

Ayvens Home Charge

Home charging with Ayvens Home Charge



Better with every move.

 **ayvens**
SOCIETE GENERALE GROUP

Impossibly small. Impressively smart.

The EO Mini Pro 3 combines cutting-edge charging tech with advanced money-saving features – all packed into one of the smallest chargers on the market. And when installed by British Gas-approved engineers, it comes with a 3-year warranty too (or 2 years when buying charger only).



Features

Untethered and Tethered version available.



Mobile (GPRS) connectivity.



A5 sized
(215mm x 140mm x 100mm).



7.2kW of power to charge the average battery in 8 hours.



Built-in safety features, incl. fault detection with protective shut off & fuse overload protection.



Works with all electric and plug-in hybrid vehicles.



Works with any electricity tariff.



Solar panel compatibility (coming soon).





Installation backed by British Gas

By choosing professional installation, customers can relax and let a British Gas-approved engineer take care of everything. Trained to the highest standards and trusted in millions of homes across the UK, they'll make sure it's installed safely and securely – and show customers how to get started.

In just 4 simple steps:

- 1 Share photos**
Show British Gas where you want your charger to go and tell them about your home.
- 2 Expert review**
The EV experts will check your details and start planning your installation.
- 3 Home check**
In some cases, British Gas may need to do an in-person or virtual home check.
- 4 Charger installation**
Usually takes 3–5 hours by a trusted EV charging expert.

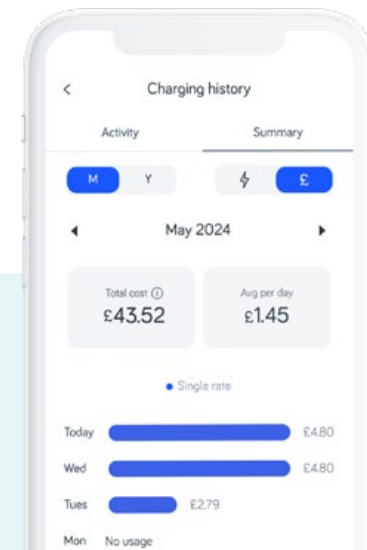
Peace of mind with our 3-year warranty

Once professionally installed, chargers come with a 3-year Hive warranty. So if anything happens, they will repair or replace it completely free of charge.

Easy control with the Hive app

With 2 million daily users, the new Hive app makes it even easier for customers to stay in control of their charging. Simpler controls, a smoother design and even smarter stats – it's packed with energy-saving features to help lower their carbon footprint and drive towards a greener future.

- Syncs directly with their energy tariff to find the best time to charge.
- When paired with a British Gas tariff, SmartCharge automatically charges with greener electricity – and pays money back on their bill.
- Sends instant alerts when charging starts and finishes.
- Makes it easy to set charging schedules, track their charging history and see exactly what they're spending.
- Connects seamlessly with other Hivedevices to create a super-efficient smart home of the future.



Available on the
Google Play and App Store



Here's how it works:

1

Complete the questionnaire

British Gas will email you a few simple questions about your home and electric vehicle.

2

The 'Virtual Home Check'

This is a video call to collect important information about your home, including where you'd like British Gas to install your charger, so their expert engineer can recommend the best installation method for you.

3

Apply for permission

To install your new home chargepoint, first British Gas may need to apply to the DNO (Distribution Network Operator).

4

Installation day

The British Gas approved engineer installs your charge point and answers any questions you might have.

5

Drive your new EV with smarter charging!

You're ready to roll – your charger includes a 3- year warranty and gives you complete control of your charging from the Hive app.

