

POWERVERSE

The Powerverse App User Guide



Welcome to the Powerverse!

Our app connects you to the Powerverse where you can take control of your energy costs and carbon footprint. With a growing number of innovative and smart features, including solar charging for your EV, our app gives you visibility and control over how you consume energy.

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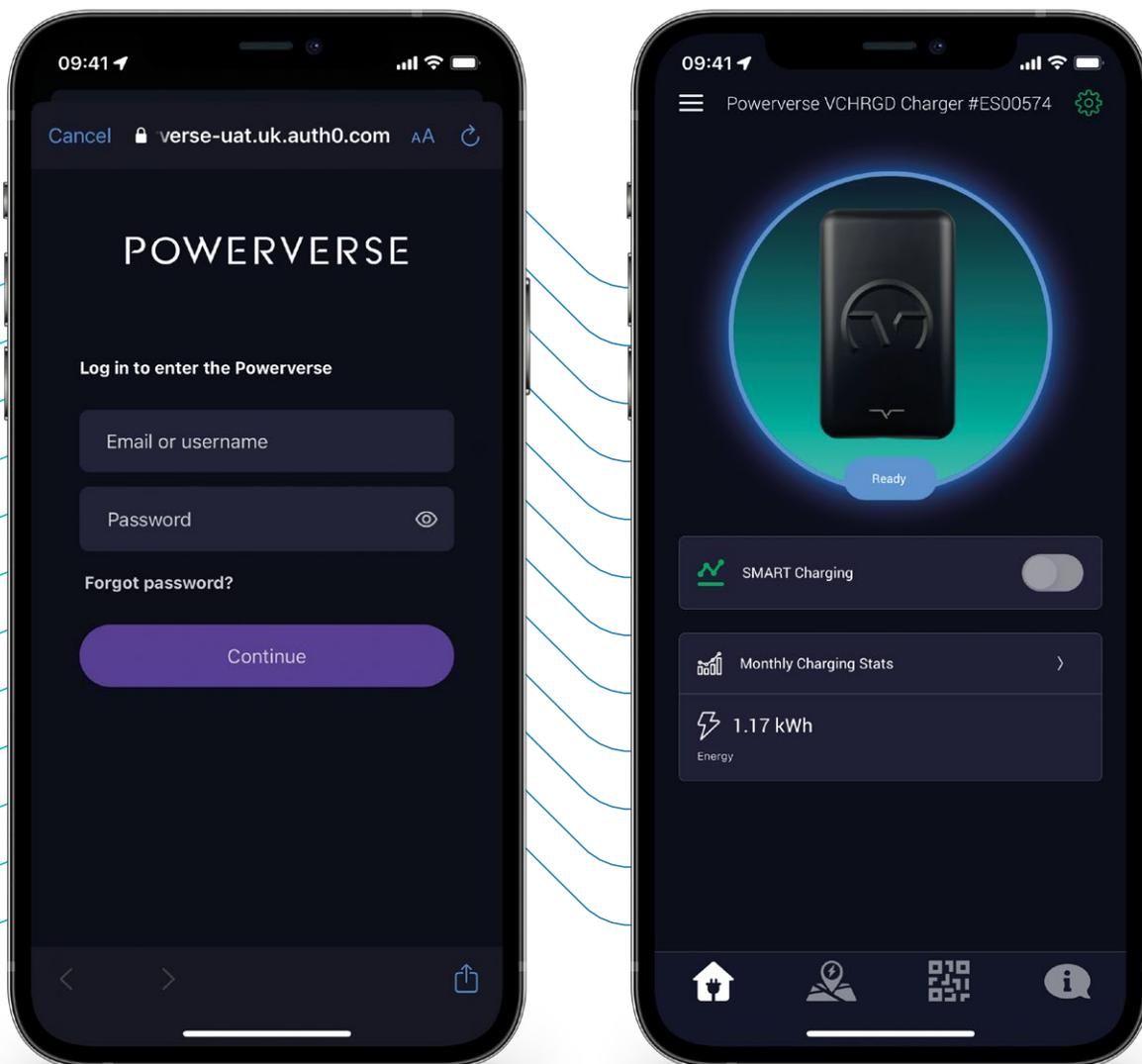
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Let's get you set up

Log in

We've sent a 'Welcome to Powerverse!' email to the address you gave us when you bought your electric car charger. With the username and password in this email, you can log in to our app. Once logged in, you'll need to click **Accept** on our App Subscription Agreement and Privacy Policy.

