger enclosure does NOT need to be opened for routine maintenance tasks.

1. Regularly clean the external surfaces of the equipment with a damp cloth
In order to avoid damaging the surface smoothness, do not clean with abrasive substances
2. Regularly inspect the exterior of the equipment for visual damage, if damage affects safety, isolate the equipment and prevent its use until appropriate repairs have been completed.
3. Once a year, the charger and switchgear (if installed) should be electrically inspected by an appropriately qualified electrician in accordance with the current legislation for the installation location. A record of the tests and results must be kept.

TROUBLESHOOTING

TROUBLESHOOTING

Red light flashing	●	One fast, two slow	CP fault
	●	Two fast, two slow	Leakage current fault
	●	Two fast, one slow	Over current
	●	Three fast, one slow	Leakage current fault
	●	Three fast, two slow	Under voltage fault
	●	Four fast, one slow	Over voltage fault
	●	Six fast, two slow	Adhesion fault
	●	Seven fast, one slow	Earth fault
	●	Red light glowing	Over temperature
	●	Six fast, three slow	Electronic lock fault
	●	Three fast, three slow	Free fault

Note: when the fault occurs, please try to unplug the gun or power off to restart. If the fault cannot be deleted, contact the after service department.