



GO EV Charger

Installation Manual



Visit the Tigo Energy [Help Center](#) for comprehensive videos, articles, and other resources for all Tigo products.

Disclaimer of Warranties and Limitation of Liability

The information, recommendations, descriptions, and safety disclosures in this document are based on Tigo Energy, Inc.'s ("Tigo") experience and judgment and may not cover all contingencies. If further information is required, consult a Tigo representative. Sale of the product shown in this document is subject to the terms and conditions outlined in Tigo's Limited Warranty, Terms and Conditions, and any other contractual agreements between Tigo and the purchaser.

THERE ARE NO UNDERSTANDINGS, AGREEMENTS, WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY, OTHER THAN THOSE SPECIFICALLY SET OUT IN ANY EXISTING CONTRACT BETWEEN THE PARTIES. ANY SUCH CONTRACT STATES THE ENTIRE OBLIGATION OF TIGO. THE CONTENTS OF THIS DOCUMENT SHALL NOT BECOME PART OF, OR MODIFY ANY CONTRACT BETWEEN, THE PARTIES.

In no event will Tigo be responsible to the purchaser or user in contract, in tort (including negligence), strict liability or otherwise for any special, indirect, incidental, exemplary, reliance or consequential damage or loss whatsoever, including but not limited to injury to persons, damage or loss of use of property, equipment or power systems, loss of profit, cost of capital, loss of power, additional expenses in the use of existing power facilities, or claims against the purchaser or user by its customers resulting from the use of the information, recommendations and descriptions contained herein. The information contained in this document is subject to change in Tigo's sole discretion and without notice.

Document Version History

Version	Date	Changes
1.0	20240202	Initial release

Contents

IMPORTANT SAFETY INFORMATION	1
Overview	3
Mount the Wall Bracket and Cord Hook	4
Connect AC Conductors and the COM Cable to the Charger	5
Reconfigure and Connect COM Cables	7
Update System Firmware	7
Remove the Existing Inverter-to-Link COM Cable (RJ-45 to RJ-45)	7
Connect the New Inverter-to-Link COM Cable (USB-A to RJ-45)	9
Connect the Charger-to-Inverter COM Cable	10
Commissioning and Operation	11
Commissioning	11
Basic Operation	12
LED Status Indicator	13
Advanced Features	14
Green and Boost Modes	14
Security with RFID Cards	15
Reference	16
Specifications	16
Warranty	16
Maintenance	16
Customer Support	17

IMPORTANT SAFETY INFORMATION

SAVE THESE INSTRUCTIONS

This manual contains important instructions for installing and maintaining the Tigo GO EV Charger. The charger must be installed and maintained only by qualified personnel in accordance with applicable electrical codes. Before installing the charger, read this document carefully to get familiar with product information and safety precautions.



DANGER!

- Do not install the charger near flammable materials.
- Opening the enclosure exposes potentially lethal voltage.
- Do not use with extension cords.
- Disconnect power at the circuit breaker/RCD before performing any repairs or maintenance.



CAUTION!

Failure to follow instructions herein may cause equipment damage not covered by the warranty.

- Check specifications for all components in the [Specifications](#) section of this manual.
- Components must operate within the technical specifications listed in their [data sheets](#).
- Use only copper conductors rated 75 °C or higher. Do not use fine-stranded conductors.
- Unused conduit openings must be properly sealed and connected conduit must use appropriate fittings. The GO EV Charger enclosure is rated IP65.
- Always wear appropriate PPE and use insulated tools.
- Do not operate Tigo components if they have been physically damaged. Check all cables and connectors and ensure they are in good condition.

These safety symbols may appear in the manual:



DANGER!

A hazardous situation which could result in serious injury or loss of life.



CAUTION!

A hazardous situation which could result in injury or damage to the product.

These symbols may appear on Tigo enclosures:



Risk of electrical shock.



Risk of burns.



Check the operating instructions.



Caution, the inverter may retain high voltage for up to five minutes after disconnection.



Avoid tampering.



Observe caution.



Grounding connection.



