EV.ENERGY APP GUIDE

Plug into Better



ev.energy

Smart charging for your waEV charge

Certified B Corporation

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ev.energy

WELCOME TO EV.ENERGY

If you’re looking for a cheaper, greener and simpler way to charge your electric vehicle, then you’re in the right place. The ev.energy app puts the power in your hand to control, track and optimise your charging with ease.

By using the ev.energy app, you’re joining a growing community that’s consciously supporting the planet. Thanks for being a driver of change!

And just in case you’re wondering, the dot in our name is silent. Aloud, it’s “E V Energy”.

It’s time to drive change. Ready?





WHAT IS SMART CHARGING?

You're about to get smart with your energy, but what does "smart" actually mean?

Smart charging is a way to charge your vehicle which is managed remotely via an Internet connection. ev.energy takes various factors into account including your energy tariff price, carbon emissions of energy in your area and when you need your vehicle, then automatically controls your charging to give you the cheapest and greenest charge every time.

Cut your energy bill
ev.energy will optimise for off-peak rates

Reduce your carbon footprint
ev.energy will optimise for low-carbon electricity

Earn rewards
ev.energy will reward you for smart charging

DID YOU KNOW: As electricity demand rises with electric vehicles, smart charging protects our energy grids by ensuring that demand is spread throughout the day.

DOWNLOAD THE APP

To get started, you'll need to download the ev.energy app.

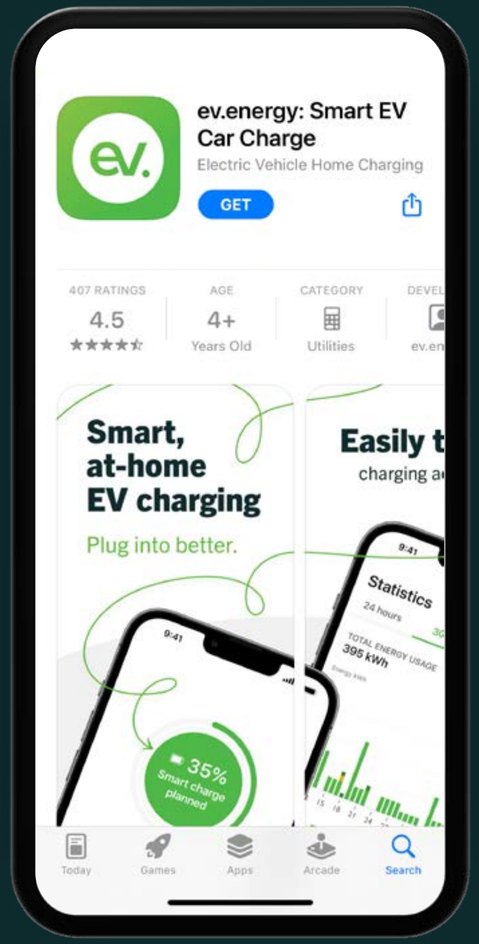
Available on the App Store

Download the app for your iPhone from the app Store.

GET IT ON Google Play

Download the app for your Android device from Google Play.

Can't find the app? We can help!
Get in touch with **support@ev.energy**



CREATE AN ACCOUNT

Join over 80,000 electric vehicle drivers around the world.

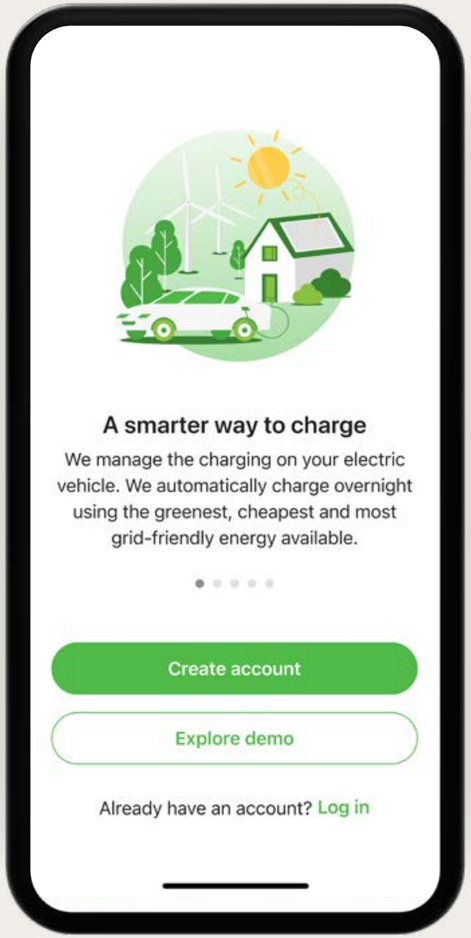
Before we can smart charge your vehicle we need to collect some information and securely connect to you vehicle or charger. Create an account to proceed.

To create an account, just follow these steps.

1. Open the ev.energy app
2. Tap "Create account"
3. Enter your details
4. Tap "Create account" again

For those of you joining us from one of our charger partners, please use the same email address that you purchased with so we can link your accounts automatically. If you experience any issues, email us at **support@ev.energy**

Already got an account? Just tap "Log in" and enter your details.

