



**Energy Manager EM400 / EM410 / EM420  
DM100 Cloud Gateway  
Installation instructions, edition 10/2022 EN**

**1. Scope**

This document applies to the Energy Manager EM400 / EM410 / EM420 and the DM100 Cloud Gateway (called Energy Manager below) with LAN and RS485 communication interfaces.

**2. Connection / set-up**

**⚠ DANGER**

**⚡ ⚠**

**Danger of death by electric shock.**  
Live components carry potentially fatal voltages.

- Before starting any installation or maintenance work, switch off the power to the distribution board and secure to prevent it being switched on again accidentally.
- Make sure that the conductors to be connected to the meter are voltage-free.
- All installation and maintenance work on this unit must be carried out by a trained and authorised electrician.

The Energy Manager is supplied with power via line conductor L1. At least the line conductor L1 and neutral conductor N need to be connected for the unit to switch on.

**3. Intended use**

The Energy Manager is a measuring device that measures electrical values at the point of connection and makes them available via LAN or RS485.

This product is NOT an active electrical energy meter as defined by EU Directive 2004/22/EC (MID); it must only be used for internal accounting purposes. The data that the Energy Manager collects about the energy generated by your system may differ from the data from the main energy meter.

As it is classified as overvoltage category III, the Energy Manager must only be connected in the sub-distribution board or consumer unit, downstream of the electricity supply company's energy meter.

The Energy Manager is suitable for indoor use only.

The Energy Manager is approved for use in the EU Member States and the UK. Do not use the Energy Manager if it is damaged and then use only as described in the documentation provided. Any other use or the use of damaged units may result in injury or damage to property.

For safety reasons, the product (including the software) must NOT be modified and components must NOT be installed that are not expressly recommended or sold by TQ-Systems GmbH for this product. Any use of the product other than as described in the

Intended use section shall be regarded as contrary to the intended use. Unauthorised changes, conversions or repairs and opening of the product are prohibited.

The enclosed documentation is part of the product and must be read, followed and then retained in a place that is accessible at all times.

**4. Supported products and software versions**

For information on the supported products, the individual functions of your preinstalled software and firmware updates, go to the product pages at [www.tq-automation.com](http://www.tq-automation.com).

**5. Items supplied**

- 1 x Energy Manager EM400/EM410/EM420 or DM100 Cloud Gateway
- 1 x installation instructions
- 2 x connector for RS485 interface

Please contact your dealer if you identify any damage or if the delivery is incomplete.

**Additional materials required (not supplied):**

- For the LAN connection:  
1 x network cable
- For operation with current transformers:  
3 x current transformers and current transformer connecting cables

**6. Safety instructions**

**⚠ DANGER**

**⚡ ⚠**

**Danger of death by electric shock.**  
Live components carry potentially fatal voltages.

- Only use the Energy Manager in a dry environment and keep it away from liquids.
- Install the Energy Manager only in approved enclosures or distribution boards downstream of the electricity supply company's meter so that the connections for the line and neutral conductors are located behind a cover or guard to prevent accidental contact.
- The enclosure or distribution board must be accessible only with a key or suitable tool in order to limit access to authorised personnel.
- Before starting any installation or maintenance work, switch off the power to the distribution board and secure to prevent it being switched on again accidentally.
- Before cleaning, switch off the power to the Energy Manager and only use a dry cloth to clean.
- Maintain the prescribed minimum distances between the network cable and mains voltage installation components or use suitable insulation.

**NOTICE**

**Avoid damage to or destruction of the Energy Manager**

- Do not connect an ISDN cable to the Energy Manager's network connection.

**Damage to or destruction of the Energy Manager by voltage surges on the network cable**

If network cables are installed outside the building, voltage surges can be caused by lightning strike, for example.

- If installed outside the building, the network cable must be protected with suitable overvoltage protection.
- Protect your solar installation with inverters using suitable overvoltage protection.

