

FAQ. FREQUENTLY ASKED QUESTIONS



1

Which inverters is Trydan compatible with?

Trydan is compatible with all solar inverters and is able to connect wirelessly to the most popular inverters in the market. You can check which inverters have wireless integration at <https://v2charge.com/trydan/>. In the event that the desired inverter is not in the list, clamps must be installed in the main switchboard of the house in accordance with the type of installation.

Communication errors in the device can be indicated in the display as: "Communication error", "T=Error 2" or "T=Message error". In these cases: **1-** Check that the version of Trydan is higher than 1.4.4 and that the version of the V2C Cloud app is higher than 2.0. If this is not the case, both systems must be updated. **2-** If the error persists, it is advisable to check the clamps and verify that the UTP cable is correctly crimped to the RJ45 connector. **3-** If the problem persists after performing the above procedures, the 2.0 slave must be replaced. **4-** Check that the current clamp and the installation diagram have been selected correctly.

2

What to do in case you get "Communication error" message?

3

How to link the e-Charger to the V2C Cloud app?

1- Download the app and register on the platform. Please check your email to confirm your registration. **2-** Select the "+" icon at the top right of the main screen. **3-** Enter the ID of the charger displayed on the sticker on the side and the name you want to assign to it. You can also do this by scanning the QR code. **4-** To finish linking the device, you will need to have an Internet connection. If this is not the case due to the characteristics of the location, you will have to look for an area with coverage and finish the pairing process via Bluetooth.

1- In the V2C Cloud app, check that the correct meter is selected. **2-** Check that the energy consumption is configured in relation to the contracted power. **3-** Check that the clamps are correctly positioned. To do this, it is advisable to carry out a consumption test with the car unplugged.

4

Why is Dynamic Power Control not working?

5

Why is Trydan display not lighting up?

Due to connection problems. **1-** Check that the P4 jumper connection in the power board is correctly positioned. **2-** Check that the IDE cable is in optimum condition. **3-** As a last resort, the surge device should be replaced.

All loads will be scheduled from the V2C Cloud app. Each time a charge is scheduled, a countdown timer showing the time remaining until the charging starts will display. It is important that this is not interpreted as the scheduled time. In the case a charge is programmed and does not start correctly, check that the car has not been programmed for charging and verify that the latest app update is available.

6

What do you need to know in order to schedule a charge?