To access the **Home** screen for your electric car charger tap the **Home** icon in the bottom left-hand corner of the app. From here you can set up and customise your electric car charger. Simply go into the **Configuration** settings by tapping the **Cog** icon in the top right-hand corner of the app.



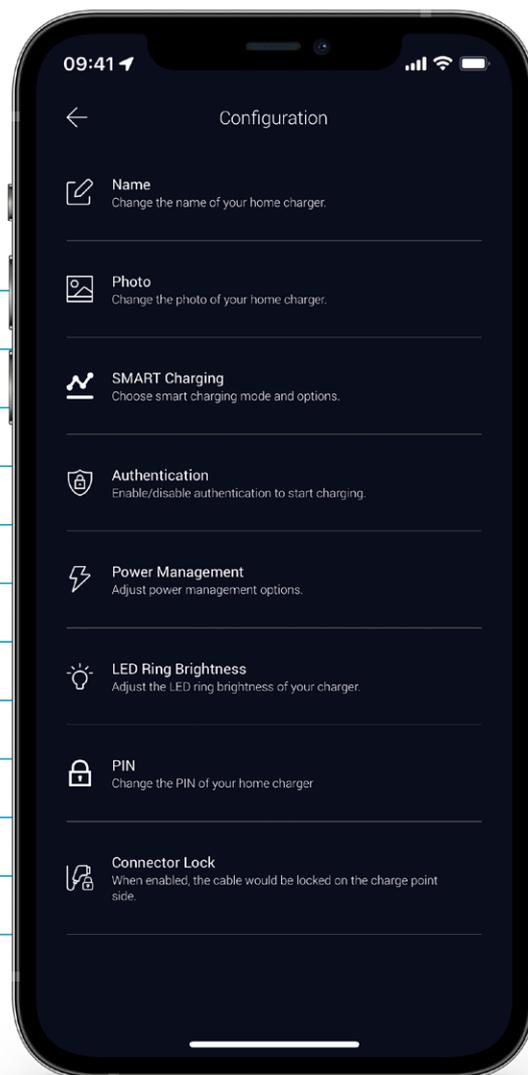
Let's get you set up...

Charger Name & Photo

You can change the name and add a picture of your electric car charger (or anything else you want to), so why not take a picture of your newly installed charger and select it in the photo section?

How to set up:

- Open up the **Configuration** menu and tap **Photo** to set an image of your charger. This photo will appear on your home charging screen.
- To change the name of the charger, select **Name** in the **Configuration** menu and add the name of the charger.



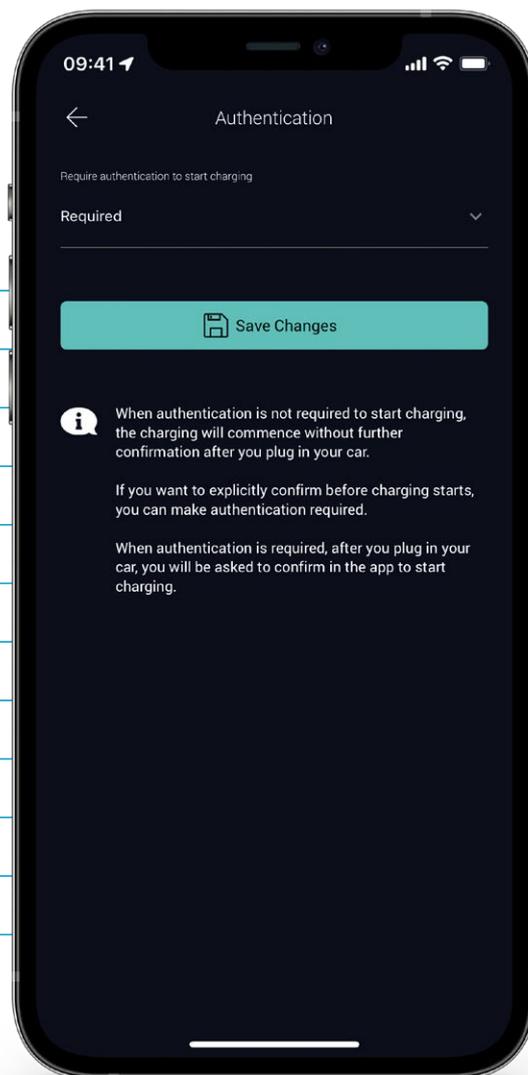
Let's get you set up...