**Damage to or destruction of the Energy Manager by improper use**

- Do not operate the Energy Manager outside the specified technical tolerances.

**7. Technical data**

Interfaces	LAN (10/100 Mbit) RS485 (half-duplex, max. 115200 baud)
Protection class	II
IP code	IP2X
Pollution degree	2
Connection cross section in line with EN 60204	10-25 mm <sup>2</sup> * *Mechanical: 1.5-25 mm (e.g. for connecting external current transformers)
Tightening torque for screw terminals	2.0 Nm
Weight	0.3 kg
Dimensions	88x70x65 mm
Ambient temperature in operation	-25 °C...+45 °C
with reduced measuring current I <sub>N</sub> at 32 A	-25 °C...+55 °C
Ambient temperature during transportation / storage	-25 °C...+70 °C
Relative humidity (non-condensing)	Up to 75 % as an annual average, up to 95 % on up to 30 days/year
Max. altitude during operation	2000 m above sea level
<b>Mains power supply</b>	
Starting current	< 25 mA
Supply voltage / frequency	110 V AC ±10 % / 60 Hz ± 5 % or 230 V AC ±10 % / 50 Hz ± 5 %
Internal consumption P <sub>max</sub>	5.0 W
<b>Measuring current circuit for measurement category III</b>	
Limit current I <sub>N</sub> / phase	63 A
Rated voltage	max. 230/400 V AC
Frequency range	50/60 Hz ± 5 %

**8. Operation of the Energy Manager at ambient temperature of 55 °C**

The following conditions apply to operation of the Energy Manager at ambient temperatures up to 55 °C:

- The Energy Manager must not be run continuously at ambient temperatures of 55 °C

**⚠ DANGER**

**⚡ ⚠**

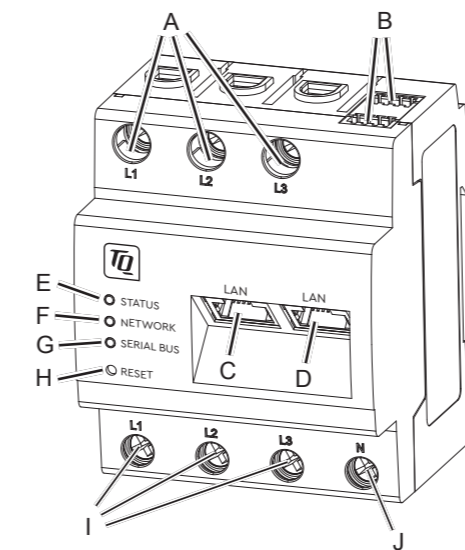
**Danger of death by electric shock or fire**  
Live components carry potentially fatal voltages.

- Fuse protection must not exceed 32 A. External current transformers should be used for higher currents.
- The Energy Manager must be connected with cables that are at least 10 mm<sup>2</sup> in cross section and no less than 1 m long.

**9. Available version**

LLRR: 2 x LAN and 2 x RS485 interface (only with suitable RS485 cable)

**10. Product description**



A	Line conductor L1, L2, L3 outputs
B	2 x RS485 connection
C	LAN connection
D	LAN connection
E	Status LED
F	Network LED
G	Serial bus LED for RS485 bus
H	Reset button
I	Line conductor L1, L2, L3 inputs
J	Neutral conductor N

**11. RS485 interface**

Note the following points when connecting external devices to the RS485 interface of the Energy Manager:

**Requirement for the cable:**

- Nominal voltage/wire insulation: 300 V RMS
- Cable cross section: 0.25 ... 1.5 mm<sup>2</sup>
- Cable type: Rigid or flexible
- Recommendation: Use AlphaWire standard cable, designation 2466C. Alternatively, a CAT5e cable can also be used.