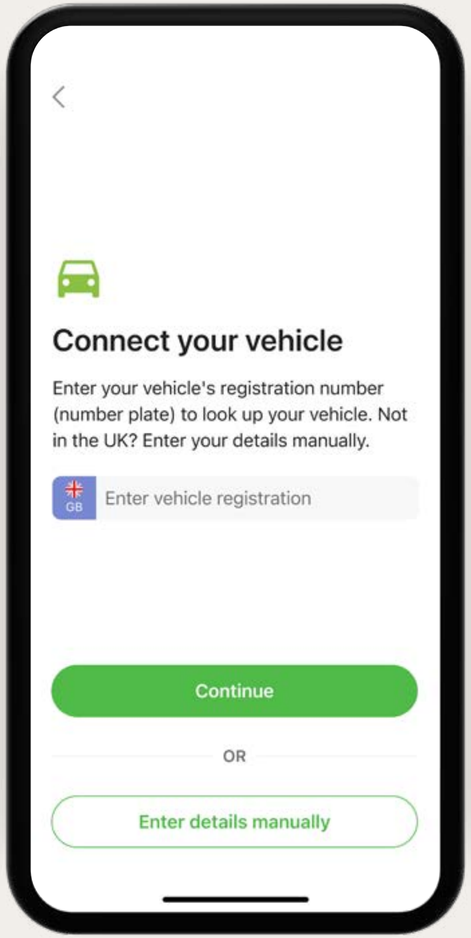


CONNECT YOUR VEHICLE

ev.energy needs to securely connect with a compatible vehicle or charger to manage charging on your behalf. Even if you do own a compatible charger, we recommend connecting your vehicle, so you will also be able to view your battery state, see your battery level and track charging away from home.

To connect your vehicle, just follow these steps.

1. Tap “Continue”
2. Select make, model and trim
3. Log into your account with the vehicle manufacturer
4. Tap “Continue”
5. Tap “Allow”
6. Tap “Sign in”



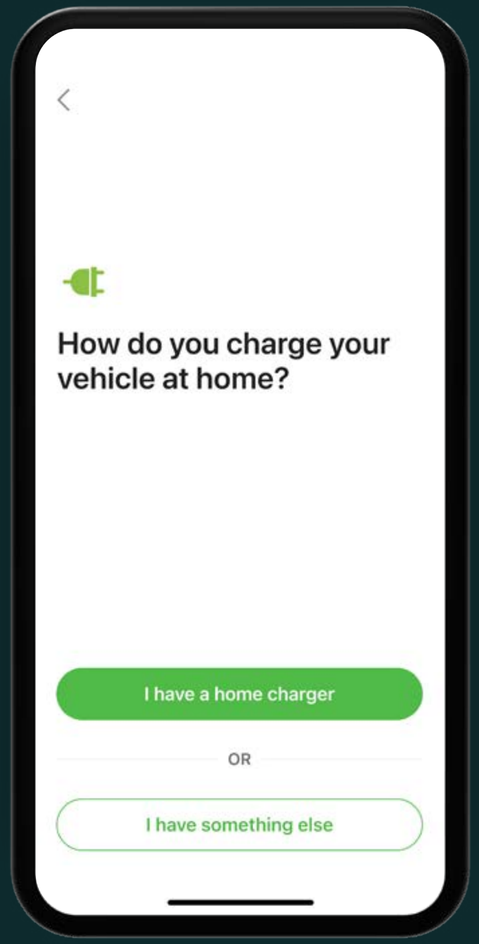
We connect with a range of vehicle brands, including Tesla, BMW and Volkswagen. View our full list of **compatible vehicles online**. If you don’t have a compatible vehicle, skip this step.

CONNECT YOUR CHARGER

The ev.energy app also works with a number of manufacturers who are driving change by offering smart charging via your home charger with ease.

To connect your charger, just follow these steps.

1. Tap “I have a home charger”
2. Select your charger
3. If prompted, log into your account with the charger manufacturer



If you do not have a compatible vehicle, you must connect a compatible charger so that we can manage charging on your behalf. View our full list of **compatible chargers on our website.**

ADD YOUR CHARGING LOCATION

Add your charging location address to the app so we can optimise your charging based on how energy is being produced in your local area so that you're able to see the carbon intensity of your charging and get the greenest possible charge.

To add your charging location, just follow these steps.

