



Pod Home app

Everything you need to know about the Pod Home app



App features

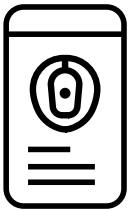


Pod Rewards



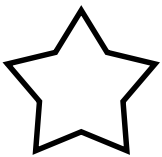
Charger basics

Contents



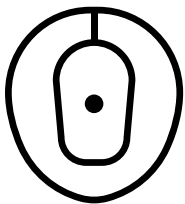
Your Pod Home app

Smart charging | Your dashboard | Manage your charger & account | Smart charging schedule & charge priority | Boost & charging activity | Basic charging | Solar charging | Remote lock | Notifications



Pod Rewards

How Pod Rewards works | Your wallet

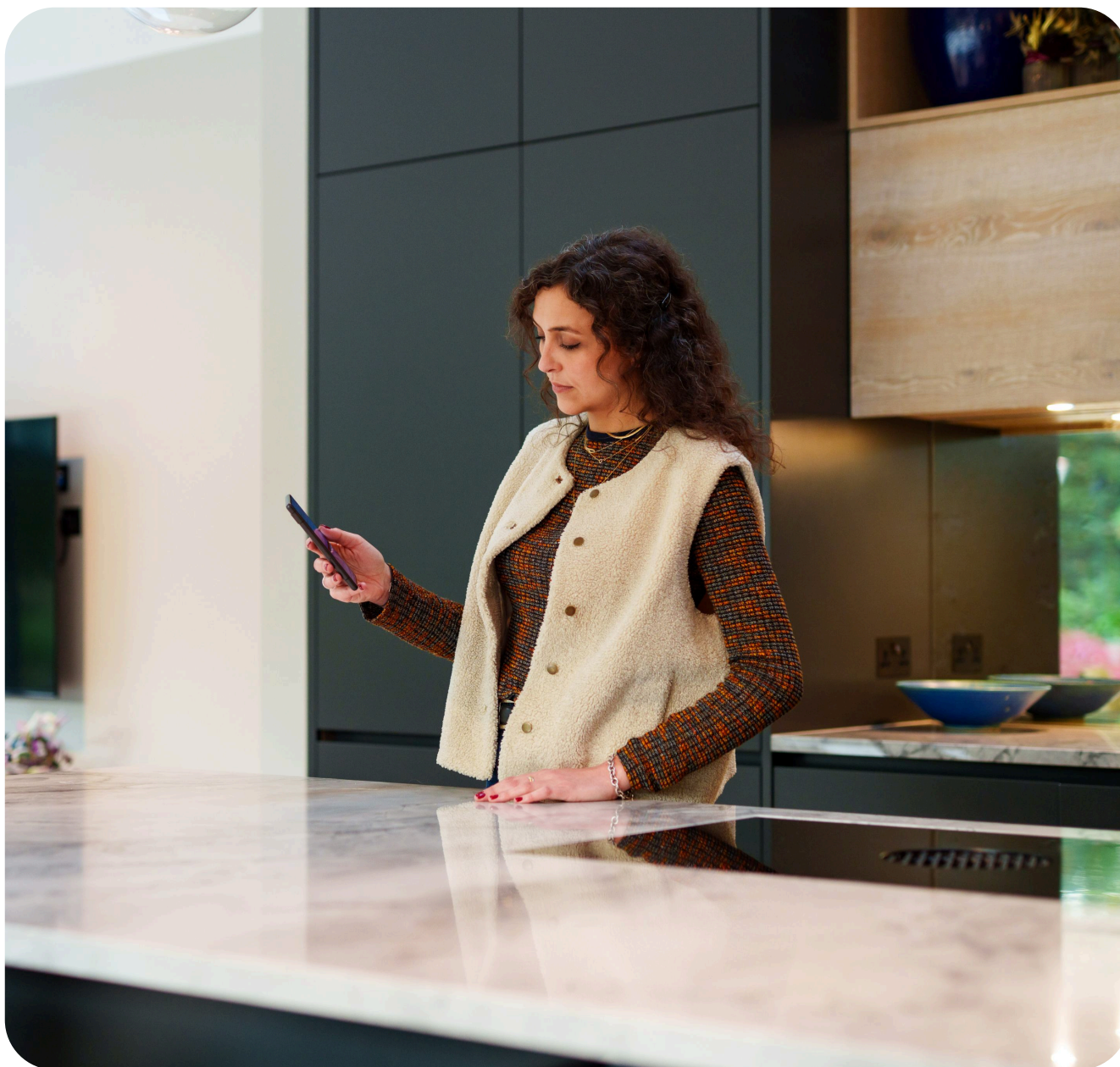


Your charger

LED status lights | Getting support

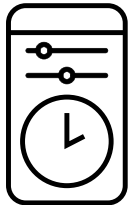
Your Pod Home app

Manage your charging, track sessions, and earn rewards — all in one place.



