

e-on
Drive



**Using your
eCharge+**

e-on
Drive

Product overview



- Authentication indicator
- Vehicle connection indicator
- Bluetooth pairing button

Type 2 socket



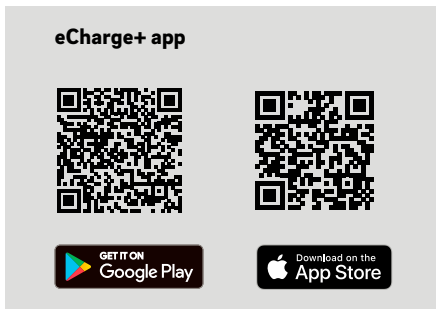
LED ring

Information on use

Shutter

Socket / plug compartment

eCharge+ app to download



1

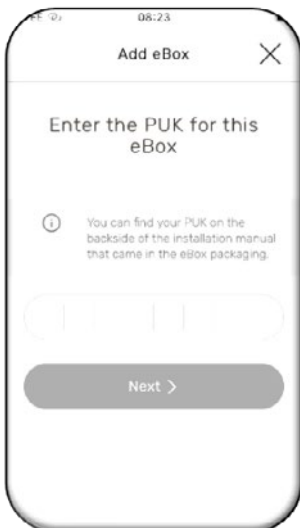
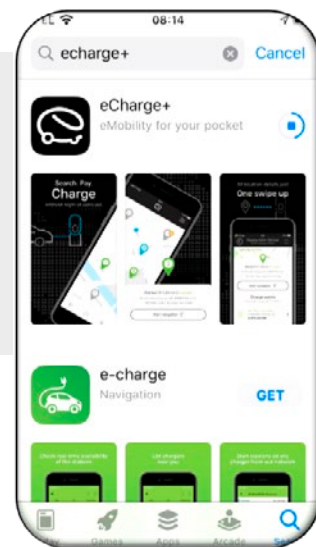
Launching the app for a private installation:

1. Scan the applicable barcode for your smartphone
2. Before you can connect to the eBox, you will need to download the eCharge+ app.

2

During installation:

Your installer will give you a demo into how your charger operates, connect to your Wi-Fi and to set-up your eBox registration.

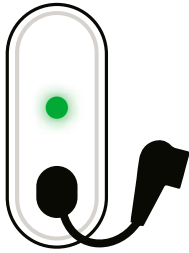


3

PUK code:

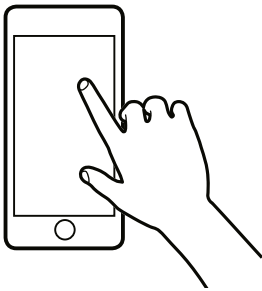
1. The PUK must be entered before the eBox can be added to the customer's account via the eCharge+ app.
2. The PUK will be provided by the engineer on installation. Keep this PUK in a safe place, it will need to be handed over to the next eBox owner.
3. The PUK will be needed again for future changes via the eCharge+ app.

Charging your vehicle



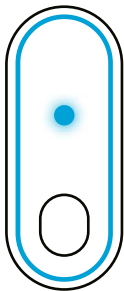
1

To connect your electric vehicle, plug the cable into the eBox. When your vehicle has been detected, the vehicle link indicator lights up green.



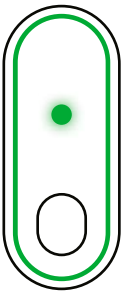
2

Authenticate the charging process via the eCharge+ app.



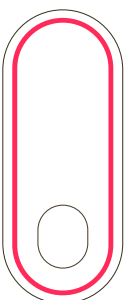
3

Shortly after successful authentication, the LED ring and vehicle link indicator will start flashing blue and your vehicle will start to charge. For energy saving purposes, the ring will turn off after a few minutes, but the vehicle will still continue to charge.



4

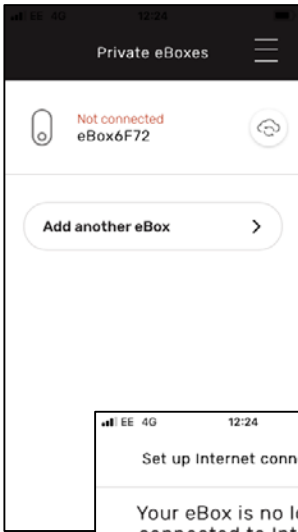
Charging is finished when both the vehicle link indicator and the LED ring lights up green. After the vehicle is unlocked or charging is complete, disconnect the charging cable from the vehicle.