Conformité Européene mark



Technischer Überwachungsverein (TÜV) product certification mark



UK Conformity Assessed mark



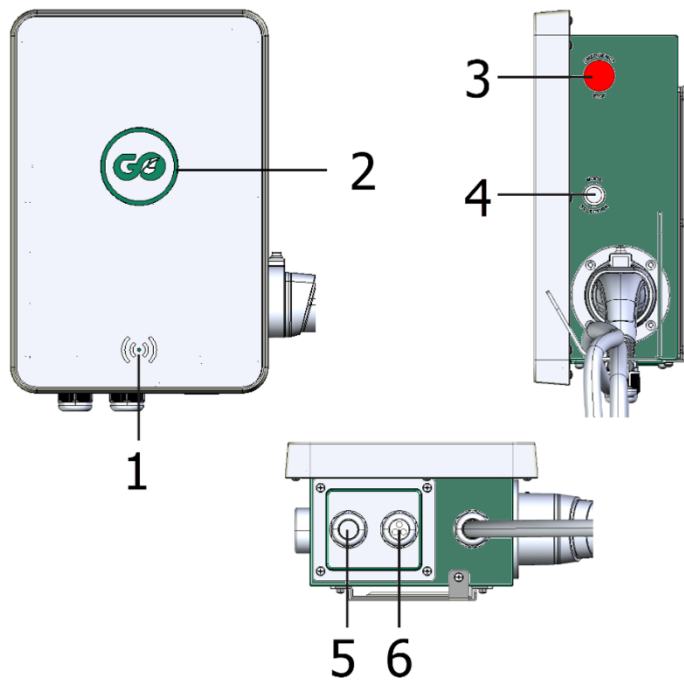
Do not dispose with household waste.



Recyclable

Overview

The GO EV Charger extends the Tigo residential solar solution to electric vehicles, driving down transportation costs as part of an intelligent energy management strategy.



1	RFID scanner	Use an RFID card to enable vehicle charging.
2	LED status indicator	View charger states.
3	Emergency Stop	Shut down the charger.
4	Mode selector	Switch between Green and Boost modes and disconnect the charger.
5	AC input port	Connect conductors from the AC source to the charger.
6	COM port	Connect a CAT5/6 cable from the inverter to the charger.

Charger dimensions (w/h/d) are: 265 x 370 x 155 mm.

EV Charger boxes include mounting hardware and:

- Cord hook
- Two RFID cards
- Replacement EI Link to EI Inverter COM cable (RJ-45 to USB)
- Waterproof RJ-45 connector

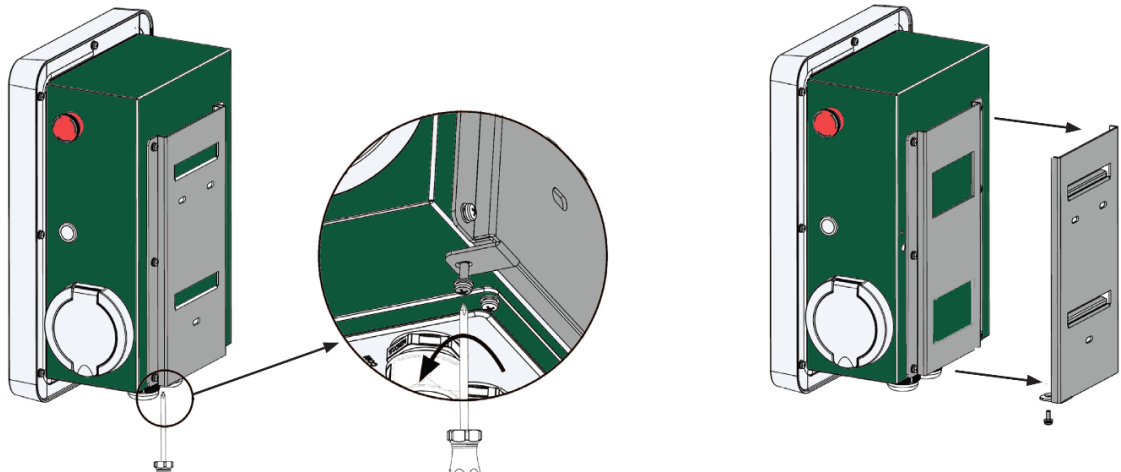
Mount the Wall Bracket and Cord Hook

The charger enclosure is NEMA 4/IP65-rated for indoor and outdoor exposure. Locate the charger where the following conditions are met:

