

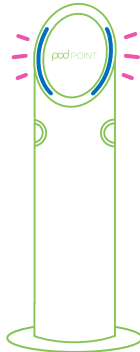
# POD Point Twin User Guide

## 1) Twin in Standby Mode

- The POD Point Twin has 2 x charging sockets:

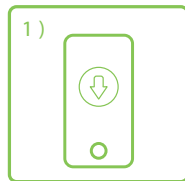
Door A  
Door B

- Both Doors can charge a car simultaneously.
- Blue light with purple flashes indicates the chargepoint is in Standby mode and communicating with the POD Point network.



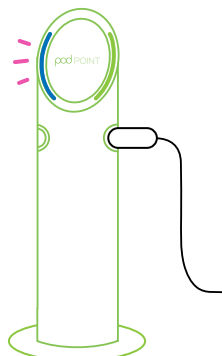
## 2) Download App to use Twin

- Download the POD Point Open Charge App on iOS/Android.
- Follow instructions on chargepoint and app.
- No smartphone? Use the web app at: [open.pod-point.com](http://open.pod-point.com)



## 3) Start Charge

- Plug-in cable to car.
- Plug-in cable to POD Point Door.
- Charging will start immediately.
- Solid green light indicates charging.
- For security, the charging cable will be locked into Door when charging starts.



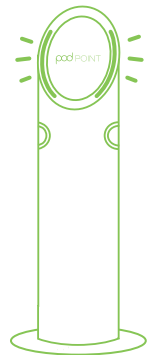
## 4) Confirm a Charge

- Select correct POD Point Door in App.
- Confirm charge via App within 15 minutes.
- Charge will stop if not confirmed within 15 minutes.



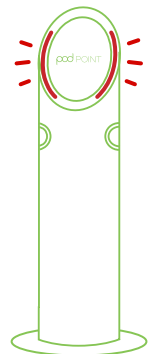
## 5) End Charge

- Green light with green flashes indicates the car's battery is fully charged or charging has paused/stopped.
- Unlock cable via car's on-board display.
- Disconnect car from chargepoint.



## 6) Fault Alert

- Red light with red flashes indicates a fault has occurred.
- Please count the frequency of flashes, as this indicates the nature of the fault to our support team.
- In the unlikely event a fault does occur please contact our Customer Support team and we'll get it sorted as soon as possible.



## Contact Us

If you have any questions, comments or issues regarding POD Point Products which are not covered by this user guide, please contact our customer support team (details below).

Customer Support  
Telephone: 020 7247 4114  
E-mail: [support@pod-point.com](mailto:support@pod-point.com)  
Web: [www.pod-point.com](http://www.pod-point.com)