

welcome to



Meet Joos

As the UK's Best Mobile Charging Solution 2025, Joos solves the universal problem of smartphones running out of battery whenever your customers need them the most through our revolutionary charge on the move solution.

Joos power banks are an innovative and convenient solution for customers to stay connected while they go on with their day. People are increasingly dependent on their phone battery, and it can be frustrating when they run out of power while they're out and about. Joos power bank rentals offer an affordable and eco-friendly solution to keep their devices charged and allow them to continue enjoying themselves stress-free.

The compact and lightweight power banks can easily fit in a pocket or purse, making them ideal for customers who need to keep their devices charged while on the move. Additionally, they come with a variety of charging connectors, able to charge any smartphone or mobile device.

No matter if your customers are scanning the QR code or using a card payment on the contactless terminal, Joos made renting and returning a power bank quick and uncomplicated.

How to rent?

Scan the QR code (All Devices)



Scan the QR code on the Joos Box



Sign in & link your payment card



Rent a powerbank & charge on the move

Making a card payment (Joos Max & Max Jr)



Pressing the green button on the Nayax terminal



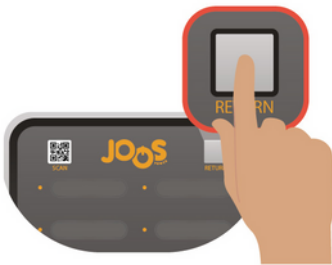
Tap the contactless card or phone to the terminal on the right side of the Joos Max



Wait until the pre-authorisation of **£36** is approved, then take the power bank



How to return?



Press the 'RETURN' button on the Joos Box



Look for the flashing light next to the empty slot



Push the powerbank into the slot with the Joos logo facing upwards and away from you

Good to know...

All Joos power bank rentals are subject to a pre-authorisation. For customers renting by scanning the QR code, the pre-authorisation is £3, for customers making card payment it's £36. Once the power bank has been returned by the customer, the pre-authorisation is released on the customers account by their bank less the unlock and rental fees. Depending on the banks' processes, this can take up to 5 days.

Our products



Mini

Perfect for venues with available counter-top space
8 Slot Capacity



Mini +

No Counter space?
No problem! 16
Slot Capacity



Max Jr

Perfect for higher footfall areas with limited space
24 Slot Capacity



Max

Complete with a 43-inch screen, the Joos Max fits in seamlessly into high footfall venues
48 Slot Capacity



Availability

Replenishment

When power banks are running low, our back end system notifies our Operations team and they schedule a visit to deliver new power banks to your location.

Docking Slots

We maintain our devices so that empty slots are available as this allows customers to drop off power banks between our units and venues - we call this a 'network effect'.

We typically fill our devices up to about 80% of its capacity so that customers can pick up and drop off power banks between venues and destinations.

Understanding Usage

We constantly monitor & analyse performance and customer behaviour. We share our insights with you, informing how we can optimise the service to meet demand.

Compliance

The devices meet the EN IEC 62368-1 safety standard, and CE marked for distribution within the UK & EU.

Environment

Each device requires a level surface within a dry, water sealed environment.

Safety

Joos power banks are made of medical grade anti-microbial plastic to minimise the risk of viral transmission. In addition, a state-of-the art quarantine system withholds each power bank between use until any viral agent has broken down

Media

Take advantage of the HD signage to display customer messaging, promotions and advertisements. To utilise the digital space, simply email venues@joospower.com or reach out to your Joos contact with the details of your request so it can be loaded for you. Your details should include:

- Your venue
- Which Joos Boxes you'd like to receive the media
- A schedule when the media should be displayed
- A link to download your media

Maintenance

Joos is a fully managed service, so we never expect our venues to clean or maintain our devices. We monitor each machine remotely and carry out quarterly maintenance visits to all sites. During these visits, we clean each individual power bank and the entire machine, remove any faulty units, and replenish to the designated number of power banks. This means you should rarely run low on stock, and the device should remain clean. If you do notice that your machine needs cleaning, maintenance, or replenishment, please email operations@joospower.com and we will arrange a maintenance visit.