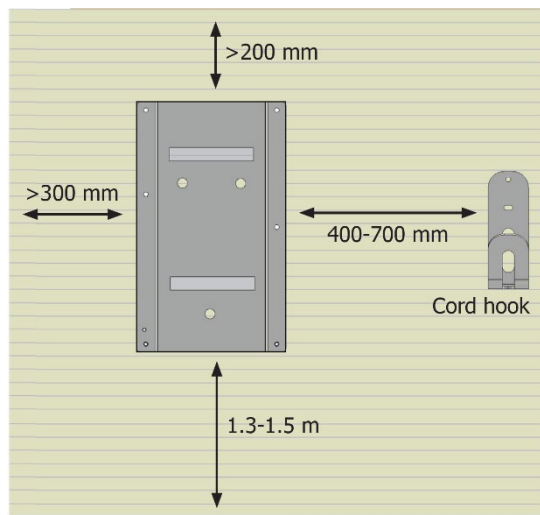
- Operating temperature range: -30° – 50 °C
- Relative humidity: 5 – 95%
- Protected from direct sun and precipitation

To mount the wall bracket and cord hook:

1. Remove the wall mount bracket from the charger.



2. Attach the bracket and cord hook to a wall or stand using appropriate fasteners.



Do not hang and attach the charger on the wall bracket until AC conductors and the COM cable have been connected.

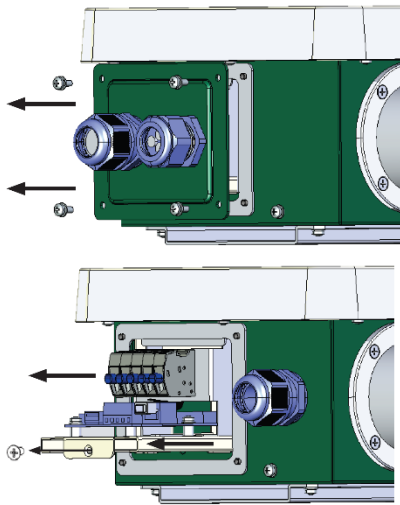
Connect AC Conductors and the COM Cable to the Charger

Connect phase, neutral, and ground conductors from the AC essential loads panel to the charger using:

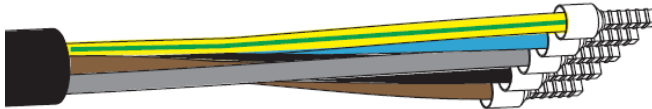
- A Type A residual current device (RCD) with a trip current ≤ 30 mA
- Single phase: three-core 10 mm² gauge, 12.5 – 18 mm O.D. copper wire
- Three phase: five-core 10 mm² gauge, 12.5 – 18 mm O.D. copper wire

To connect AC conductors and a straight-through CAT5/6 COM cable with RJ-45 connectors to the charger:

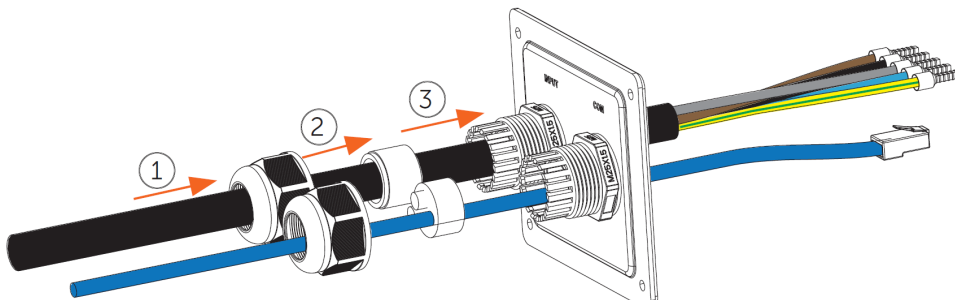
1. Unfasten and slide out the charger wirebox.



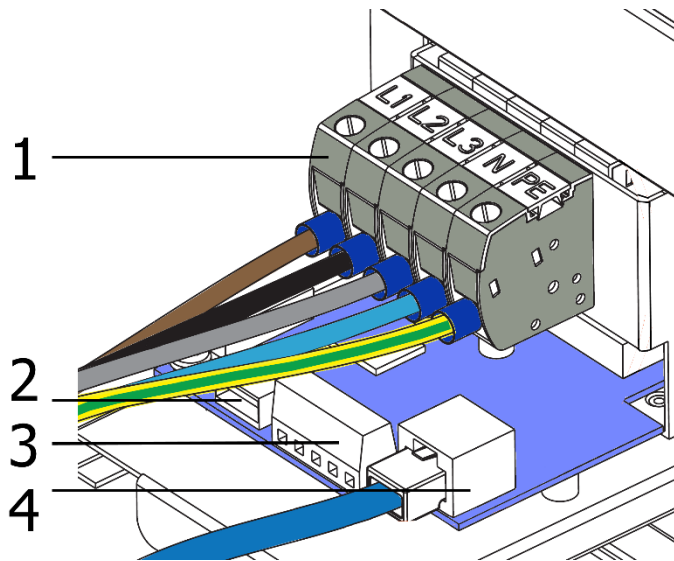
2. Crimp all power conductors with the provided ferrules.



