Mini Pro 3 Customer Migration FAQ

eo

<u>Mini Pro 3 migration to ev.energy</u>

- **Why is EO migrating all Mini Pro 3 customers to ev.energy?**
  In December 2023, EO took a strategic step to focus solely on the commercial fleet market, continuing to offer our home charging solutions through trusted partner networks. As part of this transition, we will discontinue the EO app and related services for EO Mini Pro 3 users, transitioning all EO Mini Pro 3 customers to ev.energy.

  This collaboration is designed to bring enhanced smart charging capabilities to EO Mini Pro 3 users, enabling them to access ev.energy's range of intelligent features, including automatic off-peak charging, real-time energy usage insights, and tailored charging schedules. It also includes the ability to earn rewards for charging at optimal times for the grid, alongside integration with residential solar PV systems, giving users even greater control over how and when they charge.

- **When will the migration happen?**
  If your device was installed **on or after 7th July 2025**, you can register with the ev.energy app as soon as your installation is complete.

  If your device was installed **before 7th July 2025**, it will be **automatically transitioned** to the ev.energy platform from the **4th August 2025** and you can register with the ev.energy app once transitioned.

- **How long will the migration take?**
  For existing EO Mini Pro 3 customers, the migration will take place from 4th August 2025.

  Once your device has migrated, ev.energy will email you directly letting you know it's time to download the app and with instructions on how to get set up.

<u>ev.energy App and Support Services</u>

- **How does the ev.energy app and support services differ from EO Charging's?**
  There are a number of differences between the ev.energy app and EO app. The ev.energy app is designed to provide enhanced smart charging capabilities, including automatic off-peak charging, real-time energy usage insights, and tailored charging schedules.

  It also includes the ability to earn rewards for charging at optimal times for the grid, alongside integration with residential solar PV systems, giving you even greater control over how and when you charge.

- **Can I still use the Allstar Homecharge system with the ev.energy platform?**
  Yes. ev.energy already integrates with Allstar and it's Homecharge service, so you will be able to continue claiming energy expenses when charging your work vehicle at home.

  For **new Allstar users**, once you have your ev.energy account, you will be able to set up Allstar Homecharge following email instructions you receive from the Allstar team.

  For those **already using Allstar Homecharge**, once you have been migrated to the ev.energy platform and set up your ev.energy account, you will simply need to press the "pair button" in your Allstar Driver Portal to authenticate your details. You will receive specific instructions on how to do this from the Allstar team from 4th August once the migration process has started.

- **Will there be any costs involved for me to migrate to ev.energy?**
  No, you will not be charged to migrate to the ev.energy platform.

- **How will I know when I have been migrated?**
  Once your device has successfully migrated, ev.energy will email you directly letting you know it's time to download the app and with instructions on how to get set up.

- **What happens if my EO Mini Pro 3 is still under warranty? Will the migration affect my warranty coverage?**
  EO will honour the warranty of EO Mini Pro 3 devices.

  If you are experiencing technical issues during this period, you should first reach out to the ev.energy support team who are ready to help. They can be contacted via email at support@ev.energy or through the live chat function within the ev.energy app.

- **Will my existing charging schedules or settings be transferred to the ev.energy app?**
  No. Your existing charging schedules will not be automatically set up on the ev.energy app.

  ev.energy has a range of smart charging features which you can select from when setting up the app. Details around ev.energy's smart charging features can be in the ev.energy app guide.

- **How will EO communicate updates about the migration process?**
  All EO Mini Pro 3 users will be informed of the migration to ev.energy on 7th July 2025. You will also receive a reminder on 4th August 2025, letting you know the migration process has started.

  Once your device has successfully migrated, ev.energy will email you directly letting you know it's time to download the app and with instructions on how to get set up.

- **Will I lose any data or functionality during the transition?**
  When you migrate to the ev.energy app, you will no longer be able to see historic charging sessions from the EO App.

- **Do I need to do anything in order for the app switch?**
  If your device was installed on or after 7th July 2025, you should download the ev.energy app once installation is complete.

  If your device was installed before 7th July 2025, you should make sure you are ready for the migration by checking that your device is online and connected to your Wi-Fi. Once the migration has taken place you will be contacted by ev.energy letting you know it's time to download the app and with instructions on how to get set up.

