Swarco econnect charging station

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SWARCO E nnect, one of the UK"s first ever electric vehicle (EV) charging networks, is being relaunched and rebranded as the Evolt Network following consultation with customers and drivers and the development of a new mobile app and website by Evolt Charging, part of the international SWARCO Group of Companies.

Offered as part of Evolt Charging"s turnkey service for Charge Point Operators (CPOs), hosts and owners, the new app has a series of new features to deliver a further enhanced customer experience, complemented by a fresh new look and feel, which is also reflected in the design cues of the new optimised website.

App installation and set-up are made easy by an intuitive, step-by-step guide on downloading, installing and configuring the app to ensure a smooth on-boarding experience for users of all technical backgrounds.

Users can create and manage accounts directly through the app, with a more straightforward registration process and a quicker, easier way for drivers to find available charging. Walk throughs and charging guides are supported by enhanced filtering and additional charging site information, helping users to reach their preferred destination with the minimum of hassle. The app is designed in accordance with the AA Standard for accessibility supporting Public Charge Point regulation 2023 compliance, which is a cornerstone of Evolt Charging"s customer pledge.

Access to all former E nnect chargers will continue via the Evolt Network app, and any existing RFID cards will remain active and fully functional at all future Evolt Network sites. Users will be able to start a charge via the app, track the power they are drawing, the cost of the session, and start/stop the charge as needed. Billing is also simplified with easy to access links to invoices and receipts

Anne Buckingham, Managing Director of Evolt Charging, says the new app is a step change in the company"s offer to CPOs, hosts and owners and commitment to drivers: "Being among the first in this space we have learned lessons that we, and the wider industry, have benefited from," she explains.

"We have taken this pioneering spirit into the development of a new generation of app in which we will continue to invest and evolve in co-operation with our drivers and partners, and that will help redefine and ultimately transform the customer and user experience."

When you created an account with us, you registered a direct debit mandate. When you use a Charging Station with a tariff, the balance you incur will be assigned to your account and at the end of each month, your total balance will be automatically deducted from your bank.

Dependent on the card you use, it may take up to 7 working days for the pre-auth amount to clear from your balance, however this is extremely rare. If you"re concerned about a pre-auth remaining on your balance,

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please contact us on 0208 515 8444 or via email at

If you charged on the network using either WebPay or your contactless bank card and would like an invoice emailed to you, please email us at , and we will forward it onto you.

When you use any method of payment, other than RFID card to charge, we will carry out a "pre-auth" transaction on your card prior to a session taking place. This pre-auth will check the card is active and reserve up to ?35 from your balance. Once the session complete, we will capture the funds from your account, releasing the hold on any amount remaining from your pre-auth.

As of the 15th April all existing accounts and any new accounts will be required to set up payment process through our new payment provider, Stripe. If you currently activate a charging session by using the mobile app or RFID card and pay via direct debit mandate and you do not update your payment details by the 15th April, you will be blocked from using the network.

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