Powered by arkreen

VERSION 1.0 · NOVEMBER 2026

PRODUCT GUIDE FOR PARTNERS

eCandle Grow

Run your own off-grid power business

Your brand, your team, your customers — on the platform that runs eCandle.

AT A GLANCE

Run your own off-grid power business.

Your brand, your team, your customers — on the platform that runs eCandle. Pick a ready-made way to sell power, set your prices, and start.

20	11	3	0
ready-made services	business options	consoles: admin, operator, pay page	money held by us — paid to your wallet

CONTENTS

01 eCandle Grow at a glance

02 Who does what

03 Getting started

04 Platform features

05 The 20 services you can sell

06 Business options

07 Example playbooks

08 Built-in safeguards

09 How eCandle supports you

10 Questions

01 eCandle Grow at a glance

eCandle Grow is the platform behind eCandle, opened up to partner companies. You get your own space to sell power and services from eCandle devices: your own web address, your own admin console, your own operators and staff, and payments that go straight to your wallet.

You don't build anything. Pick from ready-made ways of selling power, set your prices, and start.

- **20 ready-made services** in six groups: power on site, device rental, charging and swaps, bundles, organisations, and rent to own.
- **11 business options** you can add, such as packs, deposits, busy-hour prices, delivery, sponsors and co-funding.
- **Three consoles**: an admin console for your company, an operator console for your sites and staff, and a pay page for your customers.
- **Your data stays yours**: it is kept separate from every other company on the platform.

02 Who does what

Role	Uses	Does
Your company admin	Admin console	Chooses services and prices, sets the payment wallet, adds operators, sees all sales, confirms cash, runs reports.
Operator (site owner)	Operator console	Runs a site: sells, signs customers up to plans, collects cash, takes devices back, handles repairs, manages the team.
Cashier	Operator console → Serve	Takes orders and cash, hands devices out and takes them back.
Technician	Operator console	Installs devices and handles repair tickets.
Customer	Pay page (scan the sticker)	Pays for power, buys days or instalments, reports a problem.
eCandle	Behind the scenes	Sets up your space, supplies and configures devices, keeps devices and software up to date, supports your team.

03 Getting started

1. eCandle sets up your space at **yourname.ecandle-grow.arkreen.com** and invites your first admin.
2. Turn on two-step sign-in and set your payment wallet.

3. Add your operators (sites) and invite their staff.
4. Receive your devices. eCandle assigns them to you; you give them to your operators.
5. Open **Services**, use **Help me choose**, set your prices and click **Start selling**.
6. Print the QR stickers for your devices. Customers scan and pay.

> Each service shows a label in your console: Selling, Ready to sell, or Set up first — with exactly what is still missing (for example a wallet, an operator or a suitable device).

04 Platform features

4.1 Your own branded space

- A web address for your company. Your admin console, operator console and customer pay page all live on it.
- Your company name on every page, with “Powered by Arkreen eCandle Grow”.
- A step-by-step guide built into your console.

4.2 Payments

- **Digital dollars** (USDC and USDT stablecoins) on supported networks, paid straight to your own wallet. eCandle never holds your money.
- **Cash** collected by your staff, recorded order by order, with a photo of the receipt when needed.
- **Cash limit** per operator: staff hand in cash before they can take more.
- **Hand-in**: cash counts once you confirm it reached you.
- Changing the payment wallet needs two-step sign-in, and every admin gets an email about it.

4.3 Devices and power delivery

- eCandle devices turn on for exactly the time paid and switch off by themselves when it ends — no meter reading, no disputes.
- Time is sent to the device as a signed, one-time code that can't be copied or reused.
- Devices online receive their time within seconds.
- When a device comes back from a customer, the time left on it is cleared, so the next customer gets only what they paid for.
- Device list with status, battery and history; installs, repairs and returns are recorded.

4.4 Operators and teams

- As many operators (sites) as you need; each owner manages their own team.