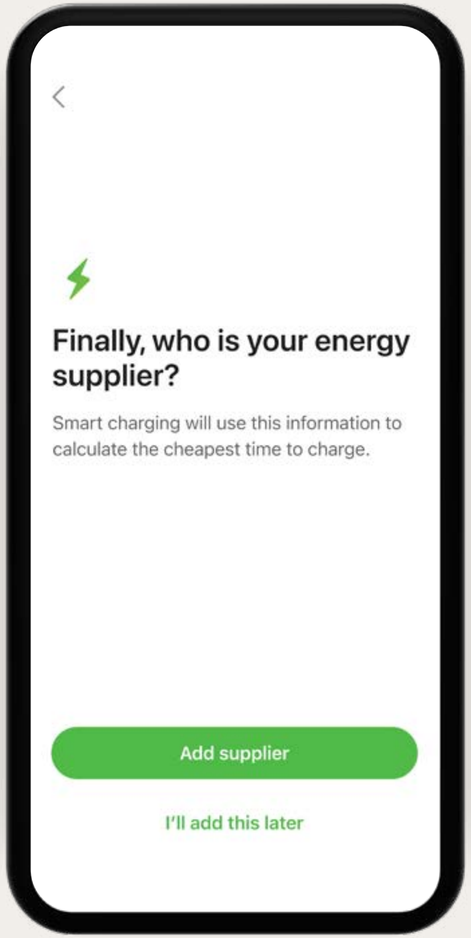
1. Tap "Add location"
2. Enter the address of your charging location tap "Full schedule"
3. Tap "Continue"
4. Tap "Confirm"

ADD YOUR ELECTRICITY TARIFF

Add your electricity tariff so we can optimise your charging based on off-peak or variable-rate periods (if applicable) and report the cost of your charging. It's best to make sure this is accurate and kept up to date to ensure we can provide you with the cheapest charge and a reliable service.

To add your electricity tariff, just follow these steps.

1. Tap "Add supplier"
2. Select your energy supplier
3. Select your energy tariff
4. Tap "Continue"



Can't find your tariff or changing energy supplier? We can help. Email us at **support@ev.energy** It may take up to two weeks for new tariffs to be added to the app.

YOU'RE ALL SET

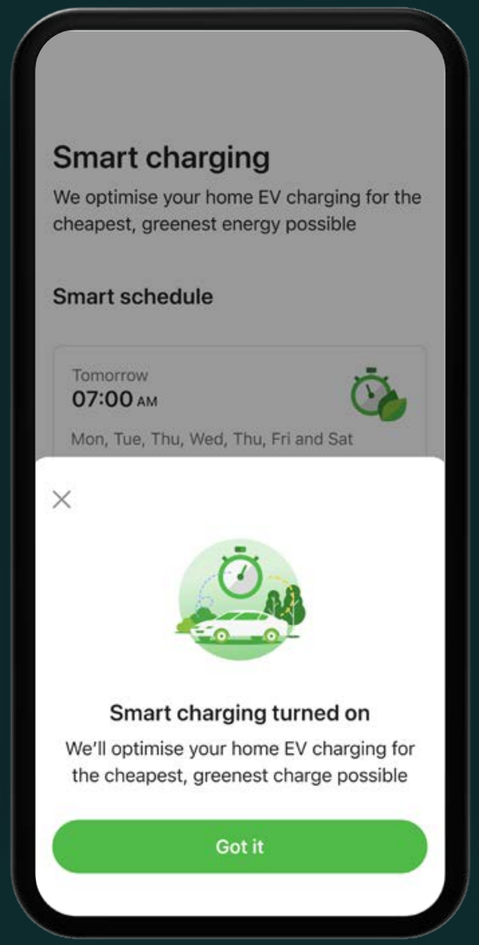
That's it, you're ready to start charging and have joined over 80,000 drivers who are getting smart with their energy too.

SWITCH ON SMART CHARGING

Make sure that smart charging is on to get the best out of the ev.energy app.

To switch on smart charging, just follow these steps.

1. Go to the Smart section of the app
2. Scroll to the bottom
3. Tap "Turn on Smart Charging"



In the UK? Smart charging is enabled by default to comply with The Electric Vehicles (Smart Charge Points) Regulations 2021.

WONDERING WHAT TO EXPECT?

We get it. Letting an app control your charging automatically may feel strange at first, but it will ensure that you're charging for the best price and lowest impact on the environment.

As the ev.energy app is searching for the optimal time to charge your vehicle, you may notice that charging does not start immediately when you plug into your home charger. This is completely normal.

To see the current status of your charge, just open the app.

Got questions? Check out our **support pages** or get in touch at **support@ev.energy**

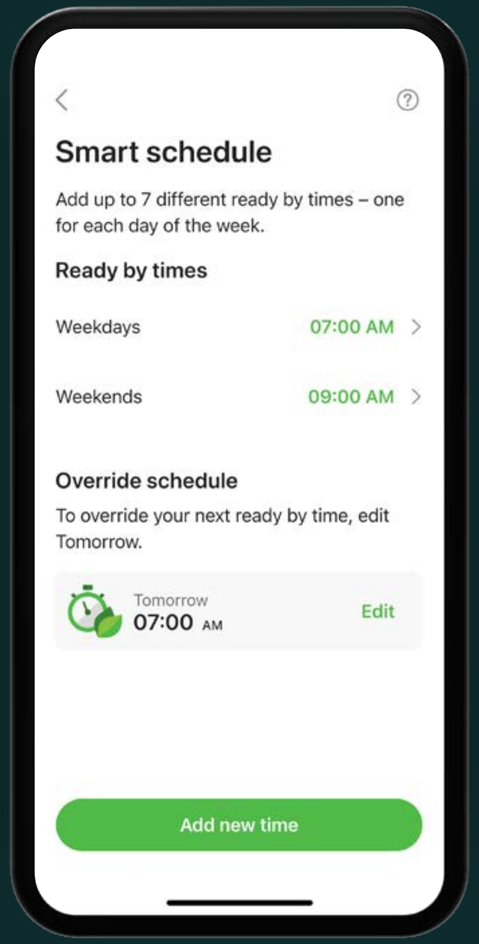


READY BY TIME

The ready by time ensures your vehicle is ready for when you need it. This is set to 7 am every day by default, but you can override this on a one-off basis or set a Weekly Schedule.