If the charger turns red, there is an error with the device.

Disconnect the eBox immediately from the mains. If the fault persists after a restart and the charger has cooled down, then contact E.ON Drive on 0333 202 4417.

Charger loses Wi-Fi connection

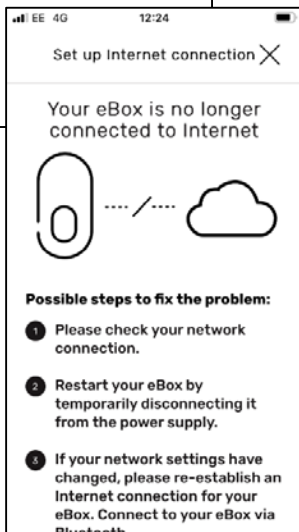


If the charger loses connection to your Wi-Fi, the following message of 'not connected' will be displayed on your eBox.

After 10-15 minutes, the charger will show as 'no longer connected'. Please follow the next steps to rectify the issue.

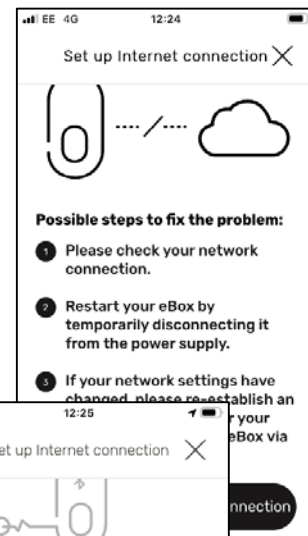
1

Follow the instructions below to reconnect your eBox.



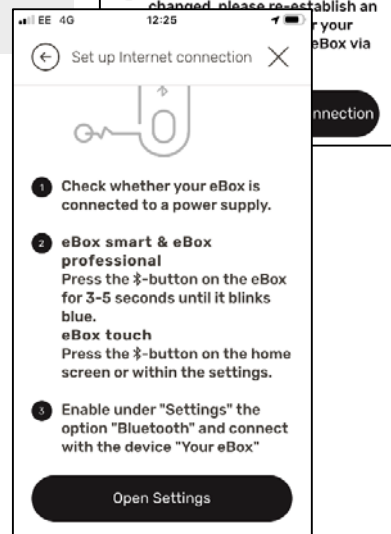
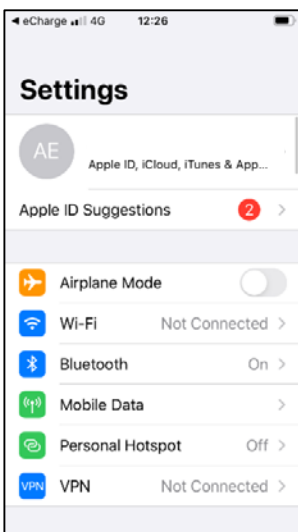
2

Click 'Open Settings'.



3

Click on 'Bluetooth'.

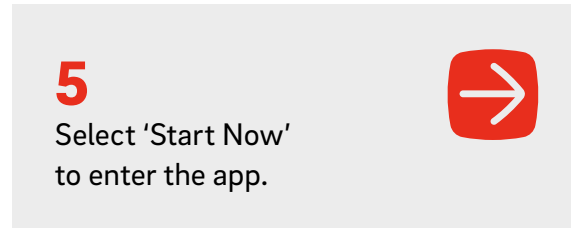


Charger loses Wi-Fi connection



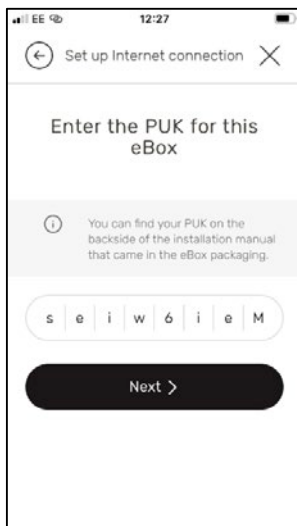
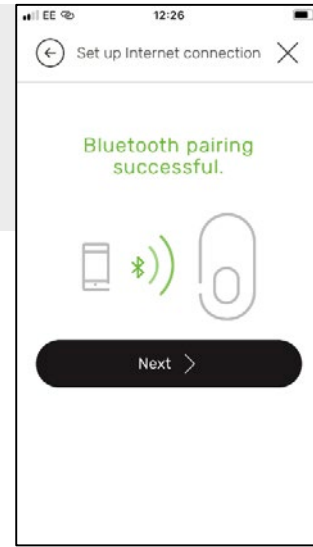
4

Select the 'eBox' charger.