3. Route power conductors and the COM cable through the wirebox ports.

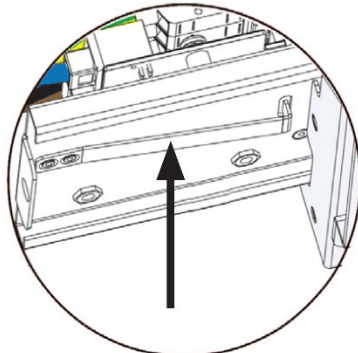


4. Connect power conductors and the COM cable. Torque to 1.5 Nm.



- | | |
|---|-----------------------------|
| 1 | AC terminals |
| 2 | USB upgrade port (not used) |
| 3 | RS-485 terminals (not used) |
| 4 | RJ-45 COM port |

5. Press the spring clip on the bottom to slide the wirebox back.



6. Re-fasten the wirebox and the cover plate.
7. Hang and attach the charger to the wall bracket.

Reconfigure and Connect COM Cables

The GO EV Charger can only be connected to a commissioned Tigo residential solar solution system.

Update System Firmware

**CAUTION!**

You must update inverter firmware before reconfiguring COM cables for the GO EV Charger.

To update firmware on a commissioned, operating Tigo system:

1. Within Bluetooth range of the inverter, open the EI app on your mobile device and tap Settings.
2. Tap *Edit System* > *Select Equipment* > *Inverters* > *View Details* > *CONNECT*.
3. Tap *Update Required* > *Update*.

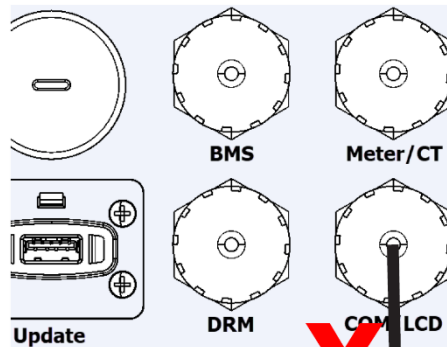
If *Update Required* does not appear, your firmware is up to date.

Remove the Existing Inverter-to-Link COM Cable (RJ-45 to RJ-45)

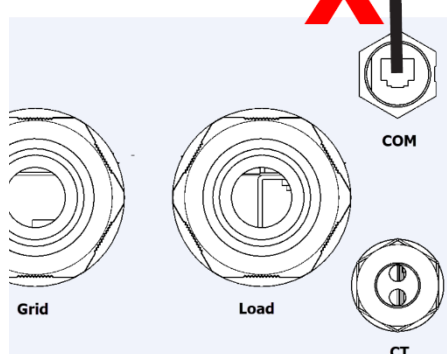
Remove the cable that connects the inverter and link *COM* ports.

Single phase:

Inverter

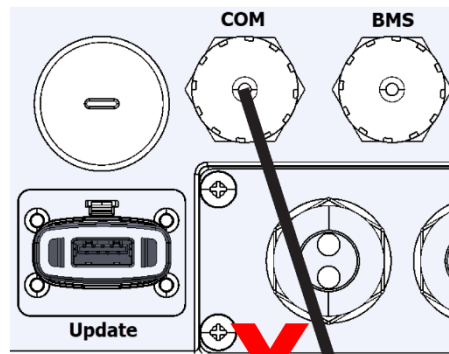


Link

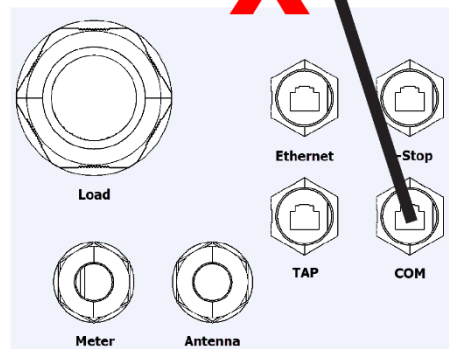


Three phase:

Inverter



Link



Connect the New Inverter-to-Link COM Cable (USB-A to RJ-45)

The new COM cable is included in the GO EV Charger box.

