

Popular Juicebox EV home chargers to lose connectivity as owner quits US



Owners of the popular home EV chargers made by Juicebox are about to lose a whole lot of features. Its owner, the energy company Enel X, has just announced that it is leaving the North American market entirely as of October 11.

Enel X says its strategy will be to pursue “further growth by providing bundled offers, including private charging solutions, to its electricity customers as well as by developing public charging infrastructure in countries where it has an electricity retail business.” And since it does not have an electricity business in the US, merely a charging hardware and software one, it makes little sense to remain

active here.

The company also blames high interest rates and a cooling EV market as reasons for its exit.

Enel X says Juicebox residential hardware will continue to work, so if you've been using one to charge at home, you can keep plugging it in. But Enel X is ending all software support—there will be no updates, and it's removing its apps, so online functions like scheduling a charge will no longer work.

Commercial charging stations will be worse affected—according to Enel X, these “will lose functionality in the absence of software continuity.” The company also says its customer support is no longer available, effective immediately, and any questions or claims should be directed to juiceboxnorthamerica.com.

<https://arstechnica.com/cars/2024/10/if-you-own-a-juicebox-ev-charger-you-need-to-read-this/>