Secure Charging with Authentication

The security of your electric car charger is of paramount importance to us. The advanced security features in our app let you control who has access to the charger, giving you peace of mind it won't be used without your authorisation. When this feature is set to **Required** you will need to authorise each charging session.

How to set up:

- Open up the **Configuration** menu and tap **Authentication**.
- Select **Required** and click **Save Changes**; you will now need to approve each charging session either via the app or by tapping the RFID card on the front of the charger after plugging in your electric car.
- If **Not Required** is selected then no further action is needed - you can simply plug in and start charging.
- Your electric car charger will arrive with **Authentication** set to **Required**.



Smart Charging

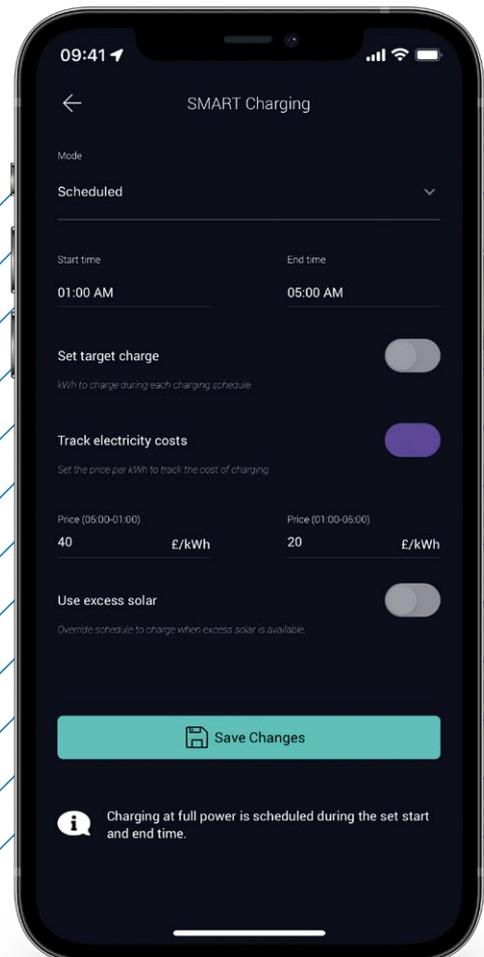
Charge when it's cheapest! With our app, you can schedule your charging so that your electric car only charges when it's cheap to do so. This feature is useful for customers who have an electric-car-friendly tariff, also known as a 'time-of-use tariff'. These tariffs vary in cost by time of day. Often, with a time-of-use tariff, it's cheapest to charge your electric car overnight.

If you're on a time-of-use tariff, you can use our app to schedule your charger so that you're only charging your electric car during the cheapest periods.

How to set up:

- Select **SMART Charging** in the **Configuration** menu.
- If **Disabled** mode is selected, your car will start charging when you plug in.
- If **Scheduled** mode is selected, the charging session will only start when scheduled to do so.
- Set up the schedule with:
 - Start time
 - End time
 - Electricity costs (optional)
- Tap **Save Changes** to save the settings.

We take pride in ensuring that our app, and the products connected to our app, are fully compliant with Government and industry regulations. This means that when you log in to our app for the first time, you'll find a preset overnight schedule on your charger (from 1:00am to 5:00am each day). The app will also always apply a randomised delay to the start of every charging session. This randomised delay could last from 1 second to 10 minutes.



Solar EV Charging

With solar panels on your roof, you can start to take control of the energy costs associated with charging your electric car at home. This is because our app can automatically divert excess solar energy to your electric car to minimise your reliance on the grid. Excess solar energy is solar energy generated by your solar system that would ordinarily be exported to the grid; with solar charging this can be diverted to your electric car via your charger.