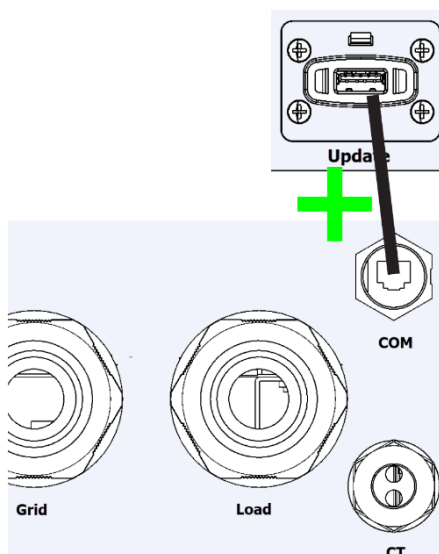


1. Connect the new cable between the link *COM* port and the inverter *Update* port.

Single phase:

Inverter

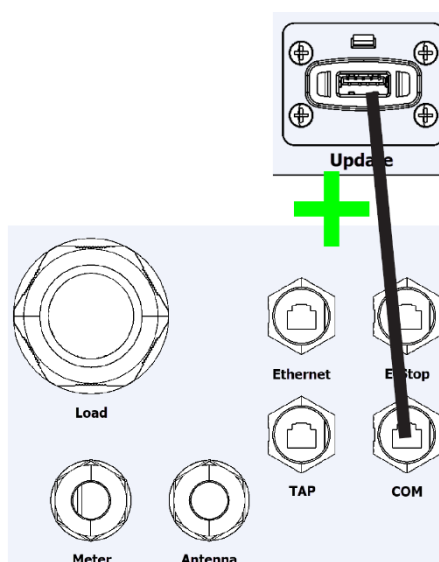
Link



Three phase:

Inverter

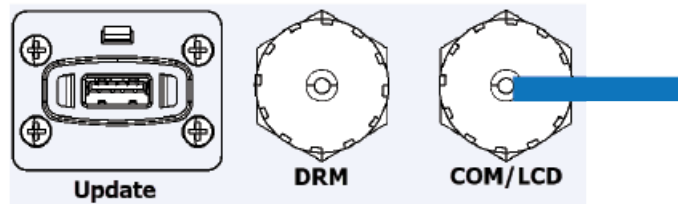
Link



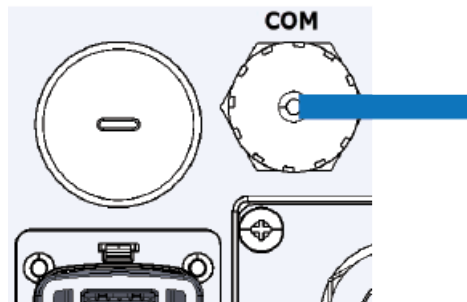
Connect the Charger-to-Inverter COM Cable

Connect the CAT5/6 cable coming from the charger to the inverter COM port. Use the waterproof RJ-45 connector found in the charger *Accessories* bag.

Single-phase
inverter



Three-phase
inverter



Commissioning and Operation

This section includes the following topics:

- Commissioning
- LED Status Indicator
- Basic Operation
- Advanced Features

Commissioning

The Tigo EI app for Android and iOS mobile devices enables system commissioning and provides comprehensive visibility into system performance.

Scan one of these QR codes to download the app.

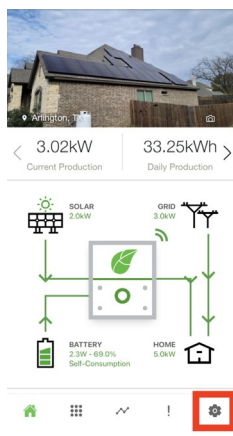


To run the Tigo EI app and configure the GO EV Charger, first ensure Bluetooth is enabled on your mobile device.

Do not try to select your system using your mobile device's Bluetooth settings. The EI app will automatically connect to your system's Bluetooth transmitter.

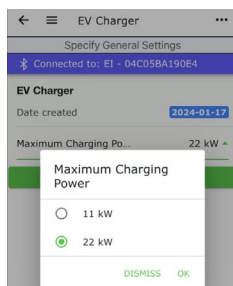
To commission the GO EV Charger:

1. Ensure all system firmware is updated and COM cables have been reconfigured. Refer to the [Connect the COM Cable to the Inverter](#) section in this manual.
2. In the EI app, select the system and tap the Settings icon.