To override the ready by time on a one-off basis, just follow these steps.

1. Go to the Smart section in the app
2. Under Smart schedule, tap “Full schedule”
3. Under “Override schedule”, tap “Edit”
4. Select the preferred ready by time
5. Tap “Set time”

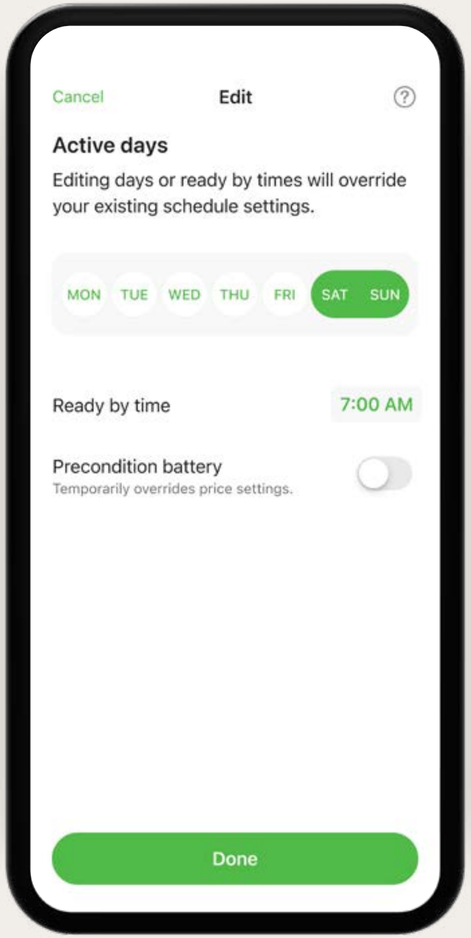


WEEKLY SCHEDULE

Different ready by times for different days of the week? Yeah, we can do that too.

To set a weekly schedule, just follow these steps.

1. Go to the Smart section in the app
2. Under Smart schedule, tap “Full schedule”
3. Tap “Add new time”
4. Select the day(s) you want to include and the preferred ready-by time
5. Tap “Add”



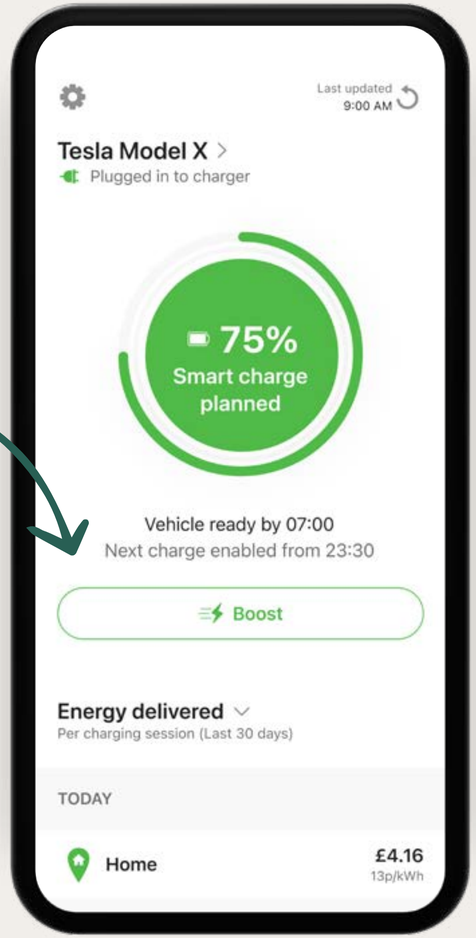
BOOST CHARGING

Need an immediate charge?
You can override the smart charging settings to charge your vehicle as soon as possible.

Just hit “BOOST”

Your vehicle will then be charged at the highest speed possible.

To stop a Boost charge, just press “Stop boost”.