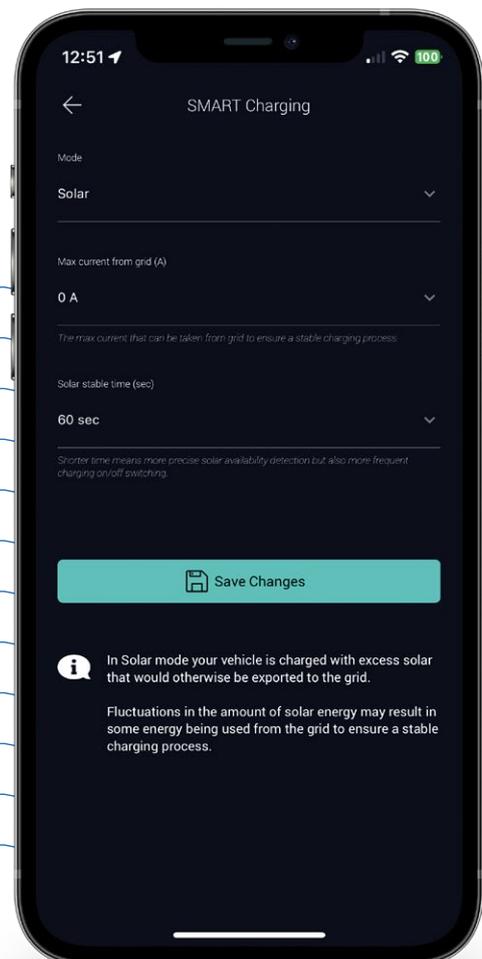
There are two modes:

1: Scheduled Mode with Excess Solar Enabled

With this feature you can take advantage of charging your car with cheap electricity from the grid overnight while also topping up from free excess solar energy during the day. When plugged in, your electric car will charge during the scheduled period from the grid. It will also charge during the day when there is at least 1.4kW (6A) of excess solar generation.

How to set up:

- Select **SMART Charging** in the **Configuration** menu.
- Mode will already be set to **Scheduled** with your times and prices added.
- Switch on the **Use excess solar** feature.
- Set **Max current from grid** to **0A**.
- Set the **Solar Stable Time** to **60 sec**.
- Tap **Save Changes** to save the settings.



Let's get you set up...

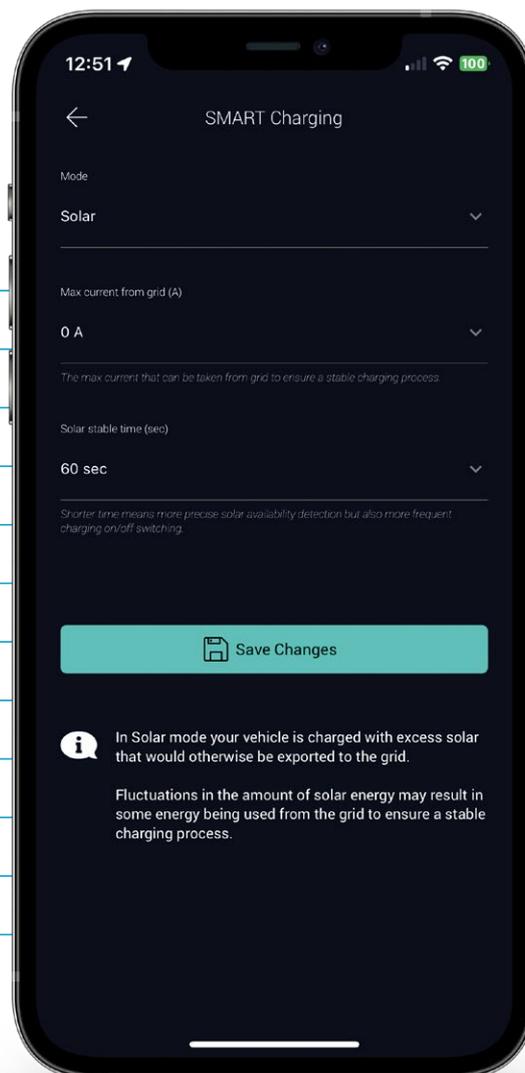
2: Solar Mode

With this feature you can set your electric car to only ever charge from excess solar energy. If you don't need to schedule your car to charge at specific times then simply select the **Solar** mode and make sure your car is plugged in.