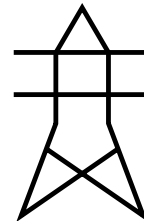
Smart charging

Plug in, set a ready-by time, and we handle the rest. Automatically. You don't need to do anything – smart charging is set up by default. We'll always charge at the cheapest times, based on your tariff.



Custom schedule every time

Each time you plug in we'll create a new schedule, optimised to charge when electricity is cheapest based on your energy tariff, your EV's current battery level, and your ready-by time.



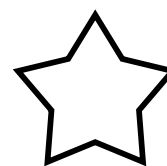
Supporting the grid

Your target charge is always our top priority. Brief pauses during charging help support the grid and make better use of renewable energy, which is how we're able to reward you with cash.



Two-rate tariff? We've got you

Your off-peak and peak windows are visible in the schedule. We'll always aim to get you to your target charge before your ready-by time.



Earn Pod Rewards





Each successful smart charging session earns Pod Rewards in your wallet. Cash out once you've reached £10.

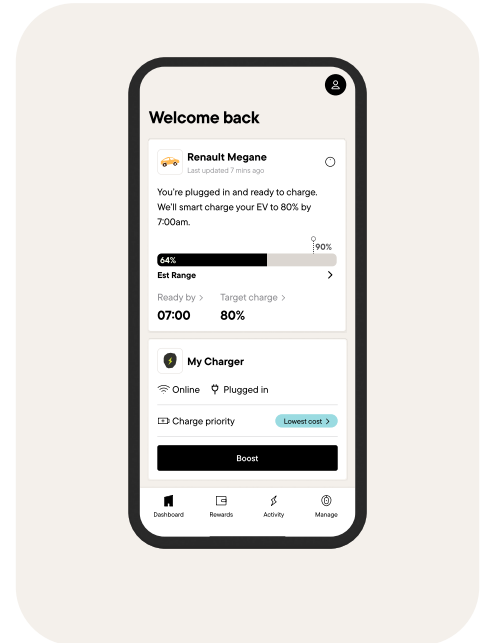
You can switch to basic charging at any time from your account settings, unless you're on a subscription.

Your dashboard

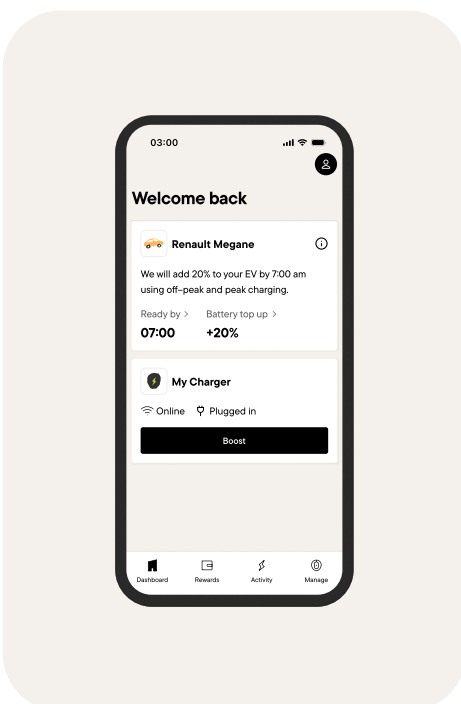
Your dashboard is the control centre of the app, from here you can see your charger status and upcoming charging activity. Depending whether you've linked your vehicle to the app or not, will determine what you'll see in your dashboard:

Vehicle linked to app

-  **Current battery %**
Live from your vehicle
-  **Est. range**
Calculated from battery level
-  **Ready by + Target charge %**
We charge to the target set in your vehicle app
-  **Can't see your target charge?**
Some vehicle brands don't allow you to set a target charge in their vehicle app. In this case, tap 'Target charge' on your dashboard to set it manually in the Pod Home app







To link your vehicle, first add it in Manage > My EVs. Once added, follow the on-screen instructions to complete the linking process. Once linked, you'll see your live battery data in your Dashboard view.



Vehicle not linked

A small number of EV manufacturers do not allow for vehicles to be linked. In this case, you'll set your battery top up % in the Pod Home app.

-  **No live battery data**
We build the schedule from your inputs
-  **Battery top up**
How much extra charge to add (e.g. +20%) – you set the charge target in the app when battery info from your vehicle is unavailable.
-  **Ready by time**
When you need your vehicle ready
-  **Can't find your vehicle?**
Select 'My EV brand is not listed' and follow the on-screen instructions to add it manually.

Manage your charger & account

Manage my charger

Manage your charger settings, vehicles, tariff and more.