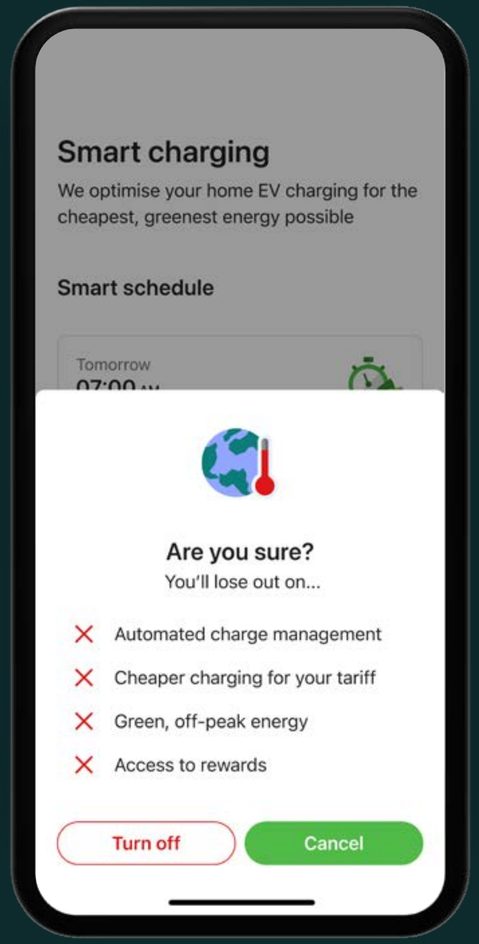
By using “Boost” mode, you will override the smart charging schedule. This may cost more, increase carbon emissions and you will not be able to earn rewards.

TURN OFF SMART CHARGING

Looking to permanently turn off smart charging so that charging always begins immediately after you plug into your home charger? This can be done. You will still be able to see Charging Summaries and track your Charging Statistics.

To turn off smart charging permanently, just follow these steps.

1. Go to the Smart section of the app
2. Scroll down to the bottom
3. Tap “Turn off the smart charging”



Turning off smart charging will mean that your charging is no longer optimised for the cheapest and greenest times available and you will no longer earn points to redeem on rewards.

CHARGER STATUS

You can always check the status of your charge right from the dashboard of the ev.energy app, but you can also check the status light on your waEV-charge charger.

CHARGER STATUS LIGHT

Here is what the lights on your waEV-charge home charger mean:

BLUE - Standby mode. The READY light will stay on in standby mode.

SOLID GREEN - Preparing to charge. After the vehicle is connected, the CHARGE light will stay on when a charge is scheduled.

FLASHING GREEN - Charging. The CHARGE light will flash green when a charge is in progress.

RED - Fault. The red light will appear when there is a fault. Please contact the technical support at support@waevcharge.co.uk

WAEV-CHARGE CHARGER

Status	Red	Remark
Input OVP	1 flashes followed by 3 sec pause	Auto recover
Input UVP	2 flashes followed by 3 sec pause	Auto recover
Output OCP	3 flashes followed by 3 sec pause	Auto recover
OTP	4 flashes followed by 3 sec pause	Auto recover
RCD Abnormal	5 flashes followed by 3 sec pause	Auto recover
Ground fault	6 flashes followed by 3 sec pause	Auto recover
Control pilot fault	Flicker	Auto recover
MCU self-test fail	Constantly bright	Contact customer service
RCD self-test fail	Constantly bright	Contact customer service
Relay self-test fail	Constantly bright	Contact customer service
RCD abnormal stop charging	Constantly bright	Contact customer service
Outpout OCP stop charging	Constantly bright	Contact customer service
OTP stop charging	Constantly bright	Contact customer service

SOLAR CHARGING

If you have solar panels, you can use the ev.energy app to power your vehicle with solar power and reduce your cost and carbon emissions even further.

Ready to catch some rays?



SOLAR MODES

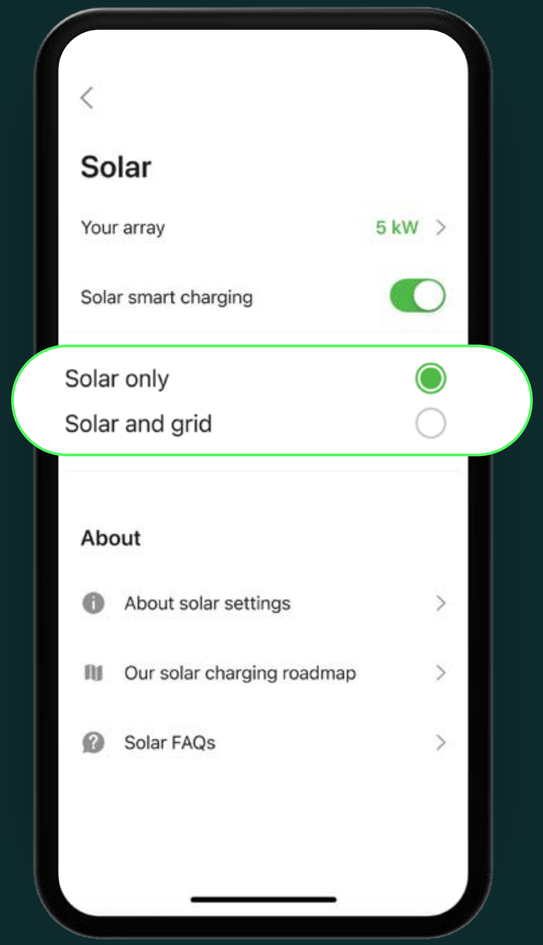
There are two solar modes available on the ev.energy app depending on your preference.