How to set up:

- Select **SMART Charging** in the **Configuration** menu.
- Set **Mode** to **Solar**.
- Set **Max current from grid** to **0A**.
- Set the **Solar stable time** to **60 sec**.

Your electric car will start charging when your solar system is generating at least 1.4kW (6A) of excess solar energy, which can be diverted to your car. This is the minimum rate that an electric car can charge at.



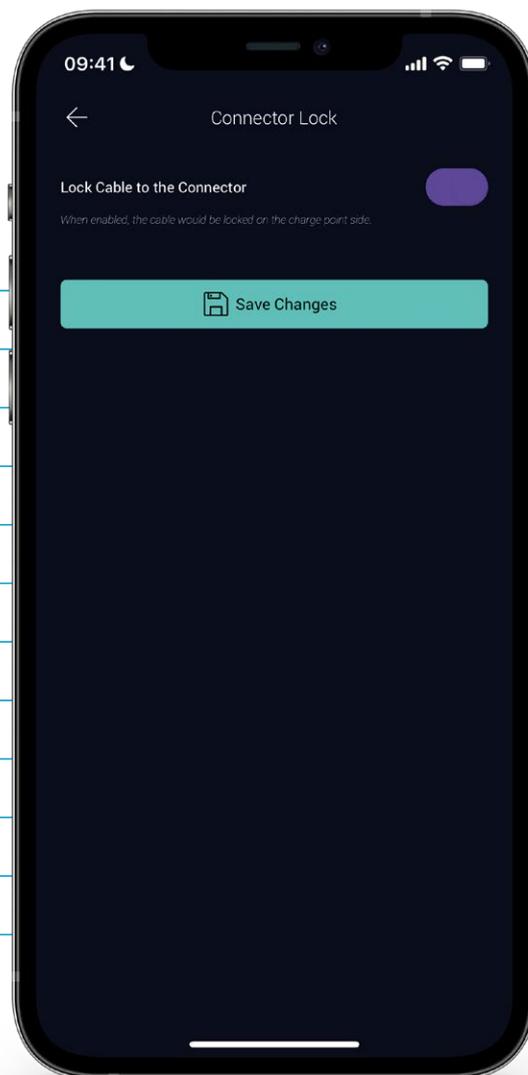
Let's get you set up...

Cable Connector Lock

Turn an untethered charger into a tethered charger by locking a cable into your charger. You can keep the cable in place and not have to worry about it getting stolen.

How to set up:

- Select the **Connector Lock** in the **Configuration** menu.
- Toggle on **Lock Cable to the Connector** before saving your changes.



Let's charge!

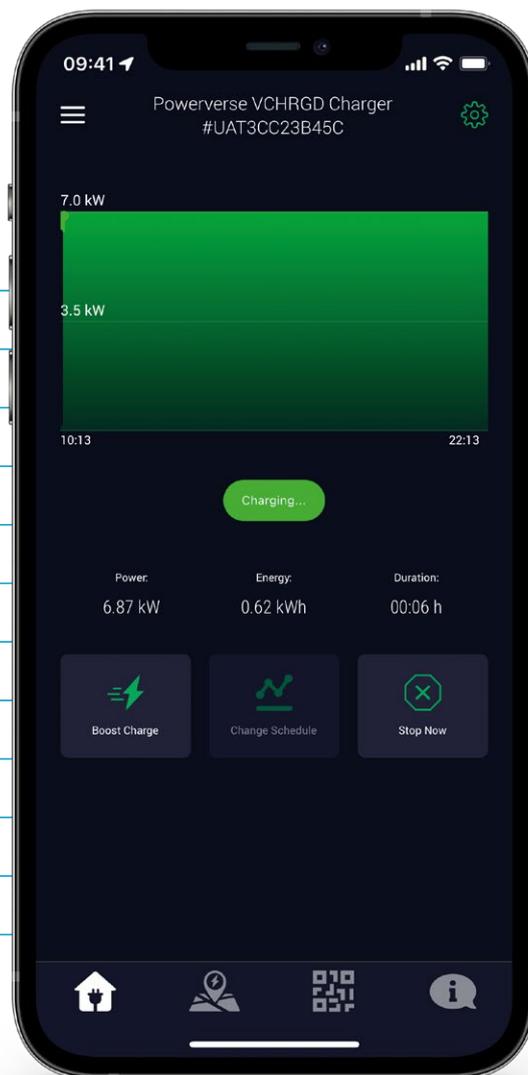
You're now ready to plug in your electric car and start charging.

