

activacar
Energy

User Manual

activacharge



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**How to
sign up?**



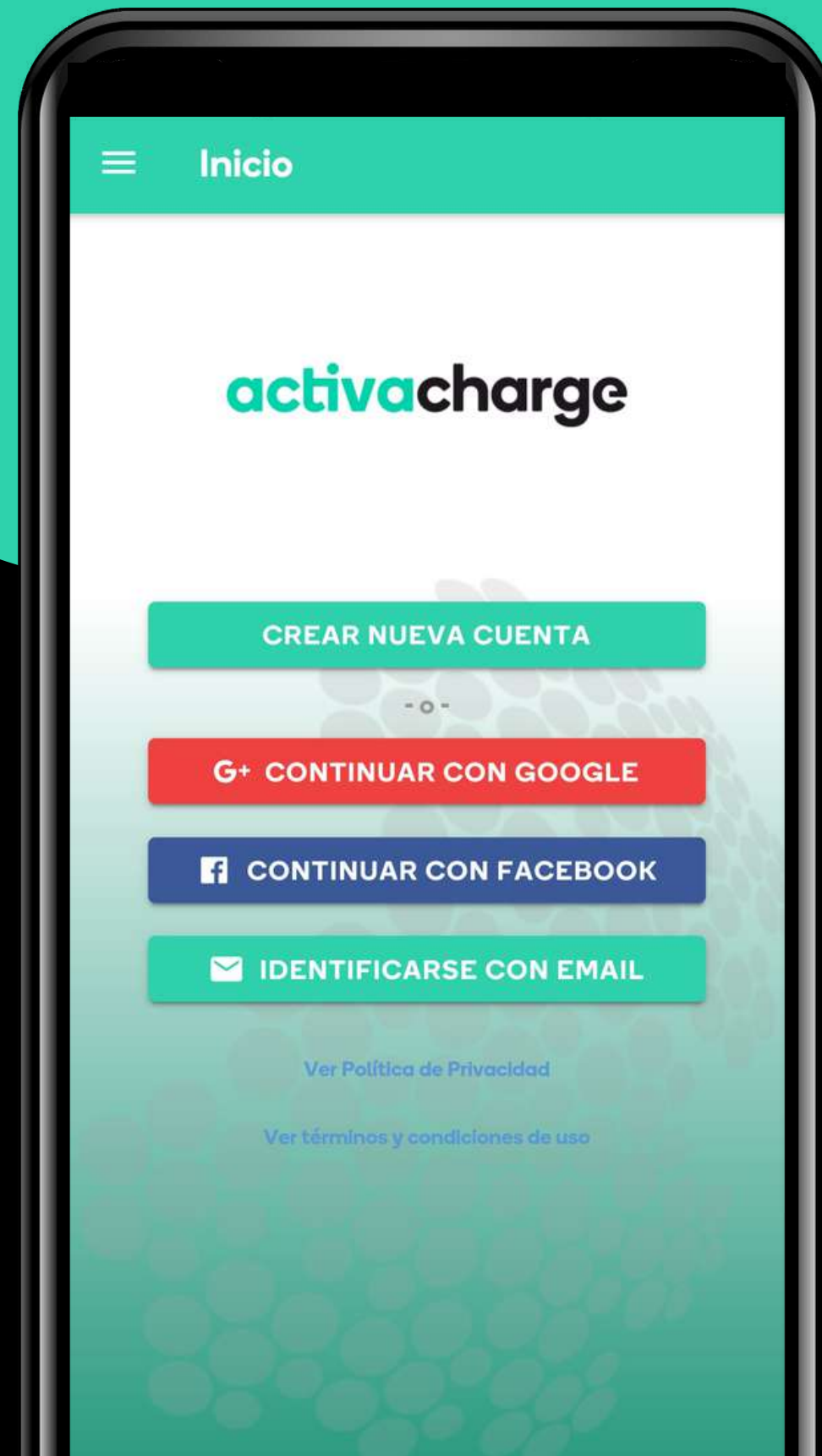


1º

Before starting the Activacharge app, make sure that your phone's location (GPS) and Bluetooth are activated.

If you are in an underground or indoor parking lot, make sure you have an internet connection or are connected to a Wi-Fi network.

If not, the app will not open, it will crash, and you will not be able to log in.



2º

To create a new account, go to "Home" and select "CREATE A NEW ACCOUNT"

Fill in all the necessary and mandatory information (*), and accept the privacy policy, terms and conditions of use.