Solar + Grid

Charge with a combination of solar and grid energy for a full battery at the lowest price.

Solar-only

Charge with only solar power for a zero-cost, zero-carbon charge.



Learn more about solar charging on our website.

If there is insufficient solar power, your vehicle may not charge fully.

SOLAR SET-UP OPTIONS

Software connection

Our software set-up option is the free and easy way to get started with solar-powered electric vehicle charging without the need to purchase any more hardware.

Provide some information about your solar panels and we'll use solar forecasting to accurately estimate and match the solar output with your charging.

Hardware connection

Looking for something more advanced? Connect the ev.energy app directly with compatible chargers. We'll then increase or decrease the electrical current of your charge to match the power output of your solar panels most accurately.

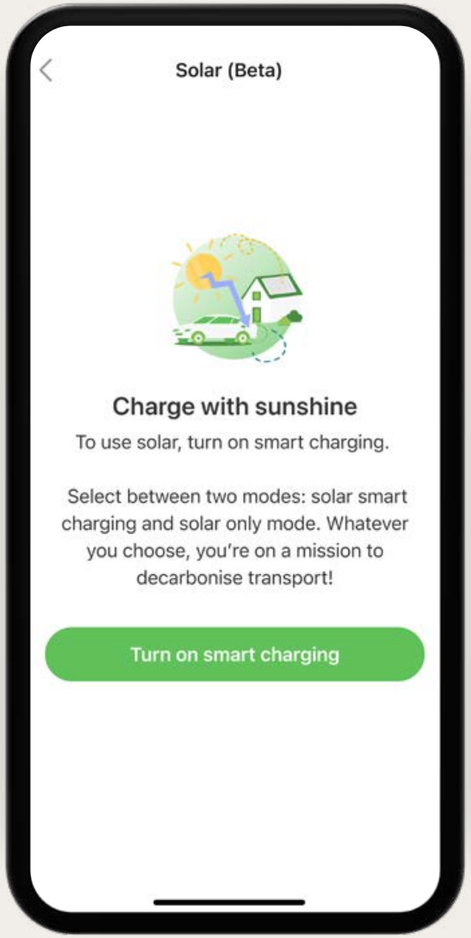
Learn more about solar charging on our website.

ADD YOUR SOLAR PANELS

To get started, we'll need to get some information about your solar panels.

To add your solar panels, just follow these steps.

1. Go to the "Smart" tab in the app
2. Tap "Solar"
3. Tap "Your array" and enter the size of your array
4. Set "Solar smart charging" to on
5. Select your preferred solar mode



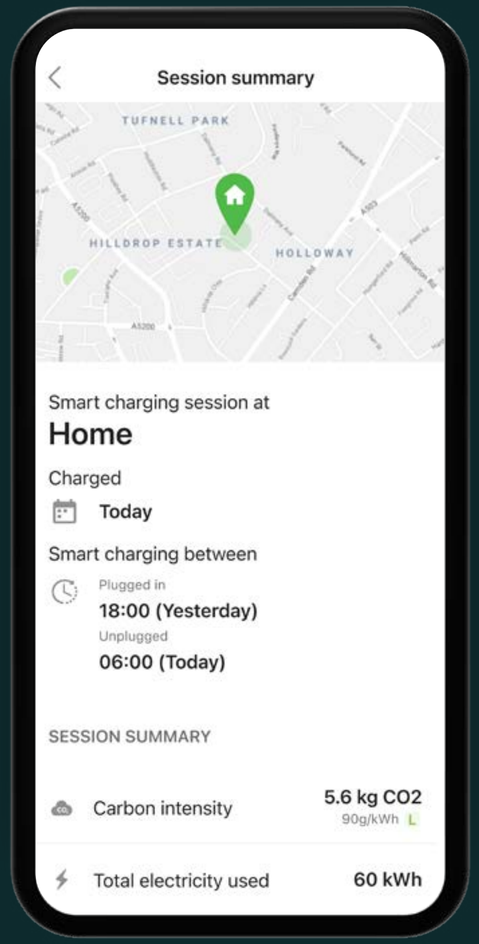
This feature is still in development. Your feedback is welcome at **support@ev.energy**

SESSION SUMMARY

Use the Session Summary feature to learn more about your individual charging sessions, including the energy delivered, energy cost, carbon intensity and rewards points earned.

To view a Session Summary, just follow these steps.

