



Commissioning and activation with FLO®

Welcome to the FLO network!

The following information provides the steps necessary for deploying a commercial FLO charging station. Connectivity to the FLO network is essential for managing a charging station that is world class in reliability, intelligence, and value.

Once commissioned, FLO's Global Management Services (GMS) provides proactive monitoring and support, 24/7 to ensure your stations stay up to date with the latest firmware updates as they become available.

Connectivity to the network also allows the charging stations to be visible to EV drivers using popular charge-finder apps.

It all starts with you!



Before we begin:

It is important to understand the primary responsibilities of the Site Host Administrator and the Installer/Electrician.



Site Host Administrator

The Site Host Administrator is the person designated by your organization to be the primary point of contact for management of the charging stations.

The Site Host Administrator will receive an interactive Site Host Form via email. This form will capture essential configuration details for FLO to commission each charging station and connect it to the FLO network.

The Site Host Form will also contain information for setting up the Owner's Web Portal.



Installer/Electrician

Before the commissioning process can begin, station installation must be complete. The on-site electrical contractor will then work with FLO's Commissioning Specialists to finalize the pre-activation process.

Before leaving the site, the electrical contractor must contact FLO to initiate the commissioning process.

EV charging stations have different commissioning requirements. Please refer to the information below to guide you through the process.

- ⚡ Installation of the charging stations must be completed in accordance with the applicable FLO Installation Guide.
- ⚡ Upon completion of the installation, please contact the FLO Client Integration Team (1-888-852-3518) who will ensure the stations are connected and visible online.

Pro Tip: Site Host Administrators and Electrical Contractors that follow this guide may reduce the station activation time by as much as 7 business days.

Incomplete or inaccurate information could result in multiple visits which will cause delays and added expense to the Site Host.

Now that we've clarified responsibilities, the electrical contractor can proceed to the relevant product page for additional details.

CoRe+™ series commissioning guidelines

(Models include: CoRe+, CoRe+PS, CoRe+MAX)

Readiness checklist:



The site host admin has completed and submitted the Site Host Form.



Station(s) and gateway(s) are installed as per the installation guide(s) and energized.



Electrical contractor is on site.

Next steps:



The electrical contractor must call the integration team(1-888-852-3518) while onsite to verify station connectivity.

- Depending on the charging station model, we may also require the installer to fill out an additional form to validate electrical information (see page 4 for details)
- If you have purchased the FLO



FLO will remotely commission the charging station. Standard commissioning may take up to 10 days. Performance Warranty commissioning may take up to 5 days.



Once the station is online, you will receive a confirmation email with details for accessing the Owner's Web Portal.

Additional electrical information required for: **CoRe+™ PS and CoRe+MAX™**

The FLO Integration Team will send the electrical contractor the additional form if needed.

Electrical panel including:

- Breakers (the capacity of each breaker, including the main breaker, if applicable, must be clearly visible).
- Photo showing panel specification (voltage, amperage, etc.).
- Electrical panel label sheet, updated, that identifies all breakers and their associated circuits.

Information on the panel's protection:

- Amperage of the main breaker of the electrical panel, if applicable.
- Amperage of the switch-disconnector fuses which feeds the electrical panel, if applicable.
- Nameplate of the transformer that feeds the electrical panel, if applicable.



SmartTWO™ series commissioning guidelines

(Models include: SmartTWO™, SmartTWO-BSR™, SmartTWO-M)

Readiness checklist:



The site host admin has completed and submitted the Site Host Form.



Station(s) and gateway*(s) are installed as per the installation guide(s) and energized.

*The gateway for SmartTWO-BSR and SmartTWO-M, is integrated and energized automatically with the station.



Electrical contractor is on site.

Next steps:



The electrical contractor must call the integration team(1-888-852-3518) to verify station connectivity.



FLO will remotely commission the charging station. Standard commissioning may take up to 10 days. Performance Warranty commissioning may take up to 5 days.



Once the station is online, you will receive a confirmation email with details for accessing the Owner's Web Portal.

SmartDC™ series commissioning guidelines

Readiness checklist:



The site host admin has completed and submitted the Site Host Form.



Station(s) are installed as per the installation guide(s) and energized.



Electrical contractor is on site.

Next steps:



The electrical contractor must call the integration team(1-888-852-3518) to verify station connectivity.



FLO will remotely commission the charging station. Standard commissioning may take up to 10 days. Performance Warranty commissioning may take up to 5 days.



Once the station is online, you will receive a confirmation email with details for accessing the Owner's Web Portal.

FLO Ultra™

commissioning guidelines

Readiness checklist:



The site host admin has completed and submitted the Site Host Form.



The Station(s) are installed in accordance with the installation guides and switched on. The identification numbers are in place and the nameplate is to be used in accordance with the electrical installation.



Electrical contractor is on site.

Next steps:



The electrical contractor must call the integration team (1-888-852-3518) to verify station connectivity.



FLO will remotely commission the charging station. Standard commissioning may take up to 10 days. Performance Warranty commissioning may take up to 5 days.



Once the station is online, you will receive a confirmation email with details for accessing the Owner's Web Portal.

Additional electrical information required for:

FLO Ultra™

To facilitate the activation of commissioning services, please ensure the electrical information and pictures are provided.. Send the required photos to the integration team as soon as possible.

If additional details are needed, the integration team may follow up directly with your electrical contractor and provide a supplementary form.

Entire front and back of the station

(including top sign, canopy).

Charging station's nameplate

(with appropriate stickers applied for the power).

Picture of supply connections at the base of the station

Picture of the base cover

Pictures of the four sides + nameplate of the transformer



Congratulations!

Now that your stations are commissioned and active on the FLO network, the Site Host Administrator will be given access to the Owner's Web Portal. The Owner's Web Portal gives you a handy dashboard to control station access or restrict charging to specific drivers. It even provides you snapshot of your charging stations health, usage, energy transferred, revenue and more.

FLO's Global Management Services (GMS) will provide 24/7 support by proactively monitoring and ensures your stations stay up-to-date, and visible to EV drivers.



flo.com
1-855-543-8356
info@flo.com



© 2024 AddÉnergie Technologies Inc. dba FLO. All rights reserved. FLO reserves the right to alter product offerings and specifications at any time without notice and is not responsible for typographical or graphical errors that may appear in this document. Images shown are for illustration purposes only. Actual product may vary. Information contained herein does not constitute an offer, commitment, representation, guarantee or warranty of any kind. FLO®, SmartTWO™, CoRe+™, CoRe+MAX™, FLO Home™, SmartDC™ and FLO Ultra™ are registered or unregistered trademarks of Services FLO Inc.