Monitor Charging

Monitor charging sessions with the app to see how much power has been used to charge your electric car, and how long each charging session took.

Once a charging session is underway the app shows key information so you can keep an eye on progress. This includes:

- **Power:** this shows how quickly your car is charging. Full speed is around 7kW but the charging rate may reduce if the power consumption of your home temporarily increases (e.g. if you switch on your electric hob, oven, kettle and toaster at the same time). The charging rate might also decrease if your car's battery is nearly full, or when **Solar** mode has been switched on.
- **Energy:** the electricity that has been put into the car (like litres of petrol).



Let's charge...

Boost Charging

Sometimes plans change and you need to charge your car immediately rather than wait for the scheduled charging session to begin. If this happens, you can use the **Boost Charge** feature in the app. By tapping **Boost Charge**, you'll override any existing schedule and start charging your electric car straight away.

Stop Charging

If you need to stop a live charging session, you can tap **Stop Now** in the **Session Summary** screen.

Session Summary

At the end of each charging session, you may want to view the charging performance. This information is in the **Session Summary** screen that appears at the end of each charging session. You'll see details of the most recent charging session including start and end times, total duration, and the total energy (kWh) delivered to your electric car.



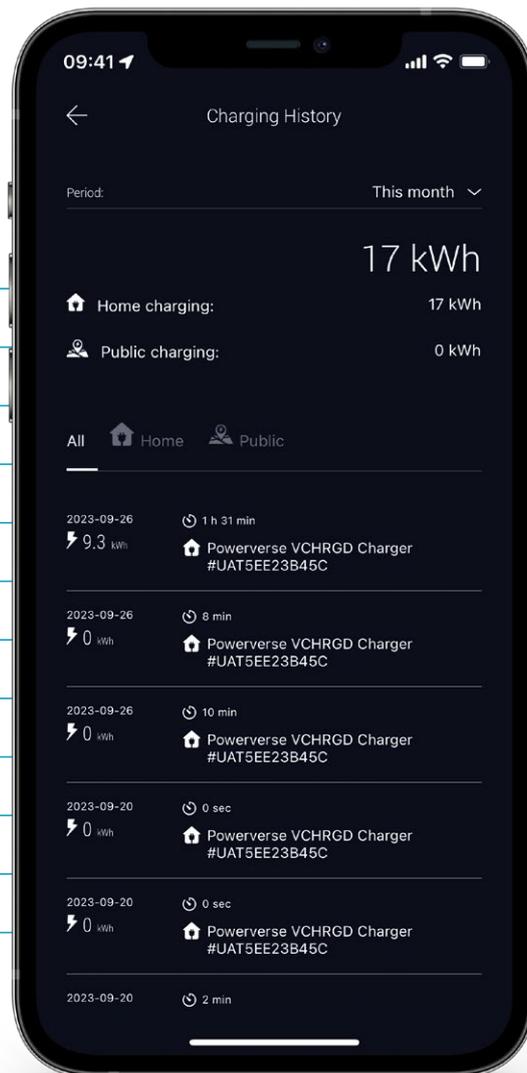
Review & Support

Charging History

The app records performance information for all your charging sessions in the **Charging History** screen. This gives you an overall picture of when you charge your car, how long for, and how often. You can then identify trends and decide whether it might be worth switching to a time-of-use tariff, if you're not on one already.

View your charging session history by tapping **Charging History** in the menu. All your charging sessions from the last month will be viewable by default. You can adjust the date range in the drop-down menu to view more charging sessions.