When finished press "REGISTER"



3^o

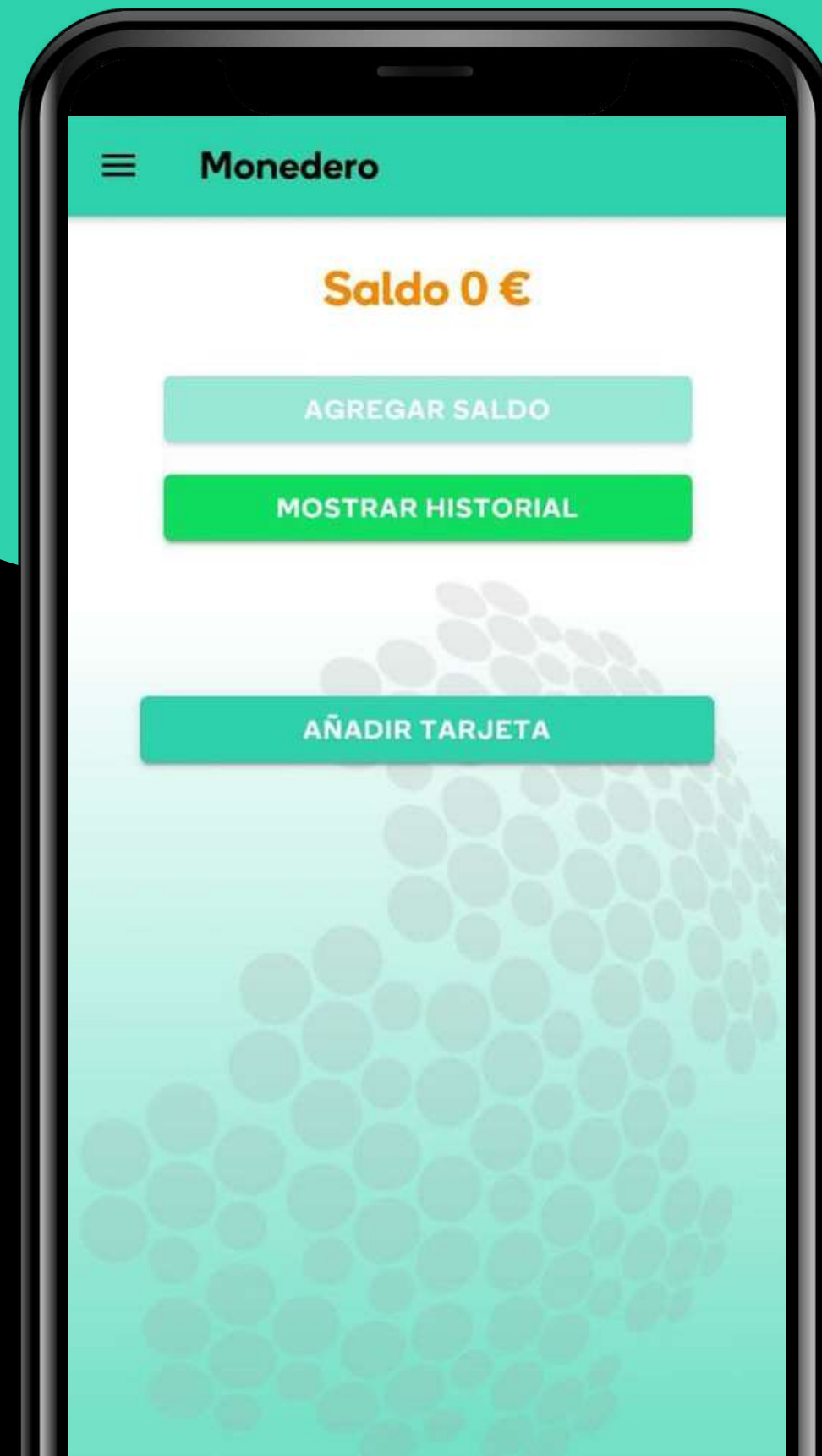
Once your account is registered, you must verify it through the email that the system will send, in order to start using the "ActivaCharge" App

When you log in, an initial tutorial will appear to understand the basic operation of the App.

Payment method

- **Wallet**
- **Credit card**





1º

Now that your account is newly created, it's time to fill in the missing data.

In order to recharge your vehicle, you will first have to register a valid payment method.

MENU → "WALLET"



2º

Add a debit or credit card that is Visa or Mastercard.

Continue with the entire process and validate your data.

American Express, Diners, ApplePay, Paypal are not accepted as payment methods.

The payment platform will charge you the amount of €0.00 for ETECNIC. Follow the steps and validate your card. You can enter several if you want, always following the same process.



