

END OF LIFE FOR GENIUS 1 SYSTEM AND APP PAYMENT SERVICES FAQs



EOL on Genius 1, Hub 1, Cloud 1 & EO App Payment

1. Why is EO ending the service of EO Genius 1, EO Hub 1 and EO Cloud 1?

Due to the UK Smart Charging Regulations, which were instated on 01 July 2022, we can no longer sell or replace EO Genius 1 chargers or EO Hub 1 units. EO were granted an extension which is now ending. To comply with the regulations, we have taken the decision to cease production and servicing of Genius 1 chargers, EO Hub 1 hardware and associated services as we approach the end of our extension period. As part of a broader upgrade to our service and offerings, EO will cease EO Cloud 1 and EO App Payment services.

UK Smart Regulations

2. What is the UK Smart Charging Regulations?

The Electric Vehicles (Smart Charge Points) Regulations were introduced in 2021 and came into effect in July 2022. The regulations were introduced to ensure that all electric vehicle (EV) charge points sold in Great Britain for private (domestic or workplace) use are regulated to help manage the increase in electricity demand from the transition to electric vehicles. The regulations ensure charge points have smart functionality, allowing electric vehicles to be charged when there is less demand on the grid or when more renewable electricity is available. They also ensure that charge points meet certain device-level requirements, enabling a minimum level of access, security, and information for consumers. You can view the UK Smart Charge Regulations [here](#).

3. How do the UK Smart Charging Regulations impact my Genius 1 Charger?

The introduction of the UK Electric Vehicle (Smart Charge Points) Regulations in June 2022, means that the EO Genius 1 no longer meets the necessary standards for sale or replacement in Great Britain (where the regulations apply). As a consequence, the EO Genius 1 was withdrawn from sale July 2022 and, as from 10 January 2025, it is no longer commercially viable for EO to provide on-going support for this equipment or operate the EO App.

Your EO Genius 1 charger will now only operate in non-smart mode (“dumb”) which means it will no longer be able to connect to the EO Cloud 1 management platform, the EO App, or the internet. If you would like smart charging capabilities, then you will need to upgrade your charger to one that is compliant with UK Smart Charging Regulations. You can speak to one of our sales representatives about your upgrade offer by contacting sales@eocharging.com

4. What if I am an EO Genius 1 user based outside the UK?

As a user based outside of the UK, you are not required to comply with the UK Smart Charging Regulations. However, due to the UK hosting the vast majority of EO Genius 1 systems, EO has taken the decision to end the production and servicing of this system to enable us to comply. This decision impacts all users of the EO Genius 1 system, including those based outside the UK, so unfortunately your system will default to non-smart (“dumb”) mode from 10 January 2025.

UK Public Charge Point Regulations

1. What are the Public Charge Point Regulations?

As of 24 November 2023, new Public Charge Point Regulations were introduced. The regulations focus on four key areas of the consumer experience including easily locating charge points, ease of payment across public charge points, maintenance of charge points and the ability to compare prices across charge points. This means that public charge points must display the total cost of a charging session, including connection fees, in pence per kilowatt-hour (p/kWh) on public charge points or through separate devices such as EV driver apps. You can view the Public Charge Regulations [here](#).

2. What if my Genius 1 devices are subject to the Public Charging regulations?

If your devices are subject to public charging regulations, they will need to be upgraded to a compliant system. From 10 January 2025 the EO Cloud 1 will no longer function therefore payment services will also be ceased. The EO Cloud 2 and its support system are not designed to support public-facing charging. If you wish to connect to a recommended system, please contact the EO team or your installer for assistance.

Open Charge Point Protocol (OCPP)

5. What is the Open Charge Point Protocol (OCPP)?

The Open Charge Point Protocol (OCPP) was introduced in 2009 and facilitates the creation of expansive, interoperable charging networks, reducing development costs and ensuring easier compatibility across different systems. It is the leading communication protocol between smart chargers and back-office management software globally, enabling customers to connect OCPP compatible hardware to any OCPP compatible software platform of their choice, and vice versa. Furthermore, OCPP's security guidelines, introduced in 2018 and now in its third revision, provide robust protection against common attack scenarios, enhancing overall system security.

You can view the full OCPP guidelines [here](#).

6. How does OCPP impact my Genius 1?

The EO Genius 1 is not OCPP compliant, so therefore cannot be connected to third-party devices or third-party platforms using OCPP (including EO's new EO Cloud 2 platform). The EO Genius 1 **does** have smart charging capabilities, but they are delivered via a proprietary communication protocol developed by EO for use on EO Cloud 1, before OCPP became the open standard of choice by the UK market.

EO's new charging devices (EO Genius 2) and software platform (EO Cloud 2) are both fully

OCPP compliant, which enables our customers to benefit from the flexibility OCPP provides, as well as complying with the UK Smart Charging Regulations. Unfortunately, however, this new system is not compatible with our older EO Genius 1 and EO Cloud 1 systems. Therefore, you will need to upgrade your systems to access smart charging capabilities.

