Mini Pro 3 Installer 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?**
  Customers with devices installed **on or after 7th July 2025** can register with the ev.energy app as soon as their installation is complete.

  Customers with devices installed **before 7th July 2025** will be **automatically transitioned** to the ev.energy platform from the **4th August 2025** and they 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 users have been migrated, ev.energy will email them directly to let them know it's time to download the app and with instructions on how to get set up. If this is something you are supporting a customer with, you can check out the <u>ev.energy app guide</u> for more information.

- **Are customers aware of this change?**
  All customers with devices installed before 7th July 2025 have been contacted via email to inform them of the transition to ev.energy.

  All customers with devices installed on or after 7th July 2025 will begin their EO Mini Pro 3 user journey using the ev.energy platform.

- **How can I become an MP3 approved installer?**
  As we are transitioning all EO Mini Pro 3 users to the ev.energy platform, EO is not currently taking on new installers.

  However, if you are interested in learning more about the ev.energy platform please visit the ev.energy <u>installer support page.</u>

<u>Changes to the installation process</u>

- **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.

Make sure the charger can connect to the ev.energy platform, the CSMS URL must be updated to connect with ev.energy's CSMS.

By default, the charging station is configured to connect to the EO Cloud. This must be changed manually during installation to point to ev.energy, using the CSMS URL: wss://ocpp.ev.energy:443

Please see our installation and commissioning guide via our website for more detailed instructions.

- **Will I need training to install devices using the ev.energy platform?**
  While no additional formal training is required, we have included a comprehensive set of resources to help make sure the changes to the installation process are as simple and smooth for you and your customers as possible.

  Our support resources include a dedicated online support page, an installation and commissioning guide, and a connectivity guide.

  To support customers in setting up the ev.energy app following installation, please see detailed support materials on the ev.energy website .

- **What if I forget to switch from the EO cloud to ev.energy platform during installation?**
  If you forget to switch from the EO Cloud to the ev.energy platform, the customer won't be able to use the ev.energy app, and it will need to be reconfigured.

  In this instance, simply refer to step 5.3 in the installation and commissioning guide which provides a detailed outline of how to rectify this.

- **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 the users Wi-Fi network), will be automatically migrated to the ev.energy platform starting from 4th August 2025.

- **What do I need the customer to do as part of the new process?**
  If you are supporting the customer with setting up the ev.energy app following installation, please let them know they should have the following information to hand to input into the app during set up. This will enable them to optimise charging instantly via ev.energy's smart charging feature, which adjusts charging based on off-peak or variable rate periods.

  Customer 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 their customer card)
  - Tariff information (including tariff name and rate or off-peak timings).

- **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:
  - Check charger is online and connected to the customer's 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

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

  When the migration has happened, customers will emailed directly by ev.energy letting them know and with instructions on how to get set up. Users may also notice that their EO Mini Pro 3 charger appears offline in the EO App.

- **What happens if the customer experiences issues with their EO Mini Pro 3 after installing the ev.energy app?**
  If the customer is experiencing challenges with their device following the installation of the ev.energy app, they should first visit the dedicated support page, where they will find a range of comprehensive trouble-shooting documents and how-to guides.

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

- **What if the charger isn't showing up on the customer's ev.energy app following charger installation**?
  To make sure the charger can connect to the ev.energy platform, the CSMS URL must be updated to connect with ev.energy's CSMS.

  By default, the charging station is configured to connect to the EO Cloud. This must be **changed manually by the installer** to point to ev.energy, using the CSMS URL: **wss://ocpp.ev.energy:443**

  Please refer to our step-by-step installation and commissioning guide via our website for more detailed instructions.

ev.energy App and Support Services

- **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 users even greater control over how and when they charge.

How do customers set up the ev.energy app once the migration is complete?
Once users have been successfully migrated, ev.energy will email them directly to let them know it's time to download the app and with instructions on how to get set up. If this is something you are supporting a customer with, you can check out the ev.energy app guide for more information.

- **Who do customers contact if they need technical support after the migration?**
  Once customers have migrated to ev.energy, if they experience any technical issues, they 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.

- **For customers using the Allstar Homecharge system, can they still do this using the ev.energy platform?**
  Yes. ev.energy already integrates with Allstar and it's Homecharge service, so users will be able to continue claiming energy expenses when charging their work vehicle at home.

  There are specific instructions on how to set this up that can be found in our customer FAQs.

About the customers

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

- **How will existing customers know when they have been migrated?**
  Once users have been migrated, ev.energy will email them directly to let them know it's time to download the app and with instructions on how to get set up. If this is something you are supporting a customer with, you can check out the ev.energy app guide for more information.

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

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

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

  ev.energy has a range of smart charging features which the customer 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. They will also receive a reminder on 4th August 2025, letting them know the migration process has started.

Once users have been successfully migrated, ev.energy will email them directly to let them know it's time to download the app and with instructions on how to get set up. If this is something you are supporting a customer with, you can check out the ev.energy app guide for more information.

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

- **Do customers need to do anything themselves for the app switch?**
  Customers with devices installed on or after 7th July 2025 should download the ev.energy app once installation is complete.

  Customers with devices installed before 7th July 2025 should make sure they are ready for the migration by checking that their device is online and connected to their Wi-Fi.

  Once users have been successfully migrated, ev.energy will email them directly to let them know it's time to download the app and with instructions on how to get set up. If this is something you are supporting a customer with, you can check out the ev.energy app guide for more information.

Opt-out & Alternative Solutions

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

- **If customers choose not to migrate, what functionalities will their Mini Pro 3 retain?**
  Following the migration, the EO App will be discontinued. For users who chose not to migrate to ev.energy, their 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 customer's data be securely transferred to ev.energy?**
  The following customer 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 customers review or delete my data before it's migrated to ev.energy?**
  Prior to migration, customers can review their historic charging data in the EO App.