- **Who do I contact if I need technical support after the migration?**
  Once you have migrated to ev.energy, if you experience any technical issues, you should contact the ev.energy support team, who are ready to assist. They can be reached via email at support@ev.energy or through the live chat function within the ev.energy app.

Setting up new EO Mini Pro 3 device from 7th July 2025

- **How will the installation process change?**

When setting up a new EO Mini Pro 3 device on or after 7th July 2025, all devices must connect to the ev.energy platform.

Your approved EO installer has been sent instructions on how to do this. These instructions can also be accessed online via the installation and commissioning guide on our dedicated support page.

- **Will older devices (installed before 7th July 2025) need a physical update or reinstallation?**
  No. Devices installed before 7th July 2025 and connected to the EO Cloud (via your Wi-Fi network), will be automatically migrated to the ev.energy platform starting from 4th August 2025.

  How do I set up the ev.energy app once the migration is complete?

  Once your device has migrated, ev.energy will email you directly letting you know it's time to download the app and with instructions on how to get set up.

- **What information do I need to set up the app?**
  When you are setting up the ev.energy app following installation, please have the following information to hand to input into the app during set up. This will enable you to optimise charging instantly via ev.energy's smart charging feature, which adjusts charging based on off-peak or variable rate periods.

  Information needed for ev.energy app set up includes:
  - Charging address
  - Vehicle make and model
  - Vehicle trim (battery size)
  - Charging device serial number (found on your customer card)
  - Tariff information (including tariff name and rate or off-peak timings).

  The full ev.energy app guide can be accessed here and includes detailed instructions on how to get started.

Technical & Operational Support

- **Where can I find the online support resources?**
  Our dedicated online support page and resources can be found on the EO website here.

  For technical support related to the ev.energy platform and app, please visit the ev.energy support page here.

- **For existing users, will the charger still function during the migration process?**
  Yes, devices should function as normal during the migration process for those with devices installed before 7th July 2025.

  Once your device has migrated, ev.energy will email you directly letting you know it's time to download the app and with instructions on how to get set up.

- **What happens if I experience issues with my EO Mini Pro 3 after installing the ev.energy app?**

If you are experiencing challenges with your device following the installation of the ev.energy app, you should first visit the dedicated support page, where you will find a range of trouble-shooting documents and how-to guides.

If you can't find a solution to the issue you are experiencing, reach out to the ev.energy support team who are ready to help. They can be contacted via email at support@ev.energy, or through the live chat option within the ev.energy app.

- **What if the charger isn't showing up on my ev.energy app following charger installation?**
To make sure the charger can connect to the ev.energy platform, your approved EO installer must configure the device to connect to the ev.energy platform.

  Please check with your installer that they have taken the new steps in the installation process as outlined in our step-by-step installation and commissioning guide.

- **What if the ev.energy app says the vehicle is not plugged in?**
Once the installation has taken place, it can take up to 60 seconds for the ev.energy app to get readings from the charger before it will confirm that the vehicle is plugged in.

  If the issue remains after 60 seconds, you should:
    o Check your charger is online and connected to the Wi-Fi. You can find instructions on how to do this in our connectivity guide.
    o Refresh the app using the refresh button at the top right of the dashboard.
    o Close and relaunch the app.

  If the issue remains, the please check out this online support page or contact the ev.energy support team via email at: support@ev.energy

Opt-out & Alternative Solutions

- **Can I opt out of the migration process?**
As the EO App and associated services will be discontinued, you are not able to stay on the existing EO platform and will be automatically migrated to ev.energy. However, if you would prefer to use another platform, you can reconfigure your charger to connect to another Open Charge Point Protocol (OCPP) charging solution of your choosing.

- **If I choose not to migrate, what functionalities will their Mini Pro 3 retain?**
Following the migration, the EO App will be discontinued. If you chose not to migrate to ev.energy, your EO Mini Pro 3 charger will no longer have smart charging functionality and will operate only as a plug-and-play charging device.

Privacy & Data
- **Will my data be securely transferred to ev.energy?**
The following information will be securely transferred to ev.energy as part of the migration process:
    1. Name (if provided to EO Charging)
    2. Email address
    3. MP3 Serial number

- **Can I review or delete my data before it's migrated to ev.energy?**
Prior to migration, you can review your historic charging data in the EO App.

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