

END OF LIFE MINI PRO 2 FAQS



EOL for Mini Pro 2

Why is EO ending the service of the EO Mini Pro 2 & EO Smart Home App?

The introduction of the UK Electric Vehicle (Smart Charge Points) Regulations in June 2022, means that the EO Mini Pro 2 no longer meets the necessary standards for sale or replacement in Great Britain (where the regulations apply). As a result of these events, it is no longer possible for EO to continue servicing users with the EO Mini Pro 2, and associated EO Smart Home App.

Will the change be sudden or gradual?

Support for the EO Mini Pro 2 and Smart Home App will end on the 30th November 2025. We wanted to take the opportunity to inform you now so that you can prepare ahead of the changes that will come into effect on this date.

UK EV (Smart Charge Points) Regulations

What is the UK EV (Smart Charge Points) Regulation?

The Electric Vehicles (Smart Charge Points) Regulations were introduced in 2021 and came into effect in June 2022, applying to everyone who resides in Great Britain. The regulations were introduced to make sure 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 make sure 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 Points Regulations [here](#).

How do the UK Electric Vehicles (Smart Charge Points) Regulations impact my EO Mini Pro 2 Charger?

The introduction of the UK Electric Vehicle (Smart Charge Points) Regulations in June 2022, means that the EO Mini Pro 2 no longer meets the necessary standards for sale or replacement in Great Britain (where the regulations apply). As a consequence, the EO Mini Pro 2 was withdrawn from sale November 2022 and, as from 30th November 2025, it is no longer commercially viable for EO to provide on-going support for this equipment or operate the EO Smart Home App.

As a company we are committed to meeting the latest standards and regulations as the industry develops and have therefore made the decision to discontinue this product (including the EO Smart Home app) globally. From the 30th November 2025 EO will no longer provide repair services, replacement parts, or software updates for EO Mini Pro 2 chargers.

Your EO Mini Pro 2 will continue to operate as a “plug-and-play” charger, which means it will no longer be able to connect to the EO Smart Home App. However, if your vehicle offers a smart

charging app, you may be able to schedule charging sessions using their platform. In this instance, your vehicle's app would communicate with your vehicle to schedule charging sessions and your plug-and-play EO Mini Pro 2 device would provide the power (but offer no smart charging functionality).

What if I am an EO Mini Pro 2 user based outside Great Britain?

As a user based outside of Great Britain, you are not required to comply with the UK Electric Vehicles (Smart Charge Points) Regulations. However, EO is discontinuing both the EO Mini Pro 2 and EO Smart Home App globally, meaning this decision impacts all users, including those based outside Great Britain. As such, your system will default to a "plug-and-play" mode from 30th November 2025.

EO Mini Pro 2 Device**Can I still use my EO Mini Pro 2 charger as a smart charger?**

No. You will still be able to use your Mini Pro 2 charger in "plug-and-play" mode, but the EO Smart Home App and smart charging capabilities will be turned off on 30th November 2025.

Can I get replacement parts or a replacement charger for my EO Mini Pro 2 moving forward?

No. However, EO will continue to honour our warranty terms for any devices still under a valid warranty until 30th November 2025.

If you believe that your warranty will be valid beyond this date, we ask that you get in touch with our online support team at no later than **Tuesday 5th August 2025**. Our team will ask you to provide proof of purchase, your device's serial number, and evidence of installation by a certified installer.

If your warranty has expired by 30th November 2025, our trusted partner, Crystal, will be providing continued hardware support in the UK and Ireland on a paid basis. You can contact Crystal at ev@crystalelectronics.co.uk or on +44 (0)1933 226410.

Can I still get repairs or servicing for this model?

EO will be ceasing the service, repair, and replacement of installed units for all users worldwide, however our trusted partner Crystal will be available for continued hardware support in the UK and Ireland on a paid basis. You can contact Crystal at ev@crystalelectronics.co.uk or on +44 (0) 1933 226410.

For customers based outside of the UK and Ireland, you will need to source support independently from a certified electrician.

What other changes can I expect when the device becomes 'plug-and-play'

To convert all Mini Pro 2 chargers into 'plug and play' devices, there are a number of features that will change.

Device locking: All devices will be automatically unlocked, to prevent them being locked permanently. If your device is currently on a locked setting, it will automatically become unlocked, and therefore useable, from 30th November 2025.

Charging schedules: From 30th November 2025, all charging schedules will be cleared and you will no longer be able to schedule charging via the EO Smart Home App. This also applies to solar charging and off-peak charging options.

If your vehicle offers an app, you may be able to schedule charging sessions using their platform. In this instance, your vehicle's app would communicate with your vehicle to schedule charging sessions and your plug-and-play EO Mini Pro 2 device would provide the power (but offer no smart charging functionality).

Load management: Load management settings will **not be cleared** and will be kept at their existing settings.

However, installers will no longer be able to view or change dynamic load management settings. All devices installed with dynamic load management will be kept at their existing settings.

For devices installed using static load management settings, these can be adjusted manually using the dial on the inside of the Mini Pro 2 Charger. Please note this dial must only be adjusted by an EO approved electrical installer.

How can I check which load management settings my device is on?

Users cannot manually check which setting their device is on. Their EO approved electrical installer should have communicated this at the time of set up.

If I have dynamic load management settings, will these continue to work 'dynamically', monitoring and responding to the energy source it is connected to?

Yes, as long as the device remains operational.

Will my device still be compatible with my current vehicle as a plug-and-play charger?

Yes. Your device will remain compatible with your current vehicle as a plug-and-play charger.

Will my charger still offer the same charging speeds?

Yes, you will still be able to enjoy the same charging speeds once it is converted to a 'plug-and-play' charger.

Will the LED charging indicators still work?

Yes, the LED charging indicators will still work after the 30th November 2025 to indicate the state of charge for the EO Mini Pro 2 charger.

EO Smart Home App

Can I transfer to an alternate smartphone app i.e. my vehicle app?

The EO Mini Pro 2 uses a proprietary system to operate its smart functionality via the EO Smart Home App. This system will not be supported after 30th November 2025.

If your vehicle offers an app, you may be able to schedule charging sessions using their platform. In this instance, your vehicle's app would communicate with your vehicle to schedule charging sessions and your plug-and-play EO Mini Pro 2 device would provide the power (but offer no smart charging functionality).

How will I know when my app has stopped working?

From the 30th November 2025, when users log into the EO Smart Home App, they will no longer see their EO Mini Pro 2 device.

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