3^o

Finally, to use our recharge service, you will have to deposit a balance amount.

Please note that this deposit will remain in your account, so no refunds will be made.

Therefore, enter the amount that you consider estimated to be no less than €10.

Ready! Your account has been successfully verified.

Payment method

- **Wallet**
- **Credit card**



A smartphone screen displaying a credit card form. The title is "Tarjeta de crédito" with a back arrow. Below the title is a card icon. The form fields are: "Número tarjeta de crédito" with a text box containing "1234 1234 1234 1234"; "Mes / Año" with a text box containing "MM / AA"; and "CVV" with a text box containing "CVC".

< Tarjeta de crédito

1234 1234 1234 1234

Mes / Año CVV

MM / AA CVC

1º

Add a debit or credit card that is Visa or Mastercard.

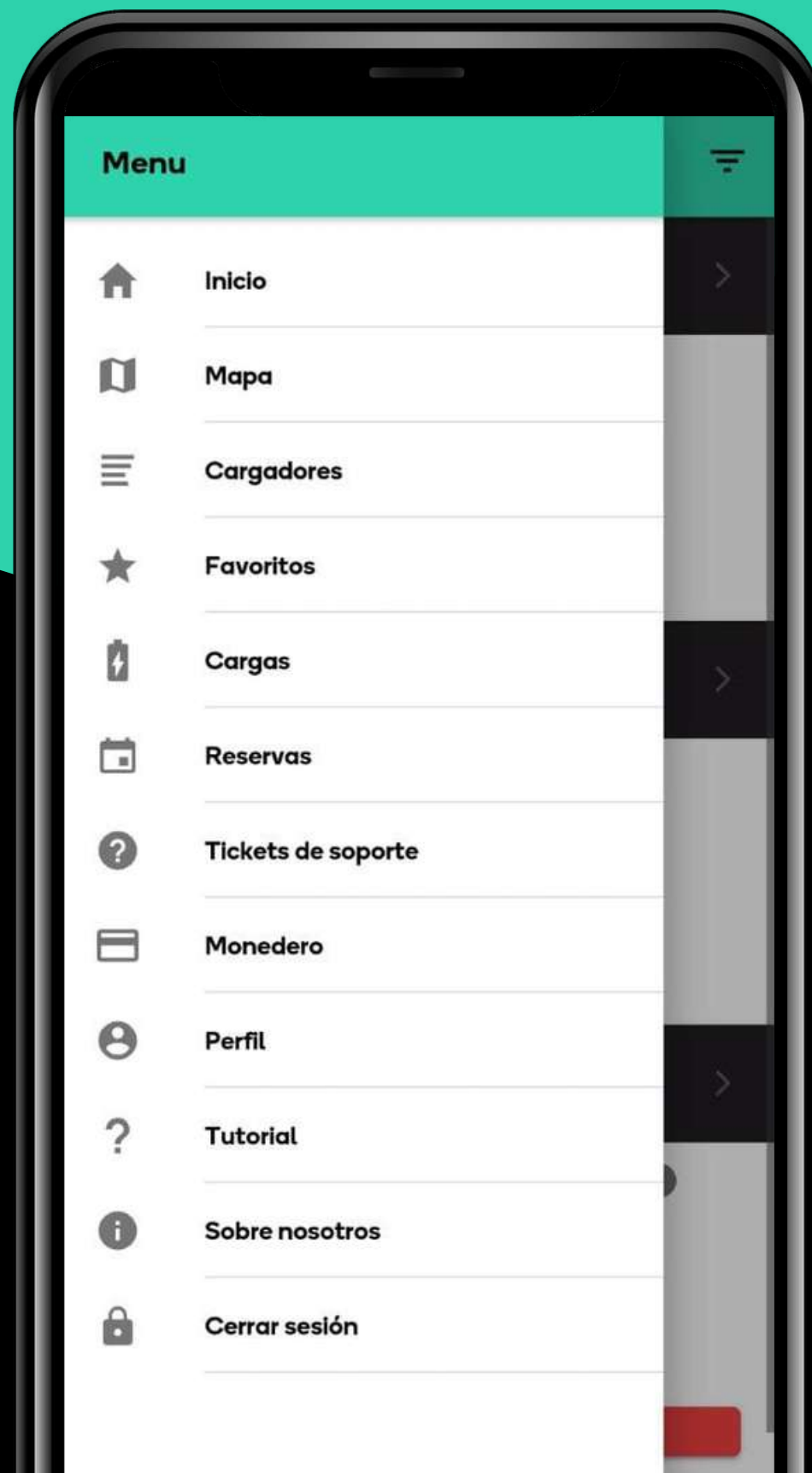
Continue with the entire process and validate your data.