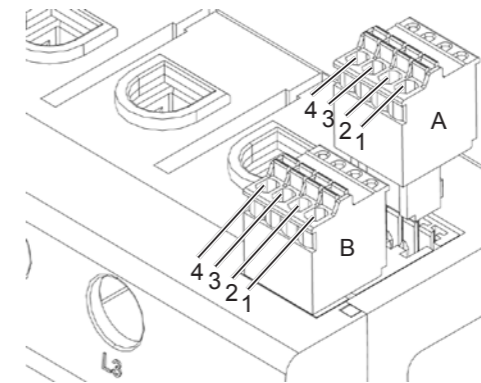
**Requirement for cable installation:**

- In the area for connecting the RS485 interface on the Energy Manager, mechanical means must be provided to ensure that individual wires of the connecting cable are at least 10 mm away from live parts.
- The connecting cable must be run separately from the mains cables in the distribution board and on the permanent link.

**Requirements for the remote station:**

- The RS485 interface of the connected unit must meet the safety extra low voltage requirements.

Figure: Enlarged detail of the figure from above WITH connector



Connection diagram for RS485 connector:

Pin	Identification	Description
1A, 1B	VCC	Voltage output to supply external devices (Sensorbar) max. 280 mA *1
2A, 2B	GND	Ground
3A, 3B	A	RS485 A
4A, 4B	B	RS485 B

\*1 For ULRR: max. 500 mA for USB and RS485

**12. LED states**

LED states	
○	Off
⦿	Flashing slowly
☀	Flashing rapidly
●	Permanently on

Status LED	
●	Device is starting
⦿	
●	Device ready-to-operate
☀	Firmware update in progress
☀ 2x	Confirmation that the network settings have been reset using the Reset button (see section „17. Reset the Energy Manager's network settings“) or confirmation that the device password has been reset (see section „18. Reset the Energy Manager's password“)
●	Error - see section „20. Fault finding“
⦿	
☀ > 10x	Error – remote station not responding

Network LED	
○	No connection
●	Link
⦿	Activity

Serial bus LED	
○	No connection
⦿	Connection active
⦿	Scanning active
●	Error – overload at output
☀	Error – remote station not responding

### 13. Electrical connection for direct measurement

It must be ensured, by fitting a fuse, for example, that the maximum permitted current per phase is not exceeded.

1. Install the Energy Manager on a DIN rail. To do this, hook the Energy Manager onto the top edge of the DIN rail and press down until it latches into place.
2. Connect the conductors to the Energy Manager. Do not exceed the permitted connection cross section and tightening torque for the screw terminals (see section „7. Technical data“):
  - For a three phase power network, connect the line conductors L1, L2 and L3 and the neutral conductor N to the Energy Manager as shown in the connection diagram.
  - For a single phase power network, connect the line conductor L1 and neutral conductor N to the Energy Manager as shown in the connection diagram.

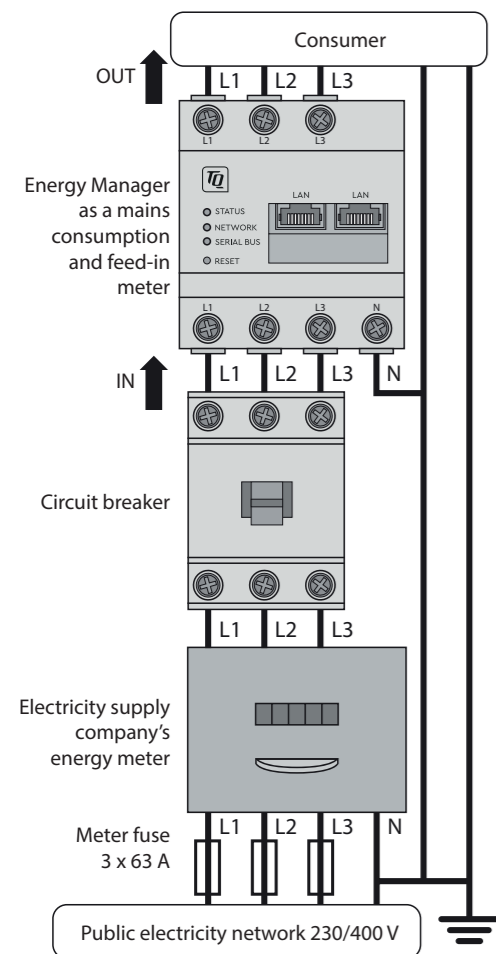
The following figure contains a connection example.