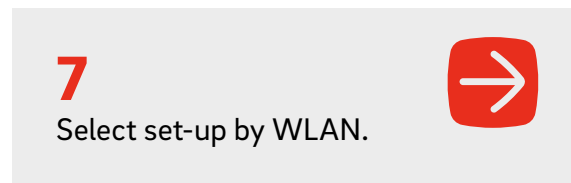
5

Select 'Start Now' to enter the app.



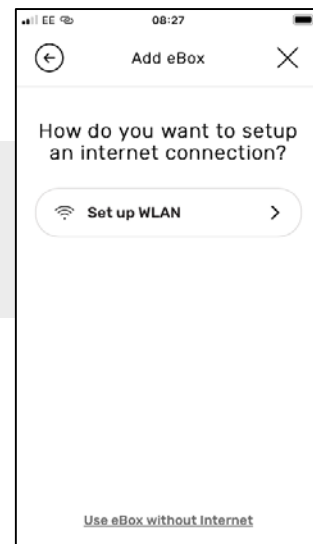
6

Enter your PUK code (provided by the Engineer during the install).



7

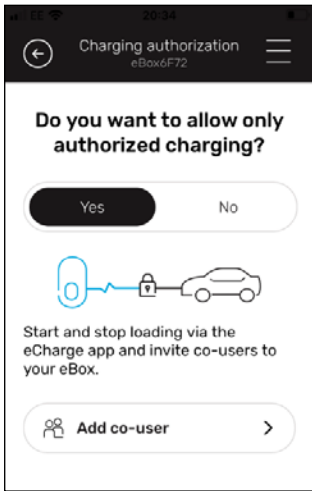
Select set-up by WLAN.



8

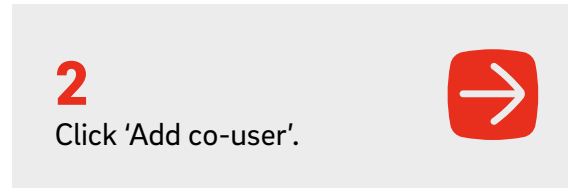
Select the required Wi-Fi connection and enter your password. The charger will then reconnect and show as 'available' in the app.

How to add additional users



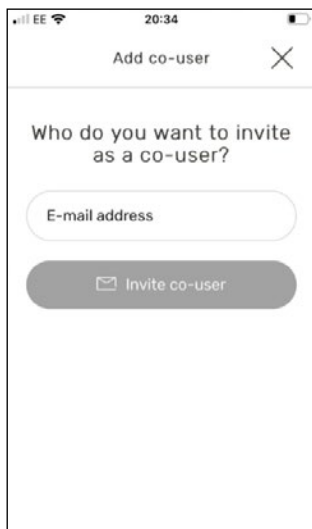
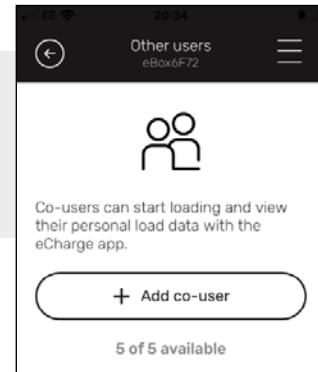
1

Select 'Yes' in the authorised charging session.



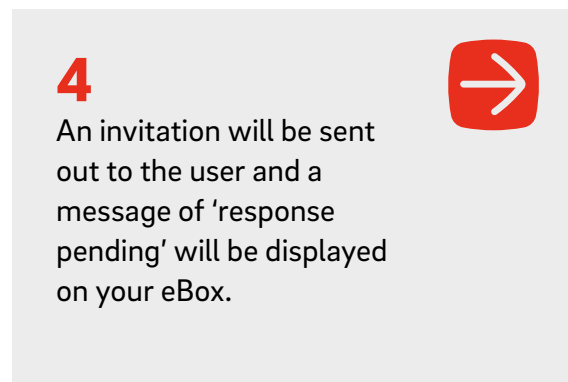
2

Click 'Add co-user'.



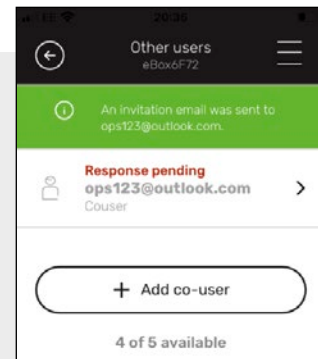
3

Enter the email address of the user you wish to add, then click 'invite co-user'.