1. Go to the “Dashboard” section
2. Scroll down to the timeline
3. Tap the session you want to view

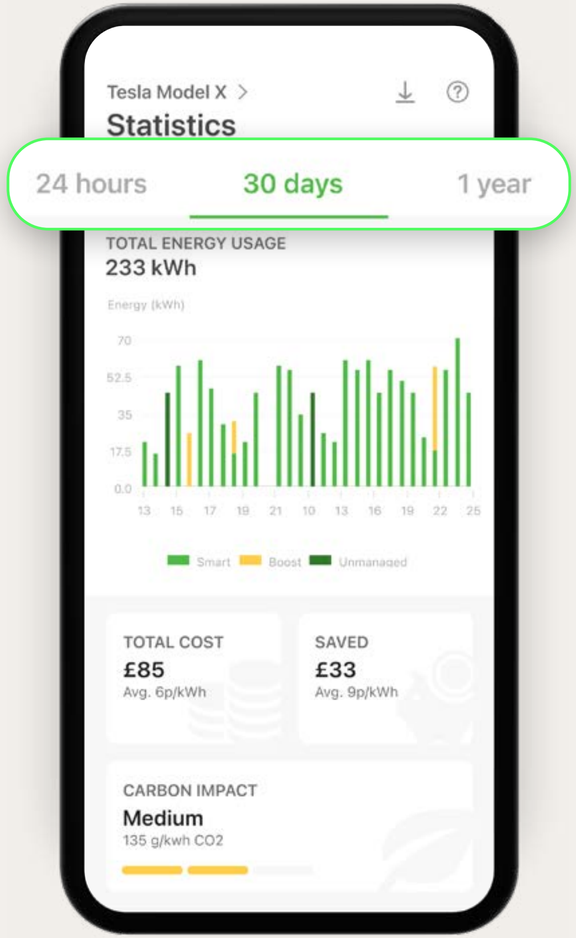


CHARGING STATISTICS

Want to know the real cost of your charging? Track your charging sessions over a 24 hour, 1 month or 12 month period, including energy usage, total cost, financial savings made with smart charging and carbon impact.

To view the Charging Statistics, just follow these steps.

1. Go to the “Stats” section
2. Tap the time periods at the top of the screen
3. Scroll down to see all of the statistics