3. Tap *Edit System* > *Select Equipment* > *Inverters* > *VIEW DETAILS* > *CONNECT*.
4. Tap *Inverter Settings* > *Advanced Options* > *EV Charger*.

5. Tap the green Add icon, tap *Add EV Charger*, and follow the prompts.
6. Set the *Maximum Charging Power* setting according to local regulations and tap *SAVE*.

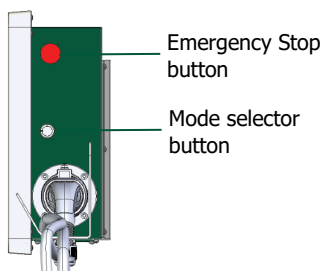


Basic Operation

An installed charger is operable if the RCD dedicated to the charger at the AC essential loads panel is on (closed) and the *Emergency Stop* button is not depressed.

To start charging:

1. Connect the charging cable to the EV.
2. Press the Mode selector button to toggle Green/Boost modes.



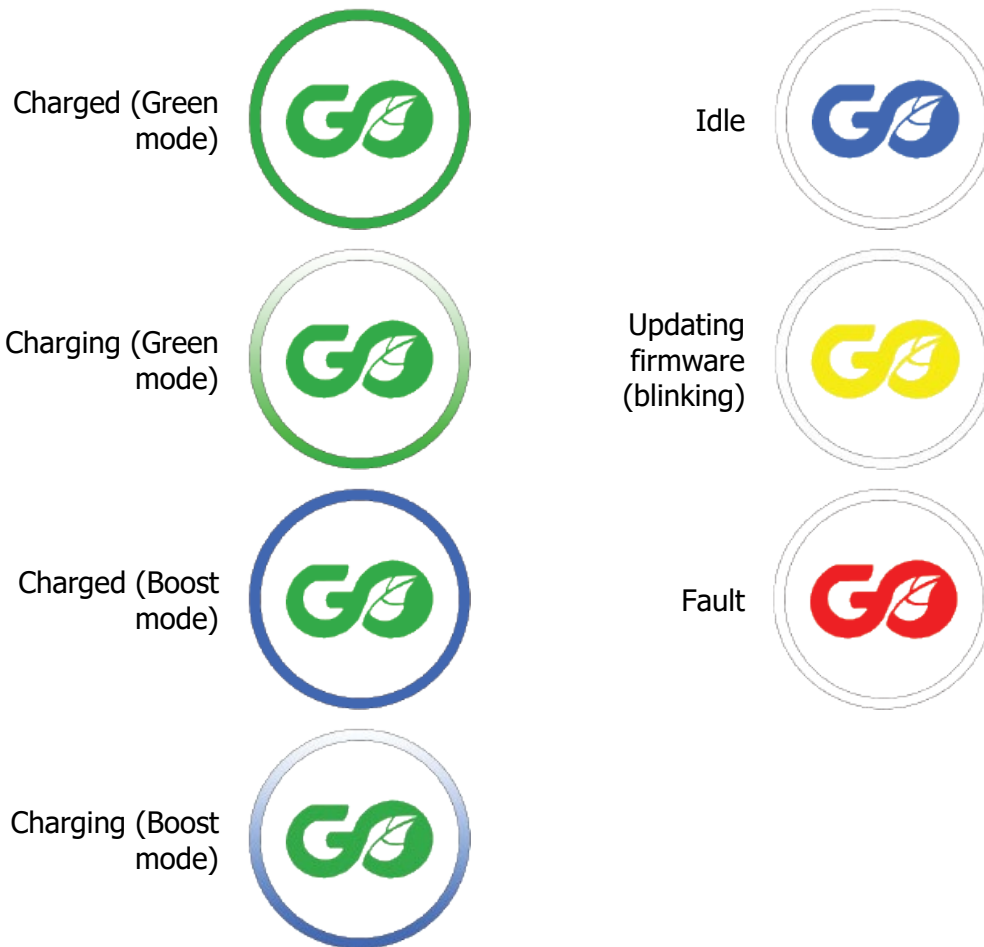
- Green mode – EV charging current is drawn only from solar modules. The LED status indicator displays a green *GO*.
- Boost mode – EV charging current is drawn from solar modules and the grid as needed. The LED status indicator displays a blue *GO*.