Remote lock

Lock your charger remotely



Solar, Wi-Fi & tariff

Keep settings up to date



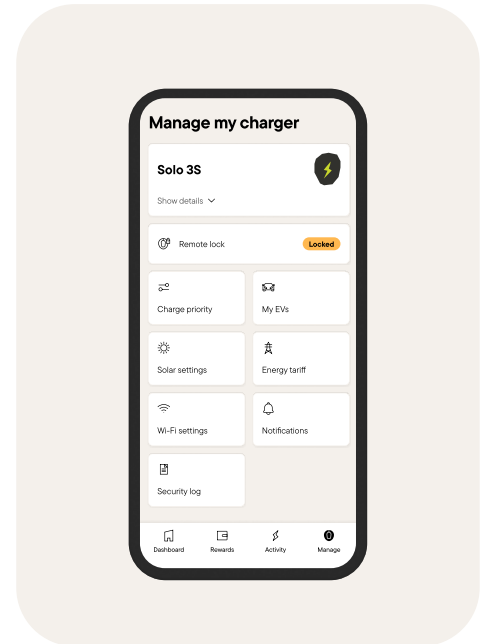
Vehicles

Add or remove EVs

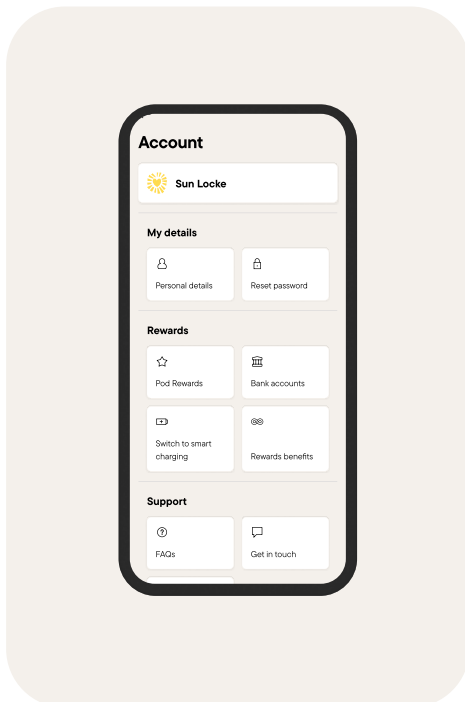


Charger details

Connection and firmware updates



Access via manage tab on the navigation bar at the bottom of the app



Manage my account

Your profile, Pod Rewards & support – access via the person icon top right of the dashboard



Personal details

Name, email, password



Pod Rewards / My subscription

Terms and conditions, subscription documents



My bank accounts

Set up cash withdrawals



Support

FAQs, get in touch, feedback

Pod Rewards customers: add your bank account in Account → My bank accounts to enable cash withdrawals.

Smart charging schedule & charge priority

Smart charging schedule



We create a smart charging schedule every time you plug in — based on your needs and tariff.



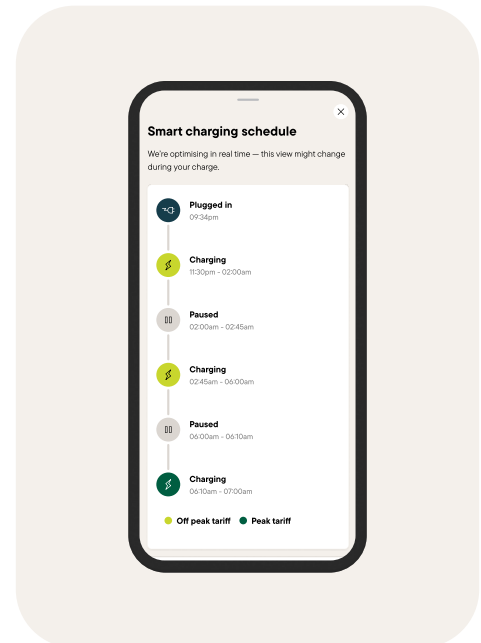
Your schedule updates throughout the session. Tap 'see details' on the dashboard for the latest view.



Short pauses are normal — they help us charge at the best times for cost and renewable energy.

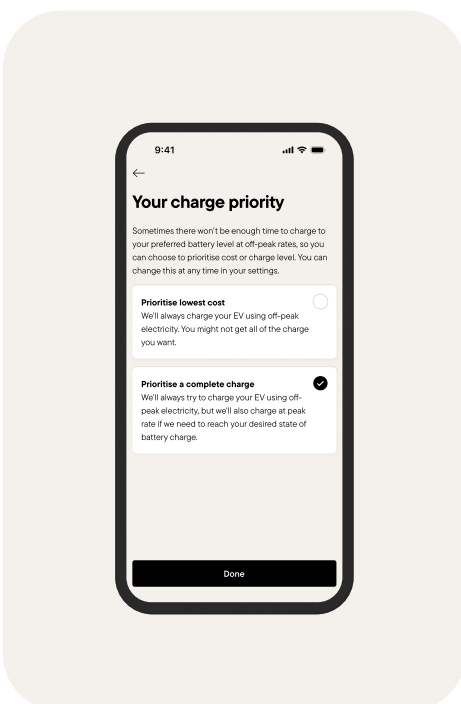


If you're on a two-rate tariff, your schedule reflects this automatically.



