

## Charging Tips

### ABC (Always Be Charging)



We recommend, ABC, Always Be Charging.

- ★ For private/dedicated users this means plugging in and enabling your charger every time you get home.
- ★ For shared chargers plug in whenever one is available because they might not be later.

### 80-20 Rule



20%



80%

The 80-20 rule is an easy way to remember how to maximize your car's battery health, the rule is outlined as follows:

- ★ Try and keep your battery charged to at max 80% (unless a road trip or long journey is expected).
- ★ Don't let battery go below 20% charge whenever possible.

## Frequently Asked Questions (FAQ)

### Why is my charging station disabled?

Your charging station stays in disabled as a security function until you (the user) enable it through the app for charging, preventing unwanted users from using your charger.

### Why does my charger not enable instantly?

There can be a few reasons why it can take up to 45 seconds to enable your charger:

- ★ The system needs some time to communicate with your EVSE and the building to allocate an amount of power to your charger
- ★ Repeatedly pressing enable/disable will actually make this process longer so we recommend waiting 45 seconds to a minute to allow this process to finish.

### Do I need to register an account as soon as my charger is installed?

No, you do not need to register if you do not have an EV yet. Once you get an EV you will receive a welcome email detailing how to register, setup, and use your Ev charger and its associated app.

### Why is my EV charging slow?

The Unico Power Energy Management System is designed to allow as many chargers as possible to be installed while minimizing electricity costs for your building. This means during high traffic time like after work or weekends when lots of people are charging your charger may have a lower limit leading to slower charging.

## EV Charger Maintenance

### Cord Storage

The best way to store your charging cord and gun is in a way to avoid any unnecessary stress or strain on the cord and gun.

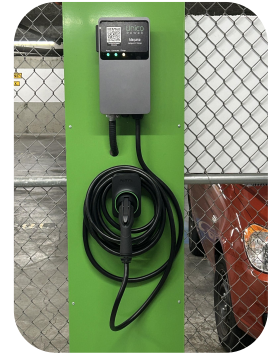
- ★ This can be done by properly coiling the cord in 2-3 big loops.



### Check for Debris/Damage

Things you can regularly check:

- ★ Debris in/around the charging port of your EV, the charger and the charge gun.
- ★ Damage or fraying on the charge cord.



## Technical Support

The best way to receive technical support is using the “Contact Unico Power” button in our App, this contacts the whole support team and allows us time to look into your issue, resolve it and respond quickly.

### EV Charging Support

Via the Unico Power App:

- ★ The best way to get technical support/help for your EV charger is to contact us through the App which will send an email to all members of our support team.

Via Email:

- ★ Email is the next best way to get help or raise concerns about your charging as it allows our support team time to look into and resolve your issue before responding accordingly to your request.

### Account Support

Via Unico Power App:

- ★ The best way to get account support or sign-up support is to contact our support team via email: [support@unicopower.com](mailto:support@unicopower.com)

#### Charger Status

Viewing charger: EVSE 68 (P1 S-680 )

Status: **unavailable (disabled)** as of 1/ /2025, 11:05 AM.

The control system is set to: **block charging until enabled**.

You can change this:

[Always allow charging](#) [Allow for one session](#)

Technical problems? Have questions or feedback?

[Contact Unico Power](#)

#### Cerebro™ Power Management: EV Charging

#### Charging Speed

The charger last measured a current of **0 A**. At the reported voltage of **208 V**, the charging power was **0.0 kW**.

The charger is offering up to **0 A** (which may vary **7 - 32 A** while charging).

[Boost priority](#)

You have **1 / 3** boost tokens for speeding up charging this month.

Have a problem, question (not covered in [Help](#)) or suggestion? What is it about?

- Accounts (sign-up, billing)
- Devices (charging, station control)
- App/other (interface improvements, feature request)
- Urgent: this is preventing me from charging or involves a risk to the safety of my station or account**

You do not need to provide contact information or the charger status shown in the app. If there is a problem you wish to report, please provide contact information. To respect team members' time, please send only one request.

Brief description

[Send](#) [Cancel](#)