What to expect

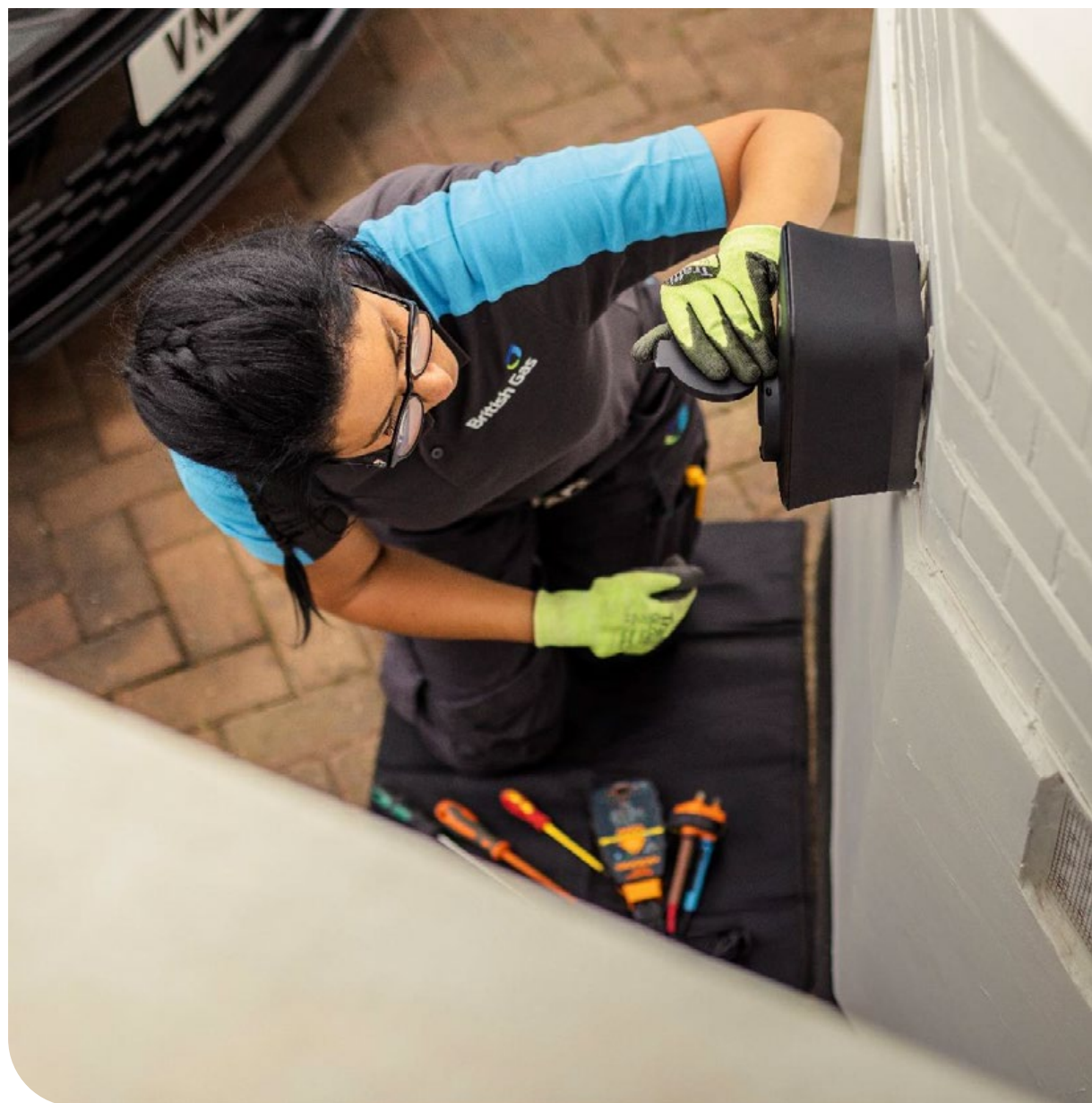
1 Complete the questionnaire

You'll need to complete a home questionnaire. This questionnaire is the first assessment of your home by the EV engineer and enables the team to understand if your installation is eligible and whether you qualify for an OZEV grant (now only available to renters and landlords, not homeowners). Once you've completed the questionnaire, one of the British Gas EV advisers will get in touch to book your Virtual Home Check.

2 Prepare for your 'Virtual Home Check'

30
mins

- If required, you will receive an SMS message with a direct link to host the video call for the Virtual Home Check. The call will take approximately 30 minutes. If the call loses connection at any point, the engineer will try to call you back.
- Make sure you have a good internet connection throughout your home, including any outdoor spaces and parking spaces.
- Clear the areas around your fuse box, electricity meter, gas meter and water meter so that the engineer can clearly see the space around them. Please clear any obstacles or trip hazards from the area around your fuse box so you can do this safely.
- Make sure you have complete access to the area where you intend to have the charger installed. For example, you must be able to access any locked gates or cupboards.
- British Gas may need to look at electrical appliances already installed in your home, including the cooker, fridge and electric shower, so they can safely calculate the electricity usage of your home.



