

Creating a Reliable, Publicly-Available DC Fast Charging Network



Location:

Kelowna, British Columbia, Canada



Challenge:

A partner to support long-term expansion with reliable charging and user service.



Result:

Noodoe DC fast-charging stations, 24/7 engineer support, and AirMiles.



Vertical:

Electric Vehicle Charging Network

A quest for innovative EV charging stations, high-quality customer service, and a trustworthy partner in British Columbia.

ChargerQuest

ChargerQuest is a Charge Point Operator (CPO) poised to become Canada's leading electric vehicle charging network. As of July 2023, ChargerQuest owns and operates smart electric vehicle charging stations across eight provinces in Canada. They are established in reputation and familiar with EV charging infrastructure deployment.

Challenge: Finding The Right Partner

ChargerQuest has a new property with the capacity to install powerful DC charging stations. Harvey Avenue is the ideal location for a charging hub: just off Highway 97, surrounded by small businesses, and an entrance to Orchard Park, Okanagan Valley's largest and most popular shopping center. Founder and CEO of ChargerQuest, Christopher Misch, wants to make the most of such a site by setting up the largest public EV charging hub in the city and making it available 24/7. ChargerQuest's experience in installations across Canada has refined its requirements in the search for the perfect partner. Trustworthiness is paramount, followed by access to the latest research in EV support infrastructure, as well as the ability to scale up technology with futureproof designs.

Noodoe's Answer

The combination of "Powered by Noodoe" ChargerQuest OS software and DC Exceed hardware can launch the DC fast EV charging hub with six 120kW DC Exceed charging stations. But this installation is just the first step in the plan for dominance in the Canadian EV charging market. Throughout the quest for partnership, Noodoe outperforms other vendors with smart EV charger management software and a dynamic integration to fulfill ChargerQuest's needs. Now, with a complete white-label product, ChargerQuest has the complete hardware and software package to ensure peak performance and achieve the next level of customer charging service.

The core technology from Noodoe provides many solutions:

Innovative Hardware

The DC Exceed series is ideal for the shopping center location. Noodoe's level 3 charging hardware is the industry's most powerful and highest-performing DC charger. The branded 120 kW chargers possess upgradable technology, which in turn enables ChargerQuest to boost power capabilities up to 180 kW at a future date. Additionally, these charging stations provide true simultaneous charging with dual ports; two vehicles can charge at the same time without sacrificing power or space. At Orchard Park, ChargerQuest can power up to 12 electric vehicles at a time.

Customer Support

"Noodoe engineers have been helpful with the integration and installation of the charging station in our new site," says Misch.

Noodoe ensures network reliability with 24-hour / 7-day-a-week support. Chargers include a hotline number for tech and customer support so that in the event of an issue, all users can reach out for help during their charging sessions, with ChargerQuest's partner-level priority.



ChargerQuest DC charger

Integration of AirMiles

There was one major requirement in the development of a charging network and the integration of a next-gen OS. ChargerQuest also wanted to expand the capabilities of the charging experience by combining AirMiles with ChargerQuest OS, becoming the **first** EV charging network to do so. The smart technology of the Noodoe-powered operating system now enables Canadian EV drivers to collect air miles as they charge road miles.

Uptime Reliability

Noodoe has a 98% uptime guarantee with their chargers, one of the highest in the industry. This is achieved with automated diagnostics and self-repair protocols to resolve minor problems before customers even realize they exist. The ChargerQuest OS is powered by Noodoe to offer a great charging experience for front-end users and ease of use for site management.

Misch experienced it for himself; he states:

"In collaboration with Noodoe, ChargerQuest offers the most reliable, high-quality charging experience for our customers. We feel that [Noodoe's] flexibility and the ability to address some of the challenges within the EV infrastructure is remarkable."

Future Deployment

The Orchard Park installation is just the beginning for ChargerQuest and Noodoe. A total of 36 chargers will be installed from the partnership by Spring 2023, with an additional 72 DC chargers under contract, and 1,000 more collaborative assets are planned for the future.

According to Misch,

"We consider Noodoe to be a part of our business family. They share our vision of accelerating EV adoption globally [...] We are excited and will continue to collaborate with Noodoe. We're looking forward to building our partnership for years to come in the future."