When there isn't enough time to reach your target, we'll show the estimated charge we can deliver. We will notify you when we can't meet your target.

Please note: The schedule disappears once your ready-by time has passed



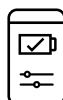
Charge priority

For customers on a two-rate tariff with a cheaper off-peak rate, you can choose what matters most.



Prioritise lowest cost

Only charge during your cheapest tariff window. Your wallet wins — but you may not hit your full target if the window is short.



Prioritise a complete charge

We'll stretch into peak hours if needed to reach your target charge by your ready-by time.

You can switch priority at any time — even during a session.

Boost & charging activity

Boost

Need to charge right now? Using the Boost function starts charging immediately. But remember, if you use Boost, you won't earn rewards.



Charges starts immediately



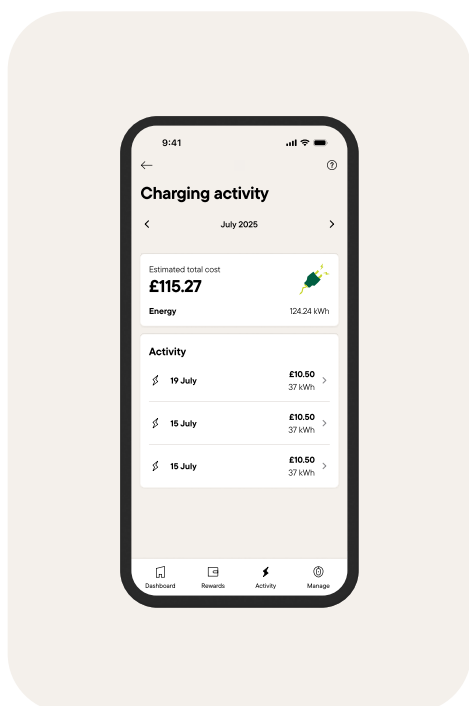
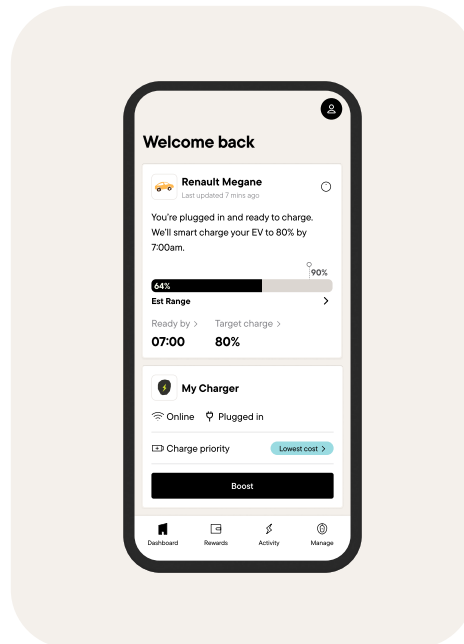
Top up before a trip, or charge to full.



Perfect if a visitor plugs in their EV



Charger must be unlocked to Boost



Charging activity

See your recent charging activity by tapping 'Activity' in the navigation bar.



Activity tracking

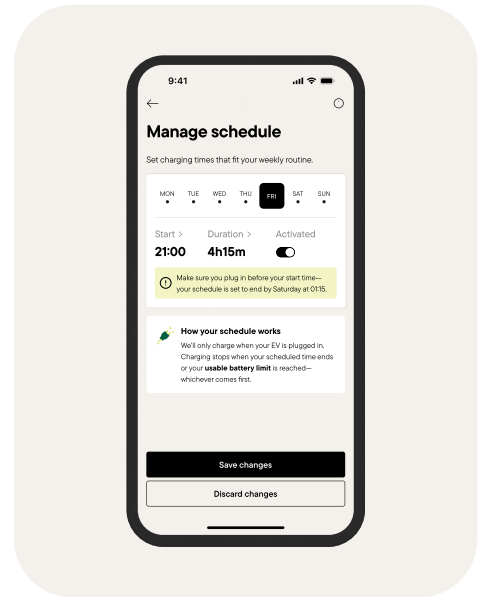
See an overview of your estimated total charging costs and energy usage, plus detail on any individual charging sessions by selecting a session from the activity list.

Basic charging

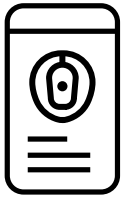
Not available on Pod Drive subscription

What is basic charging?

Basic charging lets you set specific times for your EV to charge, allowing you to align charging with your routine or energy tariff. Don't forget, when you use basic charging, you won't earn any rewards.



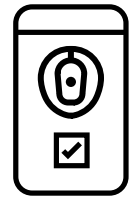
How do I switch to basic charging?



Open the Pod Home app



Go to Account

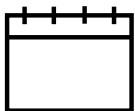


Select switch to basic charging under Rewards

Switch back at any time: Account → Rewards → Switch to smart charging

Managing your schedule

Once switched, manage your schedule from the dashboard via Manage schedule.