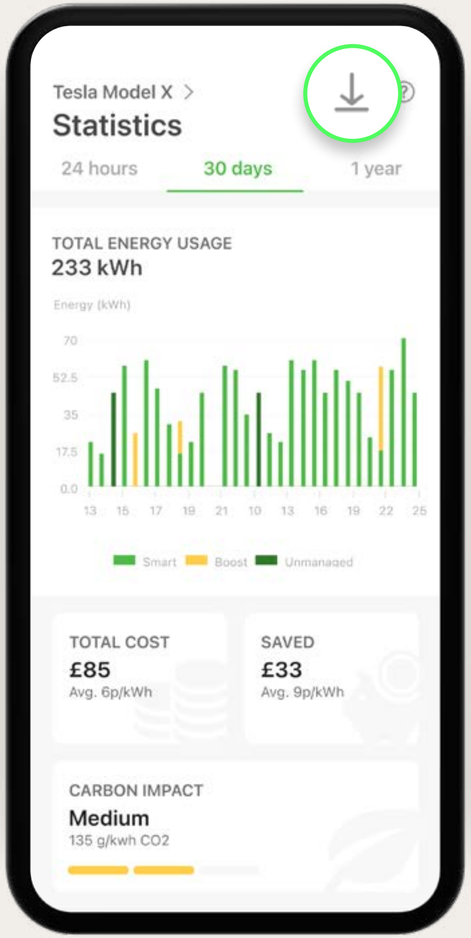


EXPORT CHARGING DATA

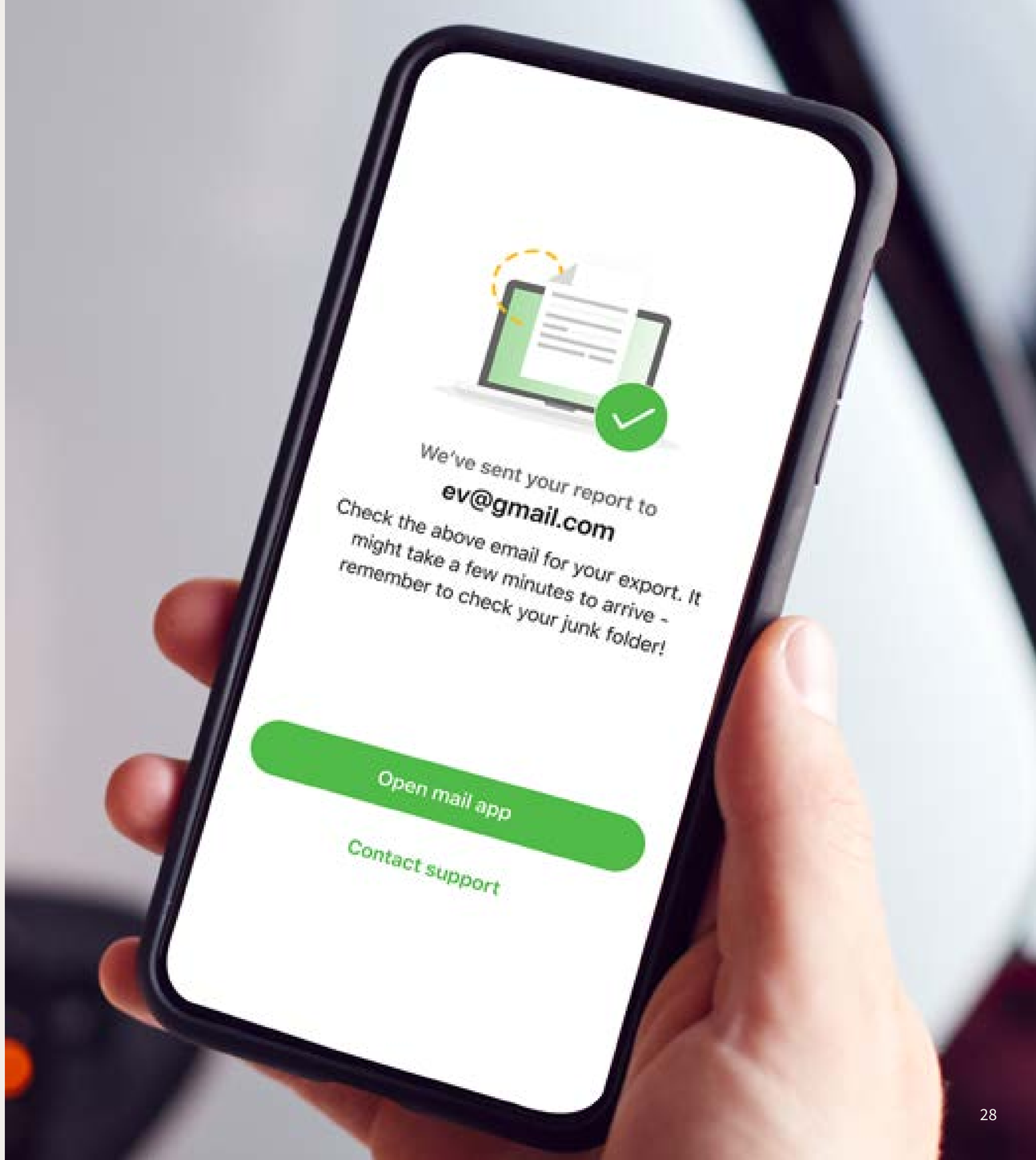
Export your charging data from the ev.energy app to use in Microsoft Excel, Google Sheets or Apple Numbers.

To export your data, just follow these steps.

1. Go to the “Stats” section
2. Tap the downwards arrow icon in the top corner of the screen
3. Select the time period to export



Your data will be exported as a CSV file and sent to you by email.
Learn more about reading the data on our website.



REWARD SCHEME

Charging is even more rewarding with ev.energy, as you can earn points for your smart charging sessions to spend with our reward partners.

How does it work?

By smart charging with ev.energy, you're agreeing to shift the energy demand for charging your vehicle to an off-peak time. This reduces costs for electricity networks who pay us to support this. We then return that to you as points for spending as cash rewards. It's as simple as that.

Collect Points

We've made it easy to collect points for eligible smart charging sessions.

For every smart charge above 10 kWh, you will earn 1 point. This will be collected automatically and you will be able to see this in your Session Summary.

In order to earn points and claim rewards with ev.energy, you will need to provide consent in the Rewards section of the app.

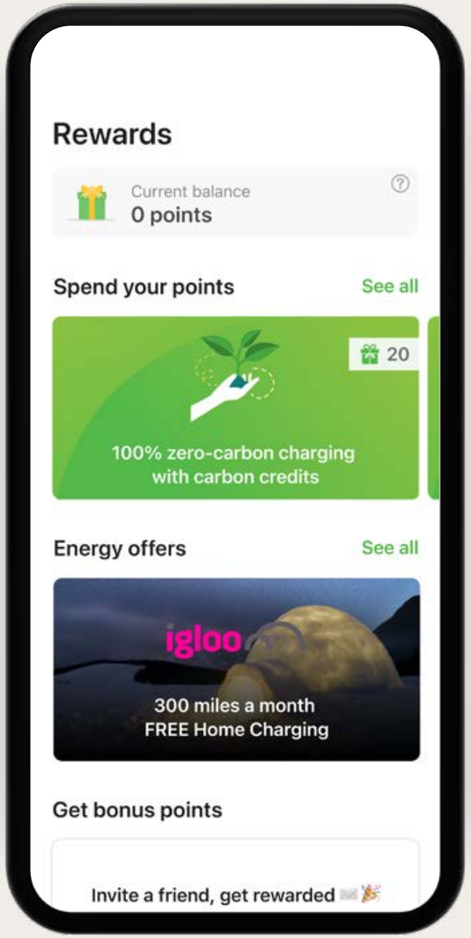
REWARD SCHEME

Redeem Rewards

To view and spend your points on rewards, go to the Rewards section of the app. When you have enough points, just tap on the reward of your choice to get started

Partner Offers

In the Rewards section of the app, you will also be able to see offers from our partners. Points are not required for these offers.



STAY CONNECTED

Support

We are on hand to help. Get in touch with us by email at support@ev.energy

Find us online

Connect with us on social media for all the latest product updates, news and guides, plus great tips and tricks from over 80,000 Drivers of Change who also use the ev.energy app.

ev.energy

Smart charging for your waEVcharge