4

An invitation will be sent out to the user and a message of 'response pending' will be displayed on your eBox.



Please note: If your recipient has not received an email, then please check the email address provided was correct and follow the steps again.

Aftercare

How do I care for the charger?

1. Remove any debris
2. Wash with a damp cloth (the charger is waterproof)
3. Only insert charging cables that meet British Standard specification
4. Do not use the charger if it appears damaged in any way.

If your unit has a cable, it is important not to overstretch the cable. After use simply wind the cable round the charger.

Basic troubleshooting

If your charger trips the fuse board, you should check the charger is safe and then attempt to turn the charger on from the fuse board. Should the charger trip the fuse again, please do not turn on and call us immediately.

If you believe your charger has developed a dangerous fault, please isolate your charger from your fuse box. Do not use the charger and call us.

Do not use the charger again and call us immediately.

Experiencing issues with your charge point?

1. Contact **E.ON Drive** on **0333 202 4417**
2. E.ON Drive will diagnose the problem and solve any issues we can remotely.
3. For issues that can't be resolved remotely, we will need to send out an electrician to service the unit. They will replace your charger, if required.

How long is the warranty period on my charger?

All our units come with 6-year parts and labour warranty. You can find our charger Terms & Conditions on our website at [eonenergy.com/terms-and-conditions/eon-drive](https://www.eonenergy.com/terms-and-conditions/eon-drive)

Who can I contact for out of warranty repairs or replacement parts?

Call us on **0333 202 4417** and give us full details of the problem you are experiencing. We can resolve many issues remotely, but if this is not possible we will be able to arrange for a quote for a repair or replacement if your charger is no longer within warranty.

Frequently Asked Questions

What cables do my chargers support?

The chargers support type 2 cables. If you do not have a type 2 cable please contact your vehicle manufacturer, as unfortunately we do not provide them.

Can I use the one account for both my home and public charging?

Your charger comes with its own dedicated app for home use only. If you wish to use our charge points in public, then please **download** our E.ON Drive App and create a new account.

How long does it take for full charge?

Charging times vary depending on the vehicle, grid conditions, and the type of station you are using. Our home chargers have a max output of 7.4kW.

I am going on holiday and I am concerned someone might use my charger whilst I'm away, what do I do?

Please check that your charger is in authorisation mode. This means you will need to authorise a user in the app for them to be able to charge.

Alternatively, you can prevent unauthorised use of your charger by switching it off from your consumer unit (RCD) or fuse board.

I am moving home and would like to take my charger with me, how much will this cost?

Currently we don't offer the service to move a charger to a new property. We can however provide you with a quote for the installation of a new charger at your new home.

I am moving home and leaving my E.ON charger behind, what do I do?

If you're leaving your home charger for the next resident of the property, you'll need to contact us on the day of your move and tell us the new details of the resident. We'll remove your access from the charger and get in touch with the new resident to set them up.

Frequently Asked Questions

I'd like to share my charger with another user, how do I do this?

You can invite a family member or friend through the eCharge+ app by choosing the 'add a co-user' option and then entering their email address. They will receive an email with instructions of how to set up the eCharge+ app and gain access to your charger.

If I share my charger with another user can I set pricing for them?

No, currently we do not offer the ability for you to charge other users.

My vehicle is only capable of charging at 3.7 kW, why do you only offer a 7.4 kW home charger?

7.4 kW (32A) is the fastest charger that can be installed on the single-phase electric supply found in most British homes. While some vehicles are limited to slower charging rates, they can still be connected to 7.4 kW fast charger as the vehicles on-board charge controller will only charge up to its maximum charging rate. We only offer a 7.4 kW charger as these will 'future proof' your installation, allowing for changes to your electric vehicle.

Can I view my charging history?

You can view your charging history through the eCharge+ app.

Does the app notify me when my car is fully charged?

Once your car is fully charged, the indicator on the charger will turn from blue to green.

Get in touch



Do you have a question?

You can call us 24 hours a day, 7 days a week
on our customer service helpline

0333 202 4417

Local call rates will apply.

You can also email us at

eondriveuk@eonenergy.com

If you like the app, we'd love to hear your feedback
on the App Store or Google Play.

We're happy to help

E.ON Energy Solutions Limited

Registered office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG
Registered in England and Wales No. 3407430

ECUG/03/21/646746