American Express, Diners, ApplePay, Paypal are not accepted as payment methods.

The payment platform will charge you the amount of €0.00 for ETECNIC. Follow the steps and validate your card. You can enter several if you want, always following the same process.

How to recharge?

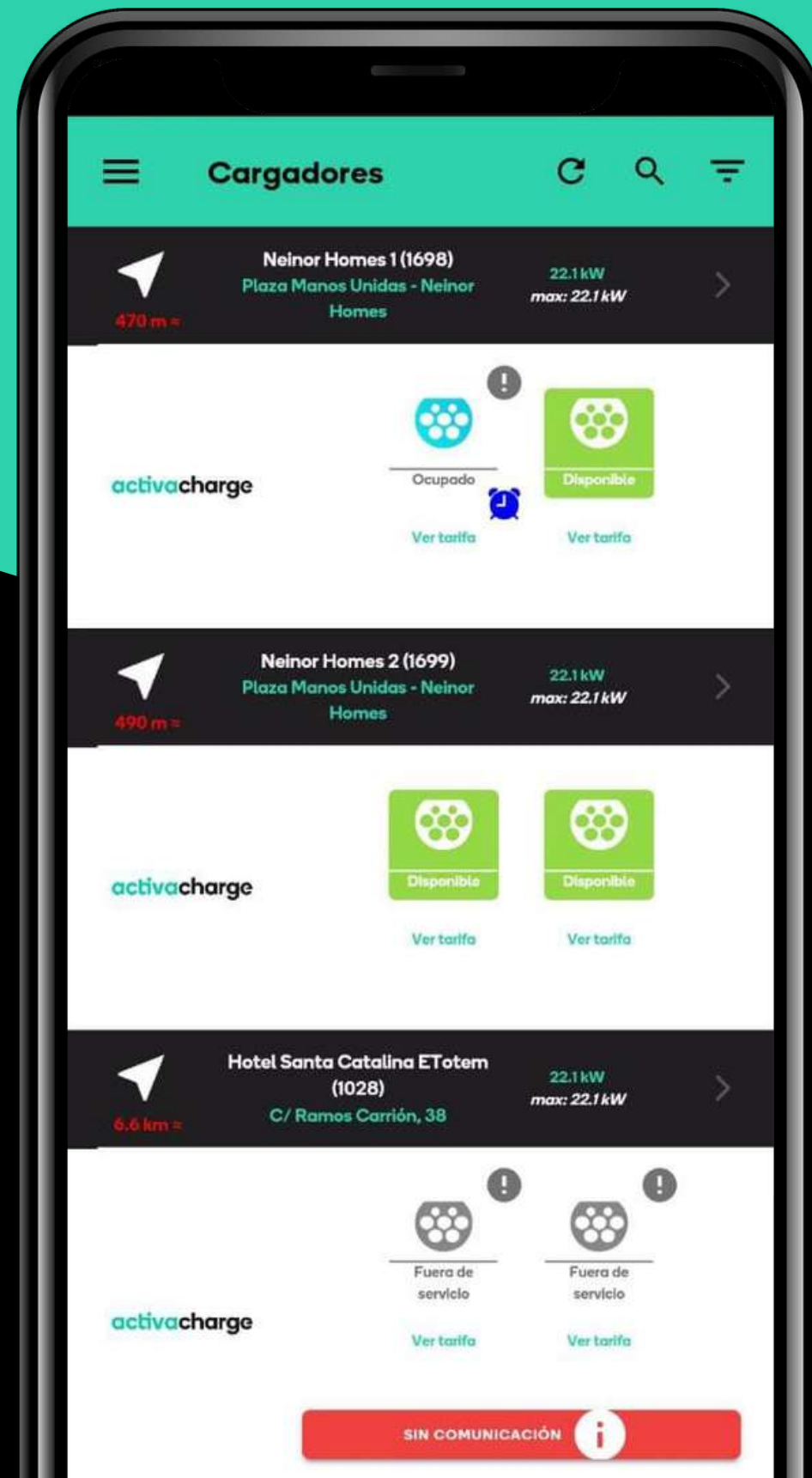




1º

When you log in with your account, you will be able to access the interactive menu with all the available options (top left).

You will be able to access the charger closest to you, using its latest geolocation technology, without having to enter any data.