Choose the day
Select which day to schedule



Set a start time
Pick when charging begins



Set the duration
Choose how long charging runs

Activate the schedule for every day you want it to apply. You can activate or deactivate at any time.

How your schedule works



Plug in your EV



Charging starts and stops automatically according to your schedule



Charging stops when:



Scheduled time ends



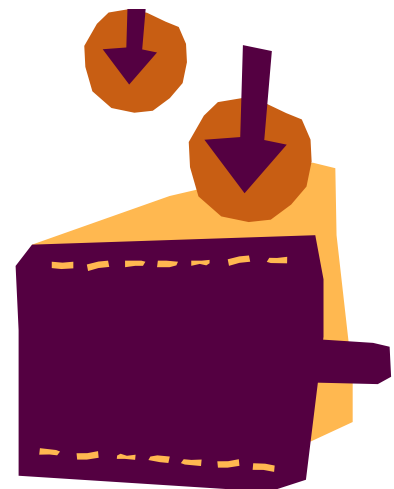
Usable battery limit is reached



Wi-Fi is required to create or update a schedule.

Pod rewards

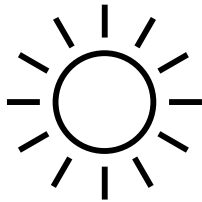
Existing rewards stay safe in your wallet when you use basic charging. You won't earn rewards while on basic charging.



Solar charging

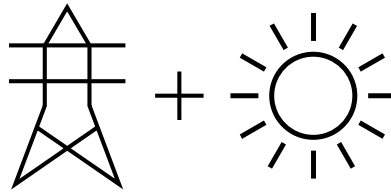
Solo 3S customers only

Got solar panels? Your Solo 3S charger can use surplus solar energy to charge your EV. Set your preference in Manage → Solar settings.



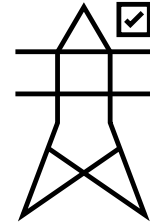
Solar only

Charging only starts when at least 1.4kW of solar is available.



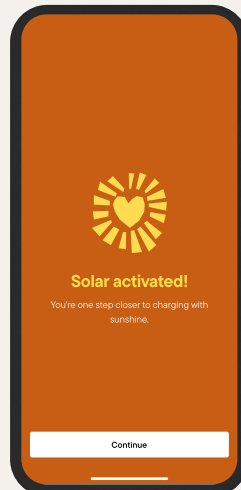
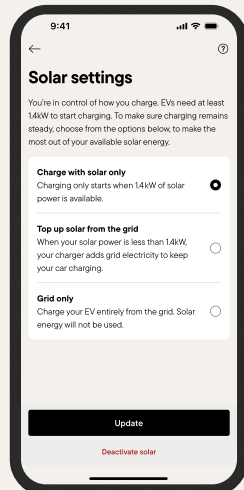
Top up from the grid

When solar drops below 1.4kW, grid electricity tops up the difference to keep your vehicle charging continuously.



Grid only

Charges entirely from the grid. Solar energy won't be used. Useful if you're temporarily not using solar.



Choose your option → update

You can change your solar option at any time from Manage → Solar settings.

Remote lock

Remote Lock prevents anyone from starting a charging session at your charger, without your permission. Your charger must be online and unplugged to lock or unlock.

Charger unlocked



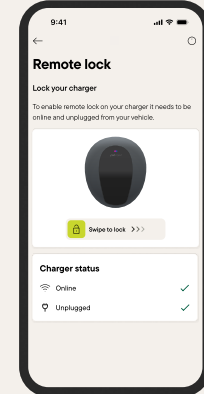
Unlocked



Charger is online



Charger is unplugged



Charger locked



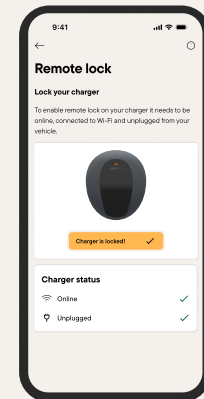
No charging sessions can be started



Charger is online



LED shows solid yellow on the charger



Charger offline — can't unlock



Charger must be online to lock or unlock



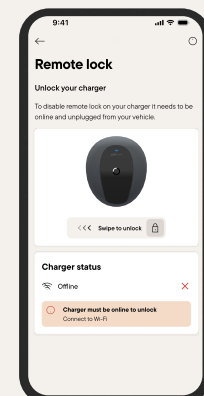
If you are having trouble unlocking, try resetting your charger using the breaker switch — this should restore the connection



If that does not work, ensure your charger is connected to Wi-Fi



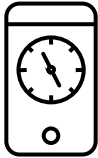
Swipe is disabled until back online



Notifications

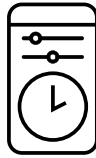
The Pod Home app keeps you informed at every step, giving you updates on the things you care about. Turn notifications on or off in Manage → Notifications.

