



Preparing for Enel X Way's Abandonment of JuiceBox EV Charging Software On October 11th

On **October 11 2024**, [Enel X Way is shutting down its North American operations](#), including key software the chargers rely on. This document includes our best (if incomplete) information on what to expect, compiled by volunteers at [Juice Rescue](#) (juice-rescue.org) (see disclaimer).

If you do not have your JuiceBox connected to any Wi-Fi connection and have never set it up with a smartphone app, we believe nothing will change! Your JuiceBox will continue to operate as it currently does.

However, if you *have* at some point in the past connected your JuiceBox to the Internet to make use of its smart charging functionality, we believe the smart charging functionality will cease to function. You will not be able to use the mobile app to change settings, view charging history, or interact with your JuiceBox. We believe the JuiceBox will continue to work with its most recent settings "locked in place" – meaning unchangeable – including maximum amps to draw from the power line, scheduled charging hours, and charging energy limits.

The loss of Enel's server will affect JuiceBox models with built-in networking (Wi-Fi, cellular, ethernet).

What steps should owners consider taking?

We are hesitant to give advice, because there is risk involved no matter what action you take (including no action). Some people feel that it is the best idea that they don't change anything, and just leave everything alone. Others feel it is best to verify or set ideal settings before the

shutdown occurs – particularly if you use scheduled charging. With that in mind, here are some things to consider:

1. If you're going to take any precautionary actions, take them **before October 11th**. The company has only provided a date for the software to shut down, not a time.
2. In **Home > Settings > Configuration**, check that **Maximum capacity** is set to no more than 80% of the electrical circuit's circuit breaker size (amps).

You will not be able to adjust the maximum current after October 11. You should ensure that the maximum capacity setting of your JuiceBox(es) does not exceed the circuit capacity. For example, if you have three JuiceBoxes sharing a 50A circuit, each unit may draw up to 13.3 Amps simultaneously, or one could draw 20A, and two could draw 10A each. It doesn't matter what the maximum capacity is set to for each JuiceBox, so long as the total is equal to or less than 80% of your circuit capacity.

3. In **Home > Settings > Smart charging**, consider turning off **Scheduled charging**. We don't know what will happen to existing charging schedules when the Enel X servers shut down. We're afraid that JuiceBoxes may be forever unable to charge, if they were scheduled not to charge at the moment the Enel X servers shut down.
4. Delete all the vehicles in **My garage** to disable the charging energy limit. We do not know what will happen to energy limits when the servers go down, and you will lose the ability to make changes afterward.
5. Numerous parties are working on solutions to regain access and control of Juicebox features that are going away. These will need your **Juicebox ID**. In the mobile app, go to **Home > Settings** (near the top of the page) > **JuiceBox Info**, then save the JuiceBox ID and model in case you need them in the future. (These should also be available on a sticker on the side of your JuiceBox, but may be faded and unreadable.)

You can find a community-updated Frequently Asked Questions document [here](#).

For Commercial Users

There are several companies now expressing interest in offering commercial customers alternate paths to ensuring continued functionality for their fleet or facility JuiceBoxes. As of the time of publishing this document, the volunteers on this project have not had the opportunity to fully explore or evaluate the options available.

For Commercial JuiceBox operators and customers who do not have network-attached charging stations (Wi-Fi, cellular, or ethernet), we believe operation will continue as previously configured, offering basic charging functionality with no smart functionality or off-device data logging.

For Commercial JuiceBox operators and customers with network-attached charging stations, we have little knowledge about what will happen after October 11, but it is likely that all functionality will stop working, absent the intervention of some third-party OCPP provider.

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