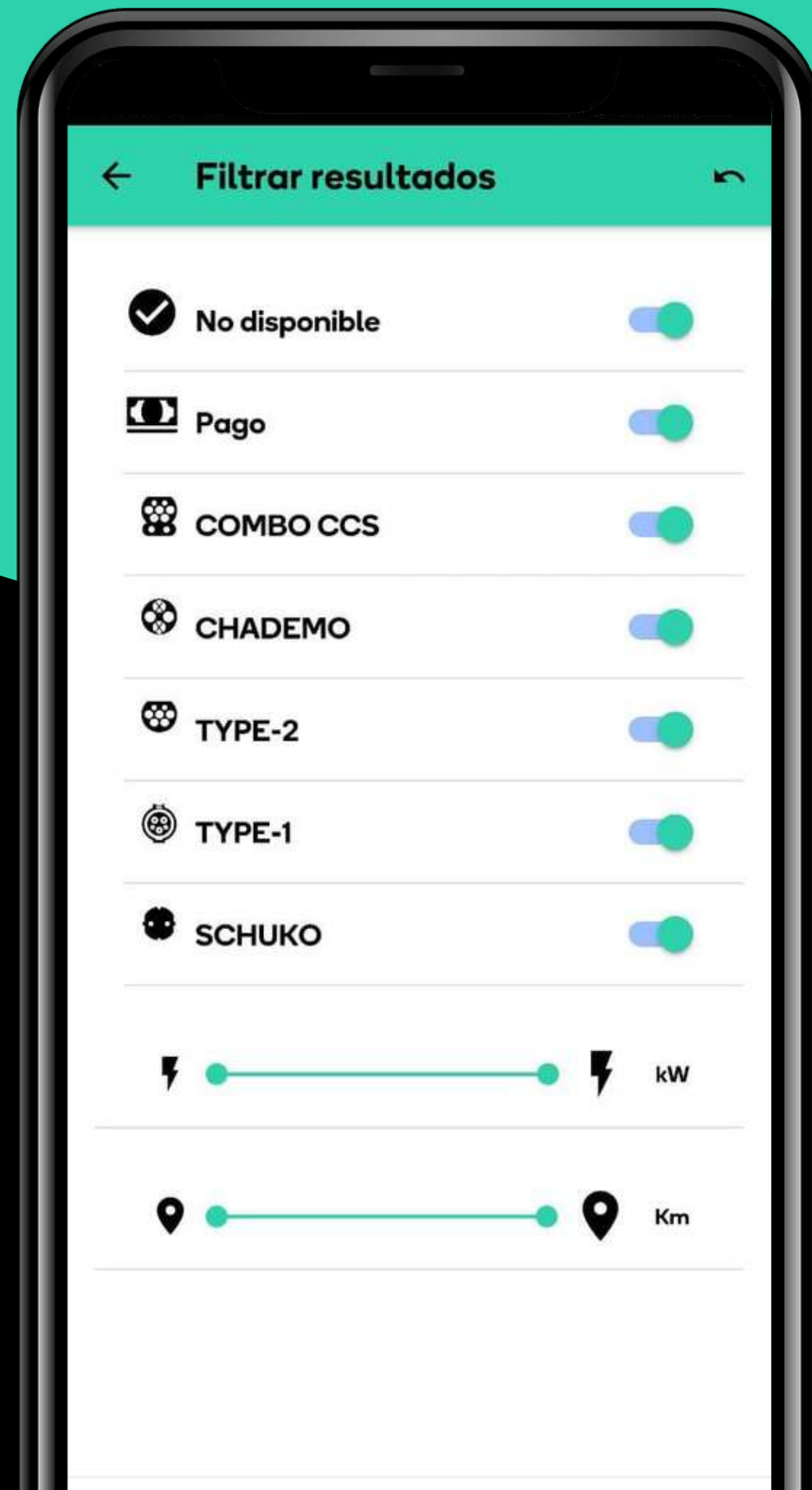


2º

In case you are looking for a specific charger, you can access the "Chargers" section from the "Menu".

Inside you will see a list with all available and occupied chargers and outlets.

You can find your ideal charger using the "Magnifying Glass" symbol or using the filters (top right).