Genius 1

7. Can I still use my Genius 1 Charger as a smart charger?

You will still be able to use your Genius 1 charger in non-smart (“dumb”) mode, but the EO Genius 1 (with EO Cloud 1) smart charging capabilities will be turned off for Public Facing Chargers on 10 January 2025. This means that the chargers will operate in non-smart (“dumb”) mode, and the following functions will no longer work on your Genius 1 chargers:

- a. Payments via the EO App
- b. Authentication via RFID and/or the EO App
- c. Amending your Load Management Settings (including changing limits and creating new schedules). Please note that Automatic Load Management will continue in accordance with your existing settings while your EO Hub is powered up and operational
- d. View and download charge session data/reports from EO Cloud 1

All of this functionality is available by upgrading to a new compliant hardware with the EO Cloud 2 system, with the exception of our payment service (which will be launched in 2025). If you are an existing EO Genius 1 customer, you will have received an email with a personalised upgrade offer. If you did not receive this or are a new customer, please contact our sales and support team who will support you with your upgrade or can recommend OCPP compliant partners who can provide payment services immediately.

You can speak to one of our sales representatives about your upgrade offer to our latest generation model, Genius 2, by contacting us at sales@eocharging.com.

8. Can I get replacement parts for my Genius 1 moving forward?

No, due to UK Smart Charging Regulations, we will no longer provide replacement parts. If you require replacement parts on your existing EO Genius 1 system, please contact EO Support (support@eocharging.com), who will confirm if the required parts or service is available. If they are not, we will discuss the alternative options with you to ensure you have options to continue providing charging at your site(s).

9. Can I get a replacement Genius 1 charger?

No, we cannot offer a Genius 1 charger replacement, unless your charger is still under warranty (see question 10), but can offer an upgrade to an OCPP compatible charger which complies with the UK Smart Charging Regulations.

Please get in touch with our sales team at sales@eocharging.com to find out your personal upgrade offer.

10. What if my Genius 1 chargers are still in Warranty?

The End of Life of the Genius 1 system does not waive us of our obligations to you under

warranty. If your devices have a valid warranty and fail due to a manufacturing fault after 10 January 2025, please get in touch with our support team at support@eocharging.com who can assist you.

EO Cloud 1

11. Can I transfer to the new EO Cloud 2?

Yes, we can offer you an upgrade pathway to EO Cloud 2. Please book a meeting with one of our sales at sales@eocharging.com, to find out our latest offers on EO Cloud 2. Please note that this upgrade will include the provision of new OCPP chargers that are compatible with EO Cloud 2, and other third-party OCPP software systems.

12. Can I use software & payment services from another provider with my EO Genius 1?

No, our proprietary software, EO Cloud 1, will no longer be available and there are no other providers that we are currently aware of who could provide this service for you. You will need to upgrade your hardware and software to access the same features you enjoy today. Our sales team can provide you with more information about alternative solutions that will deliver the same (and better) smart charging functionality, including payments. You can find out more by booking a meeting with our sales team by contacting us at sales@eocharging.com.

EO Hub 1

13. Will EO Hub 1 continue to work (load management)?

EO Hub 1, if operational, will still manage load (if set up) to protect your electrical supply. However, this capability is not guaranteed nor permanent. Therefore, we recommend upgrading to the latest generation Hub 2 once your warranty expires to ensure optimal performance and protection.

Please note that it will not be possible for EO to replace EO Hub 1 devices. If your existing EO Hub 1 device fails after 10 January 2025, your Genius 1 chargers will continue to charge at a significantly reduced rate in safe mode (No Comms Max Amps – typically set to 6 or 8 Amps).

Please note that we cannot guarantee the reliable operation of your Genius 1 system beyond the 10 January 2025. Therefore, we strongly recommend that you upgrade the system before this date to avoid problems charging vehicles.

EO Cloud

14. Can I use EO Cloud 2 with EV chargers from another provider?

Yes, our charger connects to any OCPP compliant hardware. To find out more please visit our [DC Charger Partners](#) page.

15. Can I use Genius 2 with another software service?












Yes, our charger connects to any OCPP compliant software. To find out more please visit our [Software integrations](#) page.

EO Upgrade Questions

16. How long is the upgrade offer available for?

The upgrade offer is available until 30 November 2024.

17. What are the differences between Cloud 1 and Cloud 2?

Features	Cloud 1	Cloud 2
OCCP Compatible	X	
Dashboard View: Real-time network status dashboard with an interactive map component, displaying the location of sites and charging stations.	X	
Depot View: Insights into each individual charging station, including real-time charging session metrics, scheduling information and an interactive map component.	X	
Reporting: Complete network performance reporting. Enabling users to gain insights into Charging Session, Energy Consumption, Active Sessions, Network Status and Incident related reporting.	Charging Session Reporting only	
Control: Gives users complete control over the onboarding process of new users, from creating new user accounts to defining the level of access.	Through EO Admin only	
Load Management: Offline Load Balancing through EO Hub 2	X	
Charge Scheduling: Weekly Charging Schedules, Daily Advanced Schedules, Multiple Charging Periods, Smart Offset (Peak Shaving); Random Offset (Peak Reduction).	Weekly Charge Schedules only	
Automatic Fault Resolution: Self-healing functionality.	X	
Telematics: Integratable with Vehicle Telematics.	X	
Incident Management – Supported by EO's 24/7 technical operations Centre .	X	
Fully Charger Agnostic – 52 Different types of AC & DC - Hardware tested and onboarded.		

You can find further information on the EO Cloud 2 [here](#).

EO Installer's

18. Are the upgrade offers available to my customers?

If you're an EO installer who has customers with EO Genius 1 systems, the upgrade offer is also available to your customers. To understand what options are available to you to support your customers through an upgrade, please contact us at sales@eocharging.com.

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