What if you don't have any power banks left?

Please email operations@joospower.com. In most cases, we will arrange for one of our operations team to visit and refill the device. On rare occasions, when our team is extremely busy, we may post the replacement power banks to you instead. These will usually arrive within 5 working days, and you can easily restock the machine yourself.

How To Replenish If We You Post Power Banks

To replenish the unit, press the silver return button on the right side of the box. Look for the slot with the flashing light and insert the power bank with the cable end going in first. We recommend leaving a few slots empty to ensure users can always return a power bank when needed.



FAQs

How do customers use Joos?

Customers can rent a power bank by simply scanning the QR code on the Joos box and tapping “Rent now” on their phone screen once they’ve linked their payment method. The power bank then pops out from the Joos box fully charged and ready to use. Or on our contactless payment enabled Max Jr and Max devices they can rent by pressing the green button on the terminal and tapping their card.

Do they need to download an app to get a Joos power bank?

No, customers don’t need the app anymore to be able to rent a powerbank. It is good to have if they want to see their order details or take advantage of our promotions.

How much does Joos cost the customer?

The pricing is as follows:

1. Unlock fee: £3
2. Rental fee: £0.58 per 30 minutes (capped at £6.00 per 24-hour period)
3. Purchase cost: £36

Here’s how it works: the customer pays a £3 unlock fee to begin the rental. After that, they are charged £0.58 for every 30-minute period, capped at £6.00 per 24 hours. If they keep the power bank for more than 48 hours, they are charged £36, then the power bank is theirs to keep. All rentals are subject to a pre-authorisation fee that is refunded once the power bank has been returned.

How does a customer pay?

Before a power bank can be rented, customers are prompted to link a payment card. To make things easy, in addition to new cards, we accept cards that customers have pre-registered to their Apple or Google wallet too.

What happens if the customer doesn’t return the power bank?

Customers are encouraged to pick up a power bank at one Joos Box& drop it off at another, even between venues. If the customer keeps the power bank, after 48 hours they own it. Customers can charge their new Joos power bank via the micro-USB port on the side.

What happens if the power banks run out?

Power banks will be in constant circulation between Joos Boxes, so don't worry if they drop low one moment as they will likely fill up again naturally. However, our smart system notifies our support team to arrange replenishment – included in the service at no additional cost. You don't need to contact us, we've got you covered.

Does the power bank come with the cable?

Yes, the Joos power bank has 3 integrated cables, charging all types of devices. Fun fact, we're Europe's only Apple MFi Certified lightning portable charger.

What if the power bank is unable to charge the device?

Our power banks are turned on by a motion sensor. Just give it a little shake!

Are the power banks tracked?

Our power banks don't have GPS tracking, but we can monitor a power bank's journey between Joos Boxes, and which customers they're loaned to.

What about customer support & maintenance?

We have a 24/7 live chat in the Joos app and on our website, joospower.com, it's the best way to offer customers all the support they need. We fully manage replenishment and maintenance through our team of Brand Ambassadors and operations staff. The only time your team might need to contact us, is if your Joos Box is damaged...

Who do I contact if the Joos Box is damaged?

Please contact our support team at operations@joospower.com as soon as you can and we'll arrange for someone to tend to the device. Emailing photographs to help us understand the level of damage will be super useful to restoring it quickly.



Contact Us

Joos is designed to be self-service, app-guided and super light weight on your team.

If a customer encounters a problem, please advise them to hit the 'live chat' button on the app or on our website, joospower.com to receive all the help they'll ever need from our support team.

Should you need to contact us, we've opened these channels for you:

For All Enquiries:

Clients@joospower.com

For Maintenance or Replenishment:

operations@joospower.com

For Upgrades or Additional Units

sales@joospower.com





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