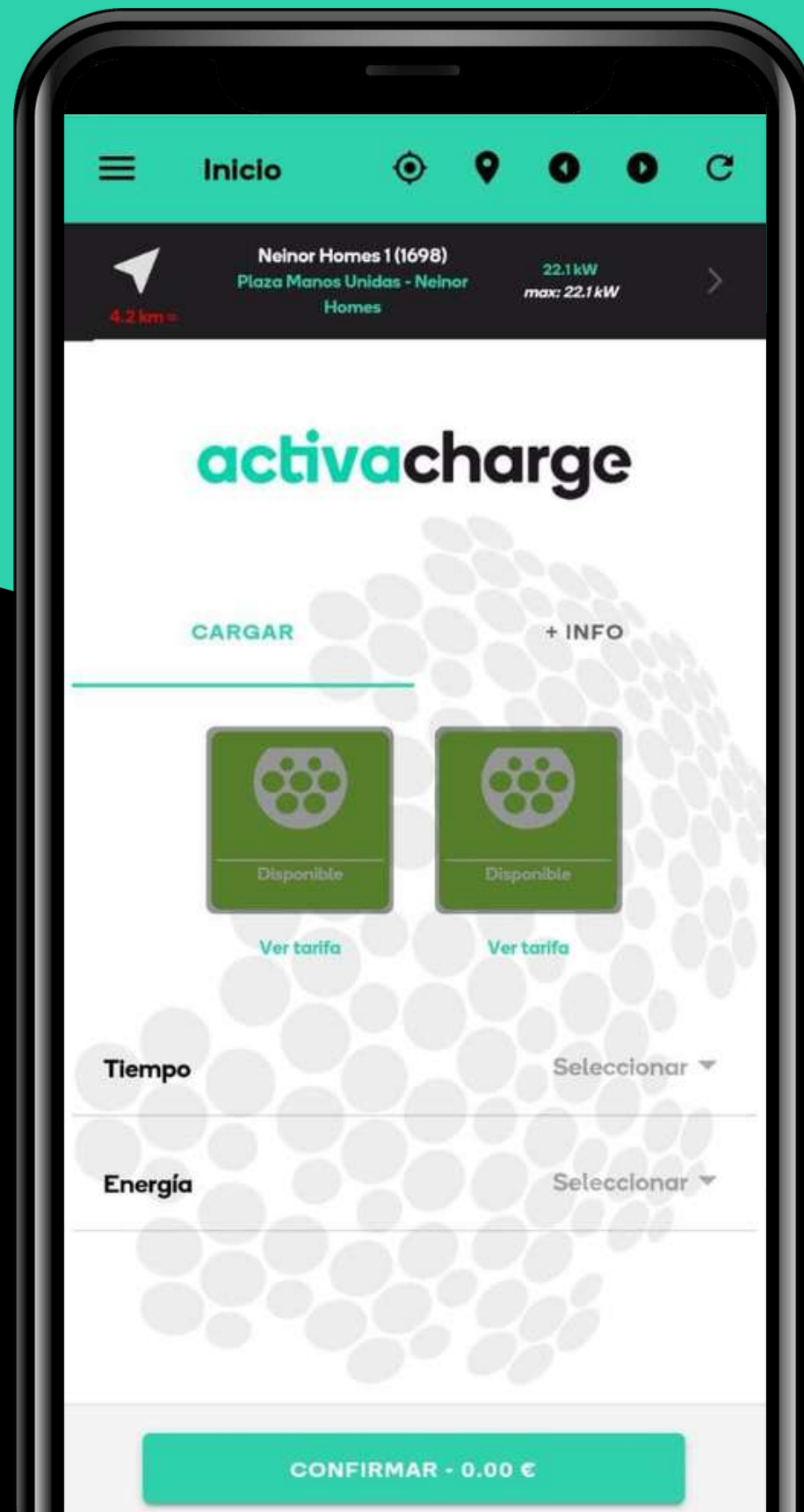
3º

You can filter the chargers by their type of socket and charging mode with which you want to charge your electric vehicle.

(COMBO CCS, CHADEMO, TYPE-2, etc.).

You can also search for it by power, distance and availability.

4^o



Once you select a charger you will be able to see all its information. On chargers with multiple sockets, select the one that is free:

Take - 1 (left) and Take - 2 (right)

Check these data if they are correct with the charger's identification stickers, located on the sides or front of the charger.

Select the charging time (from 5 minutes to 4 hours), and the charging energy/power (from 5kWh to 100 kWh).

All ready! You can now press "Start"

5^o

¡IMPORTANT!

ONLY at this moment can you take the charger hose, and as soon as possible, plug it into the vehicle's socket.

Press firmly and keep the hose well gripped and firmly pressed against the car socket, so that there is a good connection and communication between the charging station and the vehicle.

The light indicator (different in each vehicle) will change from flashing light (white or orange) to charging (green or blue).

If the car lights up red, the charging start process has failed for some reason.