To stop charging, press the Mode selector button for three seconds and disconnect the charging cable.

To stop charging immediately, press the *Emergency Stop* button. The LED status indicator will display a red *GO*. To release the button and reset the charger, remove the charger cord, and twist the *Emergency Stop* button clockwise.

LED Status Indicator

The % of ring coloration indicates the vehicle state-of-charge (SOC) percentage.

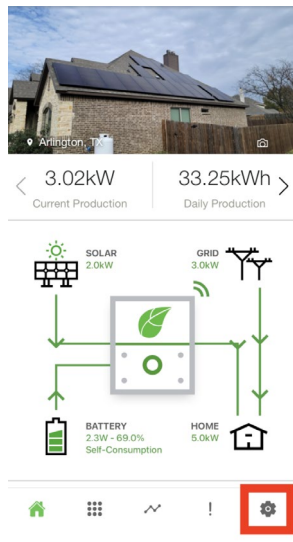


Advanced Features

The EI mobile app enables toggling Green/Boost modes, stopping charging, and several advanced features that optimize charging times and battery state-of-charge (SOC) options.

To access GO EV Charger features in the EI app:

1. Open the EI app, select the system, and tap the Settings icon.

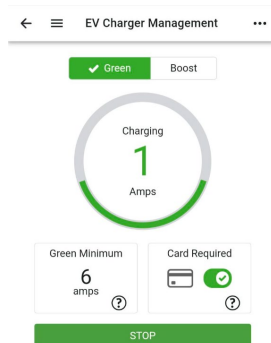


2. Tap *EV Charger*.

Green and Boost Modes

Tapping *Green* and *Boost* charging modes enable optimizing the system for energy cost reduction or for EV readiness.

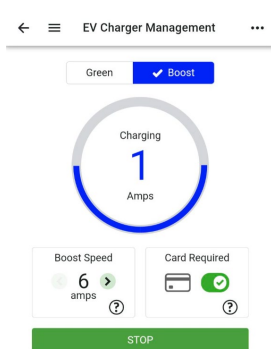
In *Green* mode:



- EV charging current is drawn only from solar modules.
- Tap *Green Minimum* to set the solar energy threshold (minus the household load) below which the EV will not charge.
For example, if *Green Minimum* is set to 6, the EV will charge when the solar energy current minus the household load current is greater than 6 A.
- The LED status indicator displays a green *GO*.

Tapping *STOP* ends the charging session.

In *Boost* mode:

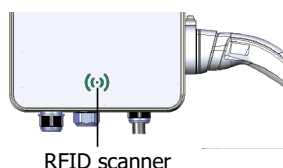


- EV charging current is drawn from solar modules and the grid as needed.
- Tap *Boost Speed* to set the maximum current the charger will draw from the grid to charge the EV.
For example, if *Boost Speed* is set to 16, the charger will draw whatever solar energy is available plus up to 16 A of current from the grid.
- The LED status indicator displays a blue GO.

Tapping *STOP* ends the charging session.

Security with RFID Cards

Two RFID cards let the user control who can access the charger. If *Card Required* is toggled on, swiping the RFID card across the front of the charger will enable access.



Reference

This section includes the following topics:

- Specifications
- Warranty
- Maintenance

Specifications

For detailed specifications, download the GO EV Charger [data sheet](#).

Download comprehensive specifications for all Tigo products from the Tigoenergy.com [Downloads](#) (www.tigoenergy.com/downloads) page.

Warranty

Download comprehensive warranty information from the Tigoenergy.com [Downloads](#) (www.tigoenergy.com/downloads) page.

Maintenance

Any operational problems or external damage must be evaluated by a qualified service technician. In addition:

- Clean surfaces with a damp cloth only. Never use solvents or abrasives.
- Ensure the charging cord is not frayed or cut.
- Check that the connector seats properly in the EV charging port.

Customer Support

The Tigo support team is available by:

- Chatting with a tech through the Tigo EI app.
- Submitting a ticket from the Tigo EI app.
- Submitting a ticket through the [Tigo Help Center](#).
- Calling +39 055 1987 0059 (Italy).

Support will need:

- A description and history of the problem.
- Color and activity of the LED status indicator.
- A procedure for reproducing the problem, if possible.

In addition, the [Tigo Community web forum](#) is an important 24/7 resource where ESS technicians learn, share, and collaborate.