The end user must be able to isolate the Energy Manager from the power supply by means of a freely accessible meter fuse or an additional circuit-breaker.

**NOTICE**  
**Check correct allocation of the phases**

- Make sure that the phases are all correctly allocated, otherwise the Energy Manager will return incorrect measured values.

Figure: Connection for direct measurement



Designation	Explanation
L1, L2, L3	Line conductor
N	Neutral conductor
OUT	Meter output, consumer side
IN	Meter input, mains side

### 14. Electrical connection for indirect measurement with current transformers

1. Install the Energy Manager on a DIN rail. To do this, hook the Energy Manager onto the top edge of the DIN rail and press down until it latches into place.
2. Connect a current transformer to each line conductor L1, L2 and L3.

**DANGER**

**Danger of death by electric shock at the current transformer terminals**

Due to the type of connection, there is a mains voltage of 230 V present at conductors k/s1 and l/s2.

- To prevent accidents, put up a notice with this information at this location on site.

3. Connect a cable for the secondary current measurement to terminals k/s1 and l/s2 on each current transformer. Do not exceed the permitted connection cross section for the Energy Manager (see section „7. Technical data“).
4. Connect the connecting cable for the current measurement to the Energy Manager and do not exceed the permitted tightening torque for screw terminals (see section „7. Technical data“).
5. Connect the connecting cable for the voltage measurement to the Energy Manager and do not exceed the permitted tightening torque for screw terminals (see section „7. Technical data“).
6. Connect the connecting cables for the voltage measurement to the line conductors L1, L2 and L3.

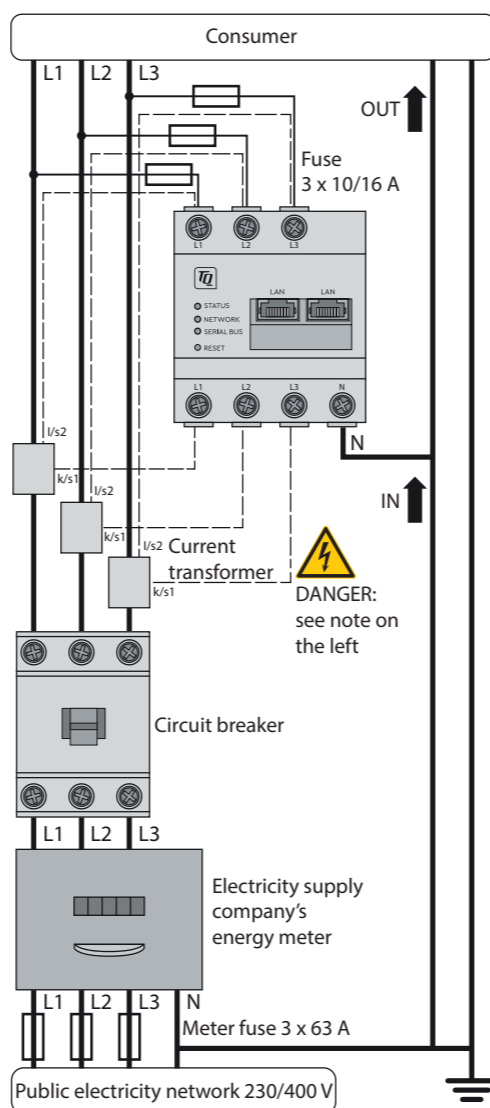
The following figure contains a connection example.

The end user must be able to isolate the Energy Manager from the power supply by means of a freely accessible meter fuse or an additional circuit-breaker.