You can get notifications on the following:



Target won't be met

We can't reach your charge target in time. Useful heads-up before you need your vehicle.



Target will be met

Your EV will be ready at your chosen time. Reassurance that everything is on track.



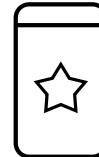
Target will be met with peak

We'll dip into peak hours to hit your target when priority is set to complete charge.



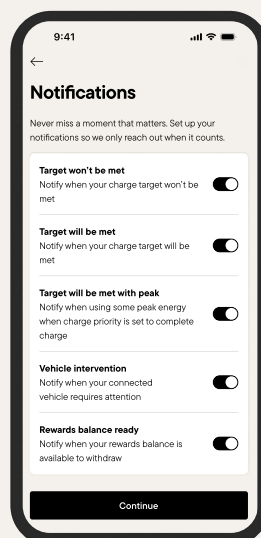
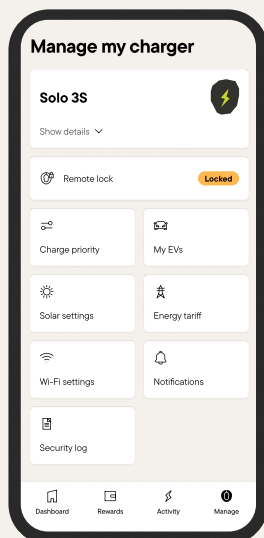
Vehicle intervention

Your connected vehicle needs attention — check the app for details.



Rewards balance ready

Your rewards balance is available to withdraw to your bank account.

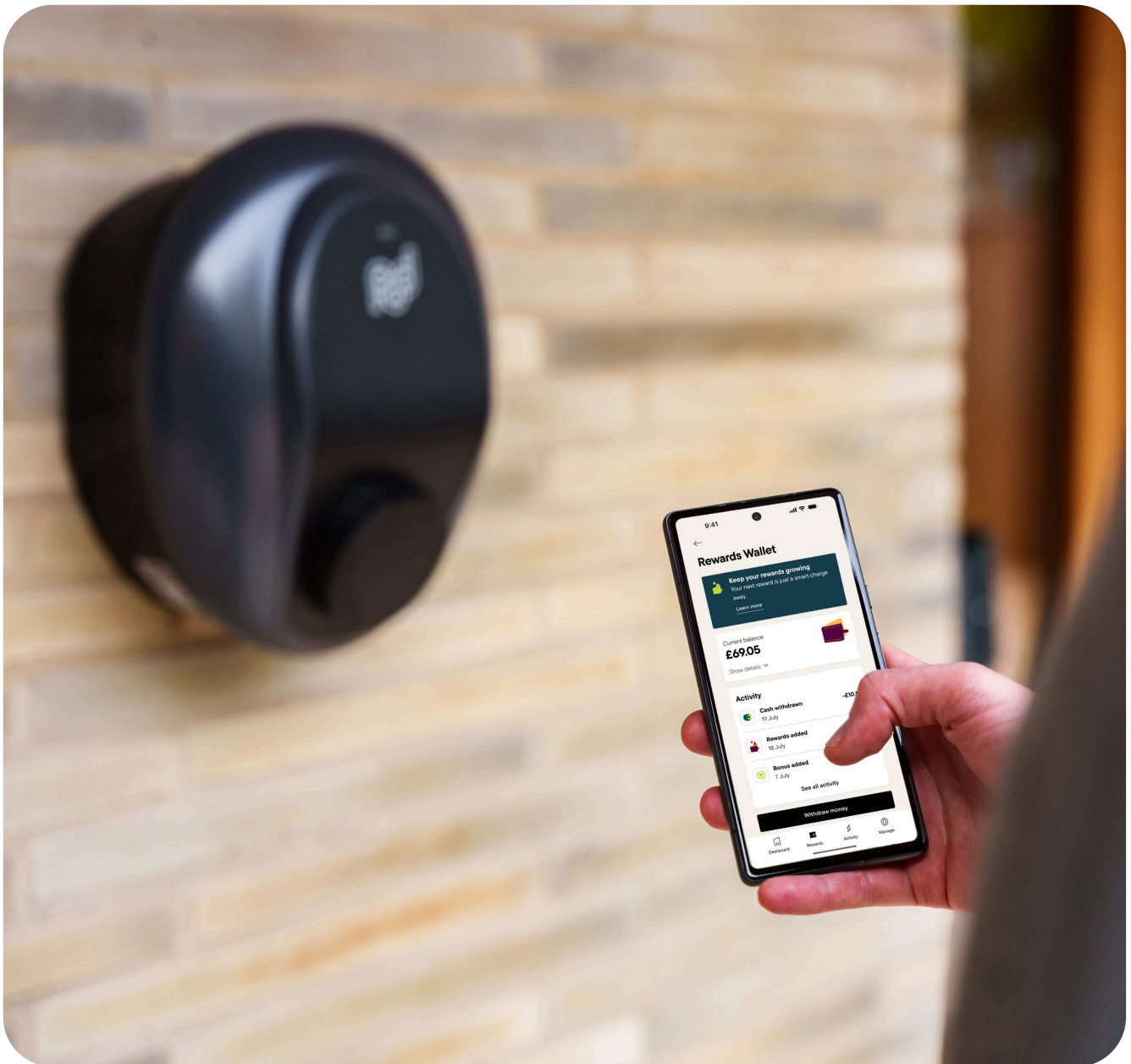


Select 'Notifications' in 'Manage my charger' to access

All notifications are on by default. Turn off any you don't need in Manage → Notifications.