- Roles: owner, cashier and technician. Staff only see what their role needs.
- Sensitive actions — refunds, cancellations, keeping a deposit, marking a device lost — are for owners or you only, always with a reason.
- Operators get their share of income, set per plan.

4.5 Payment plans

- Prepaid, rental, pay-to-own and rent-then-buy plans, signed per device.
- Terms are fixed when a plan is signed; later price changes don't affect it.
- Down payment, grace days and a trial price for the first period.
- Late payments show as overdue and create a follow-up task for the operator.
- When a pay-to-own plan is paid off, the device is unlocked for good and belongs to the customer.

4.6 Support and service

- Customers report a problem from the pay page; the ticket goes to the operator.
- Repair tickets and tasks for technicians; call-outs with promised response times.

4.7 Reports and control

- Sales and cash by day, and cash still waiting to be handed in.
- Payment plans: collected, still to collect, overdue.
- Monthly staff commission and site fees.
- What sponsors owe you, and what you owe co-funding partners.
- Every change is recorded in an audit log.

05 The 20 services you can sell

Each service is a ready-made way of selling, with its own rules for pricing, delivery and refunds. You set the prices; the rules come with the service. Change a price at any time — sales already made and plans already signed keep their price.

Code	Service	Customers get	How it works
A · POWER ON SITE			
A01	**Pay per service**	One service on the spot, like a phone charge	Staff take cash and mark it done. Sell packs too, for example 10 charges.
A02	**Pay for time**	Power from a device for minutes, hours or days	The customer scans the sticker and pays online, or pays cash to staff. The device turns on by itself.

Code	Service	Customers get	How it works
B · DEVICE RENTAL			
B01	**Short rental**	A whole device for hours, days or a week	Rent and deposit in cash. The device runs for the time paid. Checked on return, deposit back.
B02	**Home prepaid**	7 or 30 days of power at home	Pay one period at a time, online or cash. Stop paying and the power stops — nothing is owed.
B03	**Shop subscription**	Power for a shop by the week or month	Like home prepaid, with your own terms for shops.
B04	**Booked rental**	A device for an event or a stall, booked ahead	Booking fee now; the rest and the deposit on the day. No double bookings. Free cancellation up to a time you set.
B05	**Backup cover**	Backup power for named loads	Monthly fee. When the power goes, staff respond and can lend a spare device. A late response adds free days.
C · CHARGING AND SWAPS			
C01	**Charging station**	Their own phone or device charged	Staff log the item in and hand it back when charged.
C02	**Swap for a full one**	Bring back an empty device, take a charged one	Deposit once, a fee per swap. Devices only go out with enough battery.
C03	**Delivery**	A device brought to the door, or collected	Fee by delivery area. The person who receives it signs.
D · BUNDLES			
D01	**Power and appliances**	A device with lights, a fan or a radio	Rented as a kit; the total load is checked. Missing or broken items are charged from the deposit.
D02	**Service point**	A pack, such as phone charges plus Wi-Fi hours	One price for the pack. Each service is used separately, at any of your sites.
D03	**Pay per result**	Results such as printed pages	Paid per result. Staff record proof and a photo. Failed results are redone free.
E · ORGANISATIONS			
E01	**Multi-site customer**	One agreement for many sites of a chain or NGO	Each site is checked before billing starts. Monthly statement; payments recorded.
E02	**Member allowance**	A school or group pays; members use an allowance	Members get a number and use it at any site. When someone leaves, unused uses go back to the group.
E03	**Community lending**	Members of a co-op borrow devices in turn	One device per member at a time, a fair monthly limit, and a queue.

Code	Service	Customers get	How it works
E04	**Sponsored power**	A sponsor pays part of the price	The customer pays the rest. The budget is tracked and you see what the sponsor owes. Or fund a social price yourself.
F · RENT TO OWN			
F01	**Pay to own**	A device paid off in instalments	Optional down payment. On while paid; unlocked for good when paid off.
F02	**Rent, then buy**	A rental with the choice to buy	Part of the rent paid counts towards the price. Buy at any time.
F03	**Buy with care plan**	The device outright, plus monthly care	Unlocked for good at once. Care plan paid monthly; stopping it never turns the device off.