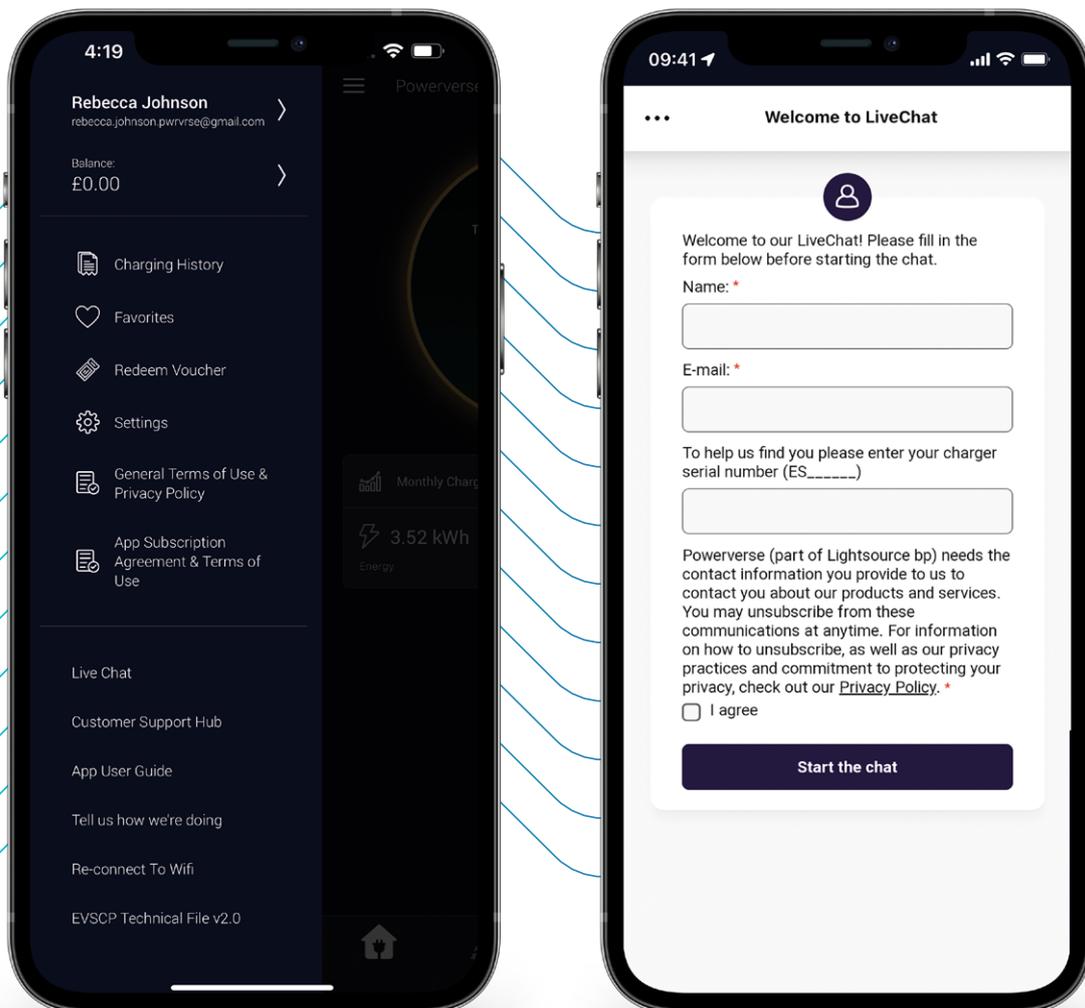
To view a charging session in more detail, tap the session you'd like to view. This will open the 'Session Summary' for that charging session, and includes information on start and end times, total duration, and the total energy (kWh) delivered to your electric car.



Live Chat

If you need to get in touch with us, our in-app Live Chat feature makes it easy. You'll quickly get answers to any queries you may have about the app.

Find the Live Chat page in the main menu, enter your charger ID and your question, and a member of our Customer Support team will be there to support you. Keep your Live Chat open until your enquiry has been responded to. If we miss you over the weekend or Bank Holiday, one of the team will call you back as soon as they're available.





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