Pod Rewards

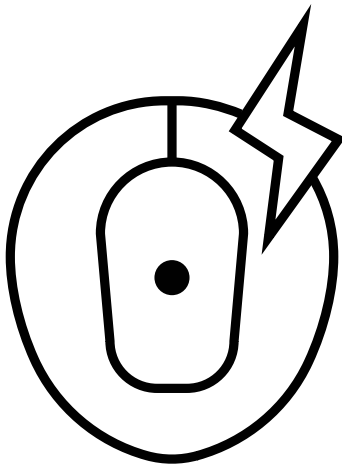
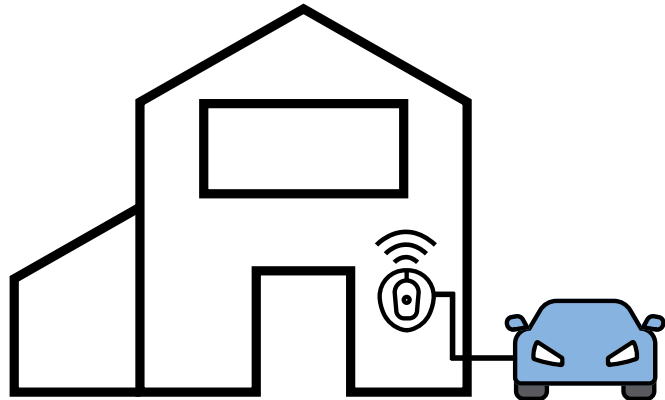
Earn real cash — just by smart charging at home.



How Pod Rewards works

Plug in as usual

We create a custom charging schedule based on your ready-by-time, target charge and grid demand.

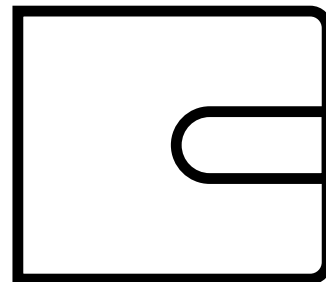


Smart charging begins

Charging happens automatically, earning you cash every time you smart charge – up to £100 a year.

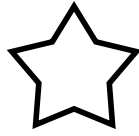
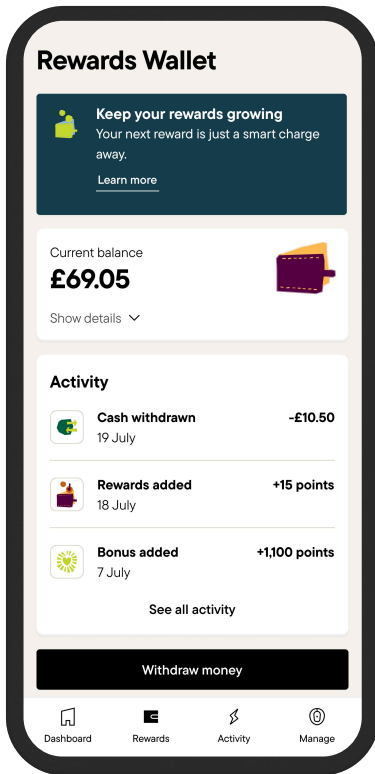
Withdraw cash

Withdraw straight to your bank account once your balance reaches £10 or more.



You'll only earn rewards when you smart charge. 'Boost' overrides smart charging when you need to charge straight away but won't earn rewards.

Your wallet



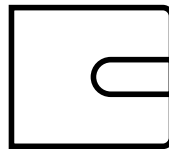
Rewards earned

The total amount of points and cash you've earned this year. This also includes any bonus rewards.



When you earn

Rewards accumulate during every smart charging session. Boost sessions, basic charging, and solar charging don't count.



