


COMMUNICATION LETTER

Terra AC charging system compatibility

Dear customer,

ABB E-mobility B.V. is committed to continuous improvement to achieve the highest levels of quality, safety and security.

To ensure end-to-end performance and provide a seamless charging experience to our Terra AC product users, it is essential to be certain on the usage of the right charging system components. These system components include, but are not limited to, the following:

- Electric Vehicle
- Charging Cable
- Terra AC charger
- Upstream protection devices
- Optional: Authorization cards
- Optional: Network communication methods
- Optional: Smart meter
- Optional: External controlling system

All these system components can be bought from different suppliers and the quality of these products can differ. ABB E-mobility therefore provides some strict guidelines a customer must follow to ensure system safety and compatibility.

1. Only use the Terra AC charger with accessories that the manufacturer provides or that follow the local rules and regulations
2. Make sure to only use accessories that are aligned with the technical capabilities of our Terra AC charger, e.g.:
 - a. RFID cards used must match the technical capabilities of our RFID reader
 - b. External controlling system signals must match our Modbus or OCPP implementation
 - c. Smart meters signals must match our available Modbus registers
3. Only use an external charging cable current rating that is, at minimum, the same current rating as the EV onboard converter
4. Read the installation and user manual. Install the proper upstream protection devices and use the charging station only for its intended use
5. Make sure that the environmental conditions of the charging site meet the technical specifications of our Terra AC charger

ABB E-mobility is committed to increase the compatibility of our Terra AC charger with external system components from third party suppliers. Therefore, we are continuously performing compatibility testing in our ABB E-mobility Innovation Lab and are bringing new firmware versions into the market on a regular basis. To ensure the highest level of performance, compatibility and safety, we strongly recommend customers to regularly upgrade their Terra AC chargers to the latest firmware version available.

In case you identify any compatibility issues with one of your (third party) devices, please reach out to our local ABB E-mobility colleagues to support you.

Best regards,

Jelle Visser
Product Management Lead EMEA