

INSTRUCTIONS FOR USE

Welcome!

Welcome to our EV charging stations! We strive to provide convenient and fast charging for your electric vehicles. Please read the following instructions carefully to ensure safe and efficient use of our facilities:

Step 1: Download and install the app

1. Go to the App Store (for iOS) or Google Play Store (for Android) on your mobile device.
2. Search for the name of the charging station app (Electrocharge)
3. Download and install the app on your device.

Step 2: Register and Login

1. Open the app.
2. Create a new account by entering the required information (name, email address, password, etc.)
3. Confirm the registration using the link or code received by email.
4. Log in to the app with your username and password. After registration you will get access to all our stations and their services.
5. If you do not have a registration, you can log in as a guest and charge your electric car after entering your debit/credit card details.

Step 3: Find a charging station

1. Open the map in the application.
2. Our charging stations are strategically located in the city and beyond. For exact locations and availability of charging ports, please use our mobile app.
3. Allow the app to use your location for better results.
4. Search for the nearest charging station using the map or the search function.
5. View station information (availability of chargers, connector types, power, vehicle specifications, prices, etc.)

Step 4: Initiate the charging

1. Go to the selected charging station.
2. Park correctly: make sure your electric vehicle is properly parked in the designated space in front of the charging station.
3. Open the app and select the station on the map or from the list.
4. Follow the in-app instructions to start booting:
 - Scan the QR code on the charging station (if available).
 - Enter the station ID manually (if necessary).
 - Select the type of connector you will use.
5. Confirm the start of charging through the application.

Step 5: Charging the car

Monitor Charging: You can monitor the charging process in real time through the mobile app.

Step 6: Stop the charging

1. After charging is complete or reaches the desired charge level, open the app.
2. Select the current charging session and select the option to stop charging.
3. Disconnect the connector from the vehicle and return it to its place on the charging station.
4. End of charging: After charging is finished, unplug the cable and make room for the next customer.

Step 7: Pay and get a receipt

1. Payment is usually made automatically via a payment card or other payment method associated with your account.
2. Check if you received payment confirmation in the app.
3. Save or email the payment receipt (if needed).

Step 8: Important reminders

- Check the app regularly for updates and new features.
- Follow the rules and instructions for charging to ensure safe and efficient charging.
- The charging time depends on the type of charging station and the battery capacity of your electric car. Our stations support fast and standard charging.
- Charging prices vary depending on the type of station and duration of charging. Please check the current prices in the mobile app or on our website.
- Safety: please follow all directions and safe practices during charging.
- Parking duration: do not leave your vehicle for longer than the required charging time. Free up space as soon as charging is complete.
- Technical support: in case of technical issues, please contact our support center through the mobile application or the phone number listed on the charging station.

Contacts and support

For questions and additional information, please contact us:

- Phone: +359 892 687 200
- Email: support@electrocharge.bg
- Website: www.electrocharge.bg