6^o

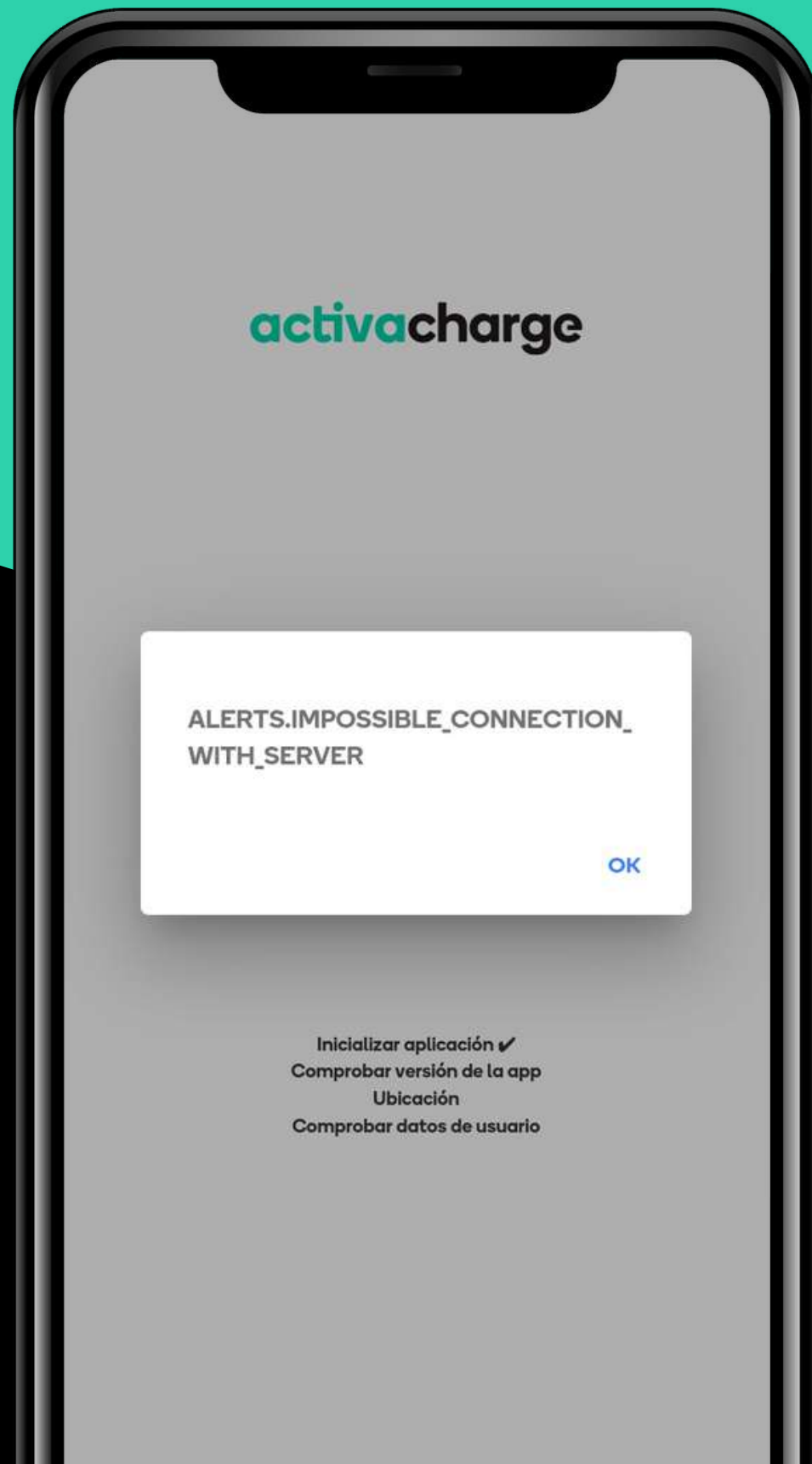
Completion of the charging process:

When you want to stop charging, simply through the app, press the "STOP CHARGING" icon.

When the vehicle allows you to disconnect the hose from the outlet, reconnect it correctly to the charging station.

More information (Bugs)





1º

Login failed.

Make sure your phone's location (GPS), Bluetooth are turned on.

If you are in an underground or indoor parking lot, make sure you have an internet connection or are connected to a Wi-Fi network.

2º

Incorrect geolocation.

The App does not place you in front of the charger. It may be because the GPS on the phone is not turned on, or because you have poor coverage.

In all cases, eliminate all apps that consume resources from your mobile and verify that geolocation is properly turned on.