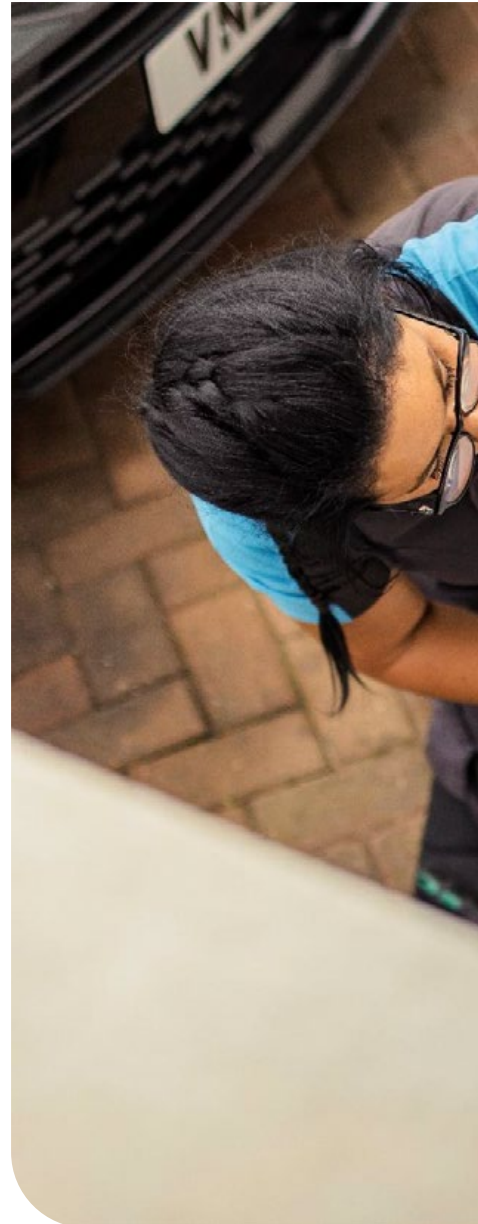
3 Application to the Distribution Network Operator (DNO)

- Once the Virtual Home Check is completed, British Gas may need to submit an application to the DNO to seek approval to connect the EV charger.
- To deliver its faster charging, your Hive EV Charger will draw more electricity from your local network supply. If any upgrade work is required to meet this extra demand, your DNO can help. The DNO may also need to check the fuse rating or cabling in your home. Your DNO is responsible for the electricity supply to all the homes in your area.
- DNOs are independent companies that operate within regional territories, and each region of the UK has its own DNO. Fortunately, with your permission, British Gas can speak to the DNO on your behalf, and they will work with them and you on getting any upgrade you may need to your supply.

All EV Home Charger installers must get consent from the DNO if the maximum demand of the home with a charger is more than **60 amps**. If the maximum demand with a charger is less than **60 amps**, then they can install the charger and notify the DNO after the installation is complete.

Sometimes, depending on your electricity meter, main fuse and the electricity supply to your home, they might need to involve your energy supplier and/or your DNO. The British Gas expert will consult with you as to what is best for you and your home.

If you're a British Gas customer and **your electricity meter or cabling needs any work**, they will do it as part of your installation. If you're not with British Gas, you'll need to arrange this with your **energy supplier**, and the engineer will explain what to do.



Some energy suppliers and DNOs may charge for any upgrade work, so do discuss with them first. If work is needed, it will need to be completed before British Gas can install your charger.

The DNOs must provide a response within ten working days. If British Gas don't hear from them, they will chase on your behalf. The DNO are also obliged to carry out the work within 180 days. If upgrades are needed, it may mean the process takes longer to complete before British Gas can arrange your EV charger installation.

4 Installation day

- Within two hours of your appointment, the EV engineer will send you an SMS to inform you of their arrival time.
- Make sure someone **over 18** is available to meet the engineer, answer any questions, stay with them throughout the appointment and make sure young children and pets are kept safely out of the way.
- Make sure there's clear access to the area where you want the charger installed. For example, they will need to access any locked gates or cupboards.
- The EV engineer may need to switch off your electricity supply, so before they start your installation, **switch off any appliances or electronic equipment** that may be affected, including house hold alarms.

If the EV engineer finds anything that needs further investigation during your appointment, they'll let you know what needs to happen next before they continue with your installation.

They'll discuss your energy usage and habits. The time it takes to install the charger will depend on the type of property you have, and on the outcome of the home check. If any additional work has been completed by a third party, the EV engineer will need to check it before they install your charger.





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