**NOTICE**  
**Check correct allocation of the phases**

- Make sure that the phases are all correctly allocated, otherwise the Energy Manager will return incorrect measured values.

Figure: Connection for indirect measurement with current transformers



Designation	Explanation
L1, L2, L3	Line conductor
N	Neutral conductor
OUT	Meter output, consumer side
IN	Meter input, mains side

### 15. Set-up

Note: Only start up the Energy Manager with a PC / laptop.

1. Attach the cover or the contact guard of the sub-distribution board to the Energy Manager.
2. Connect the network cable to the network connection of the Energy Manager.
3. Connect the other end of the network cable to a router/switch or directly to the PC/laptop.
4. Restore the power to the sub-distribution board.
  - The LEDs on the Energy Manager light up during start-up.

### 16. Start the user interface

#### Find the Energy Manager on the network (using the UPnP function)

Please note: On Windows computers, the UPnP service automatically detects the Energy Manager on the same network and displays it in the network environment. This allows users to find the unit on the network even if they do not know the IP address. To be able to do this, your local network must be set to 'Home network' or 'Work network' but not to 'Public network'. The UPnP function is enabled in the Energy Manager at the factory.

1. Open File Explorer and select the "Network" option beneath the drives.
2. The Energy Manager appears with the other network devices such as printers.
3. Double-click the device icon with the product name and serial number (example: EM420-72432619) to open the browser with the Energy Manager user interface.

#### Start the user interface using the IP address

1. Enter the Energy Manager's IP address in your browser's address line.
2. Press Enter.
  - The Energy Manager user interface opens.

### 17. Reset the Energy Manager's network settings

- Use a pointed object to press the Reset button as follows: 1x short (0.5 second) then, within 1 second: 1x long (between 3 and 5 seconds).

### 18. Reset the Energy Manager's password

- Use a pointed object to press the Reset button as follows: 1x long (between 3 and 5 seconds) then, within 1 second: 1x short (0.5 second).

If the command was recognised correctly, the Status LED flashes orange twice (see section „12. LED states“). The password is reset to the factory default (see rating plate on the device).

### 19. Restart the Energy Manager

- Use a pointed object to press the Reset button for at least 6 seconds.

### 20. Fault finding

#### The status LED does not light up.

The Energy Manager is not being supplied with power.

- Make sure that at least the line conductor L1 and the neutral conductor N are connected to the Energy Manager.
- The status LED lights up or flashes red.**  
 An error has occurred.
- Restart the Energy Manager (see section „19. Restart the Energy Manager“).
  - Please contact your service engineer or installation engineer.

#### The network LED does not light up or the Energy Manager is not found on the network.

The network cable is not plugged into the network connection correctly.

- Make sure that the network cable is plugged into the network connection correctly.
- The Energy Manager is not on the same local area network.
- Connect the Energy Manager to the same router/switch.

#### The serial bus LED flashes orange or red-green.

- Check the message under sensor settings on the web interface to identify which sensors are no longer responding. If necessary, test the wiring to the sensor or replace the sensor.

#### The Energy Manager returns unrealistic measured values.

The Energy Manager was not connected correctly.

- Check connections L1 to L3 again.
- The current transformers are not configured. Activate the current transformer on the web interface and set the correct transformer ratio.

#### The user interface cannot be started via the Energy Manager's current IP address.

- Contact the network administrator.
- Further notes can be found in the FAQs at [www.tq-automation.com](http://www.tq-automation.com).

### 21. Environmentally-friendly disposal

- Dispose of the Energy Manager in accordance with the electronic waste disposal regulations that apply on site.

### 22. Open source licenses

This product also contains open source software that was developed by third parties. This relates, in particular, to the GPL and LGPL licenses.

You will find the license text and associated notes on the Energy Manager user interface.

### 23. Contact

If you have technical problems, please contact your service engineer or installation engineer.

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