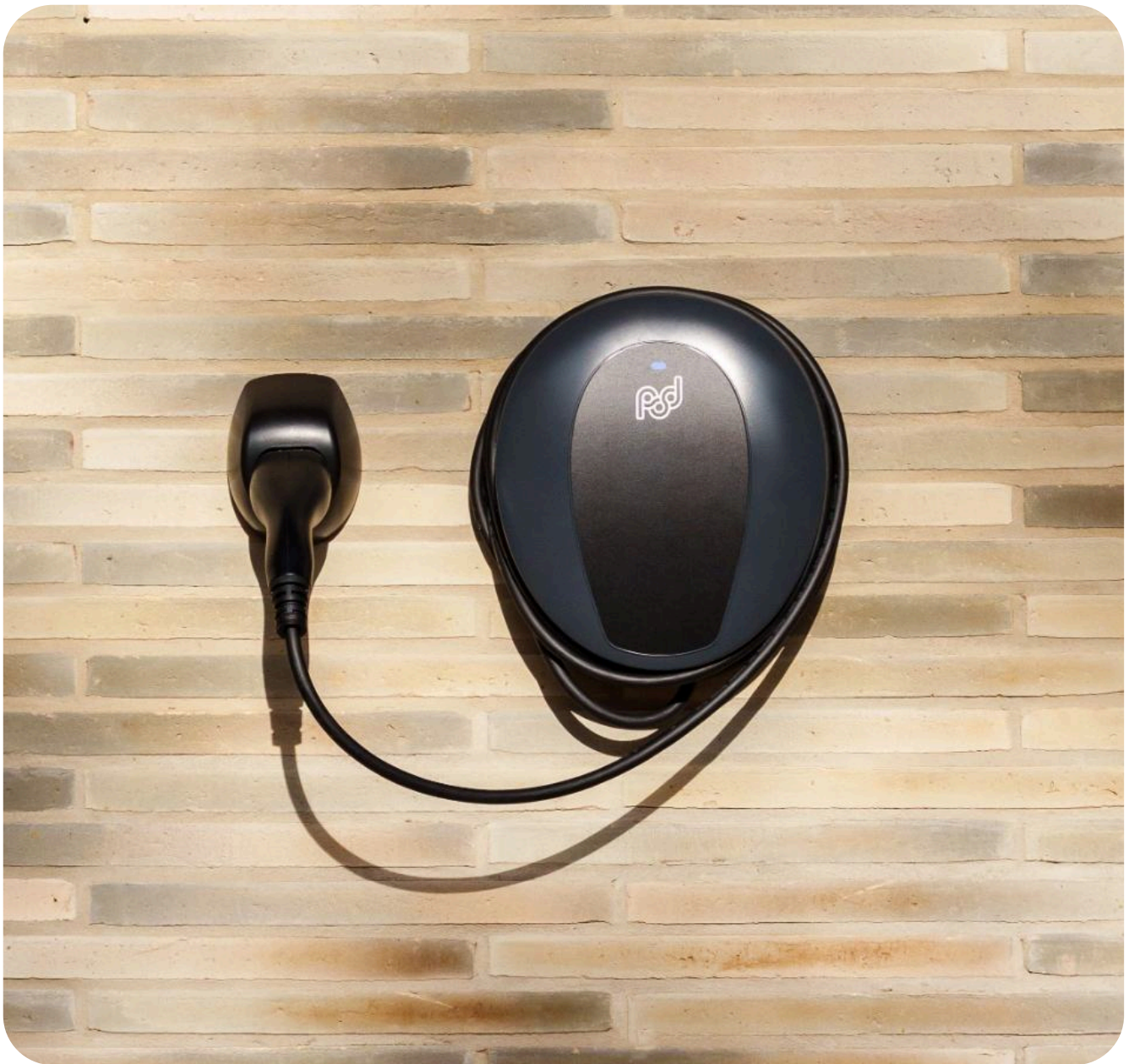
Withdrawing cash

Add your bank account in Account → My bank accounts, then tap Withdraw. Funds typically arrive immediately but can sometimes take longer.

If you switch to basic charging at any time, your Rewards wallet balance remains safe.








Your charger

Low maintenance by design. Here's what you need to know.



What your LED lights mean

Solo 3S customers only

	Flashing white	Your charger is powering on or update its software.
	Solid blue	Your charger is in standby mode, is not connected to Wi-Fi or is trying to reconnect.
	Blue flashing pink	Your charger is connected to Wi-Fi and communicating with Pod.
	Solid green	Charging is in progress
	Flashing green	Your vehicle is fully charged (or your in-vehicle settings have paused charging)
	Solid yellow	Your vehicle is plugged in, your scheduled charge is set, and your charger is waiting to start charging. Alternatively, the Auto Power Balancing system is active, or the charger has been securely locked using Remote Lock.
	Red or flashing red	Pulsing or solid red – there is a fault with your charger. Check the app for details or call support on 020 7247 4114.

For LED light information for older charger models – see our [technical documents](#)

Getting support

Help Centre

Answers to the most common questions — from smart charging set up to charger troubleshooting.

[Help centre](#)



Contact form

Raise a contact form from the Pod Home app. Our team will respond as quickly as possible.

[Account → Get in touch](#)

Phone — 24/7

For urgent queries, our Customer Support team is available around the clock.

[020 7247 4114](tel:02072474114)





Questions? We're here.

podenergy.com
020 7247 4114
help.pod-point.com