> Five more services are in the catalog for reference only: pay for running time and pay per kWh (these need metering hardware), and mini-grids, on-site power contracts and battery services (engineered projects).

06 Business options

Options add to the services above. Your console only shows the options that fit each service.

Option	What it does	Works with
Payment methods	Stablecoins straight to your wallet, and cash through your staff.	All services
Packs and memberships	Sell a number of uses in advance, valid for a period, usable at any of your sites.	Pay per service, charging station, pay per result
Busy hours and seasons	Charge more or less at certain hours or dates, in your time zone.	Pay for time, pay per service, charging, short rental, swaps, kits
Deposits and damage	Take a deposit. Only an owner can keep part of it, with a reason.	Rentals, bookings, swaps, kits
Delivery and return elsewhere	Delivery by area; customers can return at another of your sites.	Rentals, swaps, kits
Staff commission and site fee	A share of each sale for the staff member and the host site, with monthly totals.	Cash services, rentals, bookings, swaps
Groups and organisations	Organisations pay for their members; one agreement for many sites.	Multi-site, allowance, lending
Sponsors and social price	A sponsor — or you — pays part of the price, up to a budget.	Pay per service, charging, pay per result

Option	What it does	Works with
Service guarantee	Promise a response time. A late response adds days automatically.	Backup cover, care plans
Trial and upgrade	A cheaper first period. Upgrade prepaid or rental customers to pay-to-own, with what they paid counting towards it.	Payment plans
Co-funding	A partner pays for devices and gets a share of their income back, up to a cap. You see what you owe.	Any of your devices

> A base fee plus usage needs metering hardware and isn't offered on the current device.

07 Example playbooks

Market charging hub

Pay per service and charging station, with packs for regular customers and a service point pack (charges plus Wi-Fi). Add evening prices and a commission for stall staff.

Home power

Home prepaid with a cheap trial week. When a customer is loyal, upgrade them to pay to own — what they paid counts towards it.

Shops and clinics

Shop subscription for daily power, and backup cover with a promised response time for clinics and offices that can't be without power.

Events and markets

Booked rental with delivery and a deposit; power-and-appliance kits with lights and fans.

Schools, co-ops and NGOs

Member allowances and community lending for groups; one agreement for multi-site customers; sponsors to cover part of the price.

Financing partners

Pay to own or rent-then-buy plans, with co-funding from a microfinance or community fund that is repaid from device income.

08 Built-in safeguards

- Staff can't create money or free power. Cash counts only when handed in; refunds, cancellations and kept deposits need an owner and a reason.
- Power is only given without a new payment where it was already paid for, such as a spare device under backup cover or a group's community loans, and only within the limits you set.
- Prices are versioned: sales already made keep their price.
- Devices switch off by themselves when the paid time ends.
- Your data is kept apart from other companies, and every change is logged.

09 How eCandle supports you

- **Setup**: we set up your space, invite your first admin and help you choose your first services.
- **Devices**: we supply and configure your devices, assign them to you, and keep their software up to date.
- **Training**: a step-by-step guide in your console, plus guides for your operators.
- **Monitoring**: the platform's health is watched around the clock.
- **Updates**: regular product updates as new features ship.

10 Questions

Does eCandle hold my money?

No. Digital payments go straight to your wallet. Cash stays with your team until they hand it in to you.

Can I change prices?

Yes, at any time. Sales already made and plans already signed keep their price.

What happens when a customer stops paying?

The power stops when the paid time ends. On pay-to-own plans, the plan shows as overdue after the grace days and the operator gets a follow-up task.

Can operators see each other's data?

No. Each operator sees their own site. You see everything in your company.

What do I need to start?

A wallet on a supported network, at least one operator, and eCandle devices. Your eCandle contact helps with the rest.

eCandle Grow

Start your power business *with eCandle Grow.*

Tell us about your market and we'll set up your space.

ecandle-grow.arkreen.com

Powered by arkreen

Version 1.0 · November 2026