Load Google Maps to verify that it places you in the correct location.

Once confirmed, reload the ActivaCharge App with GPS on and log in again.

If the problem persists, contact your telephone operator to rule out possible problems with your mobile terminal, data rate, etc.

If everything is correct and working on the telephone operator's side, but the problem persists, call the technical support number that you can see on the stickers on the charger.



3º

Credit cards not accepted.

The payment method system is extremely easy. If your card is not accepted, it may be for several reasons.

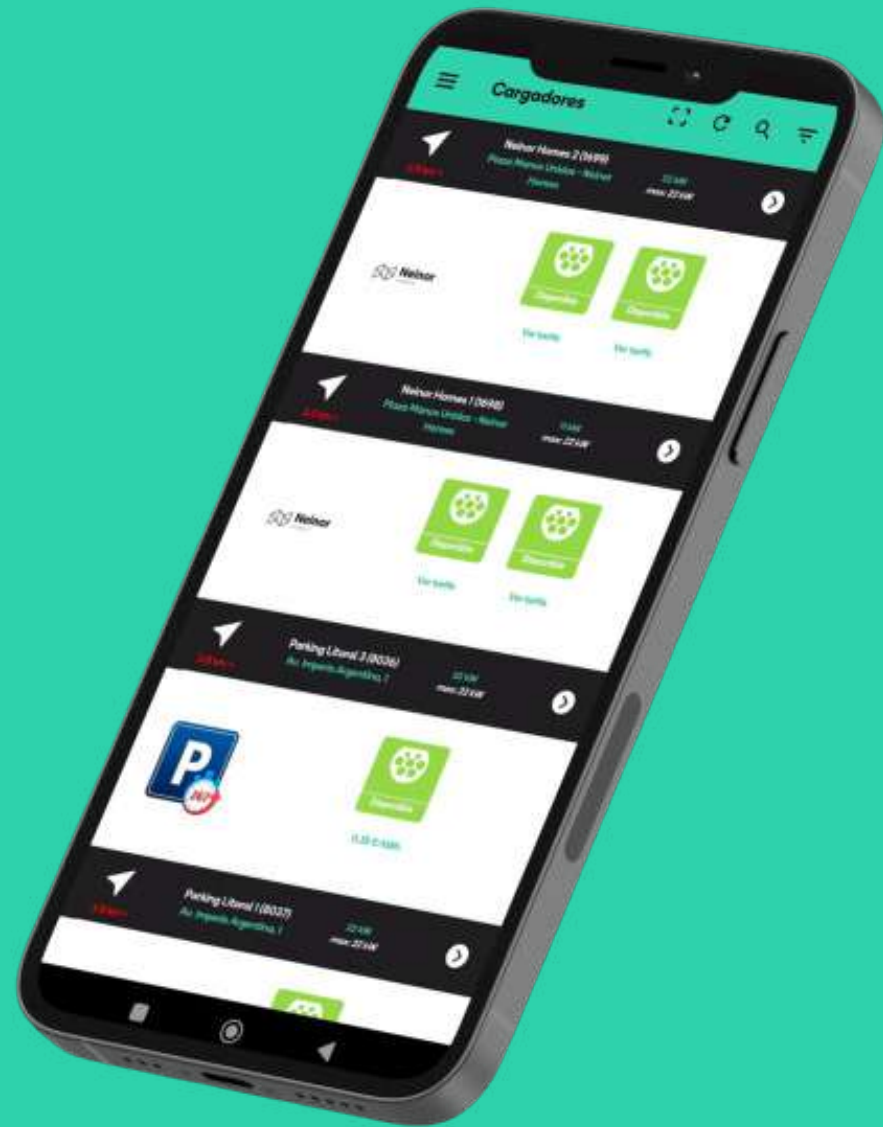
1. Make sure your card is prepaid. No prepaid card is accepted, regardless of the bank.
2. If your card expires in this current month, it is likely that it will not be accepted. See carefully that this is not the case.
3. The cards accepted will only be debit and/or credit, VISA and MASTERCARD.
4. American Express, Diners, Paypal, ApplePay, etc. They are not considered valid payment methods for now with the Activacharge app.
5. The card will need sufficient funds to guarantee payment.



Are you still having problems or have doubts about the operation of the service?

Contact our support team, available every day of the week from 08:00 to 22:00 through the following communication channels:

- Telephone or WhatsApp: +34 606 50 30 25
- Email: Soporte@activacar.com
- Form: www.activacar.com/formulario-activacharge



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Energy

Thank you for using
our electric vehicle
charging service

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