



VendElectric

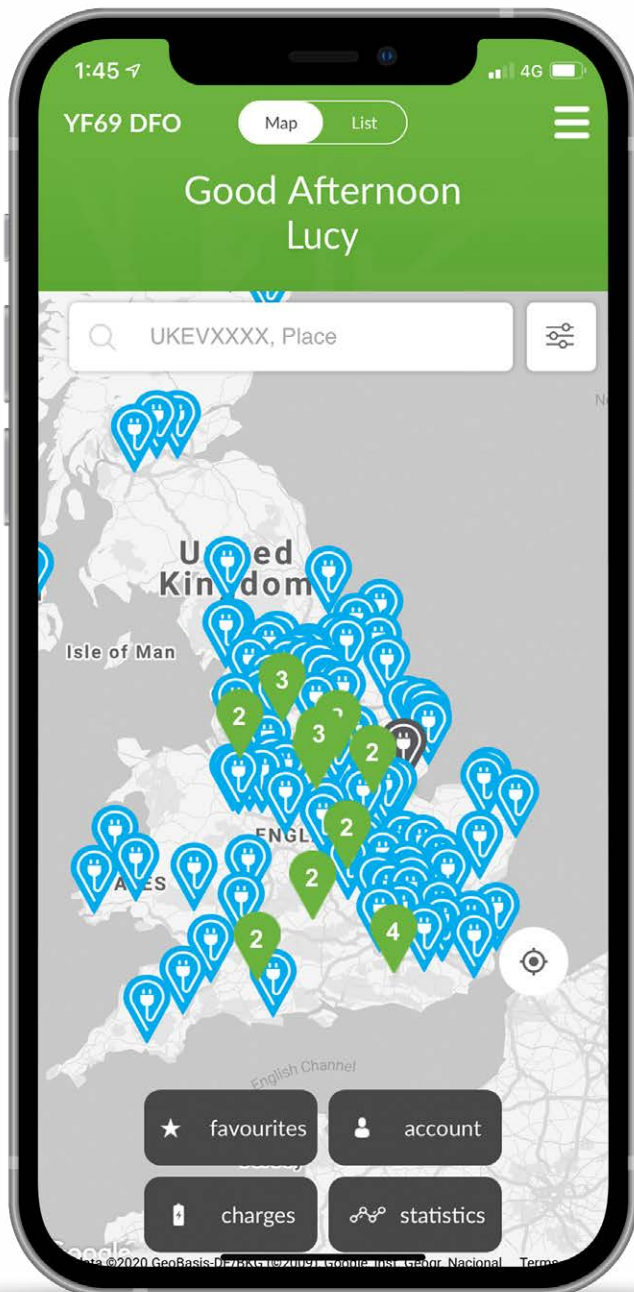
SMART SOLUTIONS

EV DRIVER APP USER GUIDE

Finding Your Charging Point



Download The App
or Go To [vendelectric.com](https://www.vendelectric.com)



1 Use the map to find a charging location

- Choose from either map or list view.
- *Create an account to view, sort & save your favourite charging locations.*

2 Click the 'Navigate' button for directions to your chosen charging location

3 Upon arrival choose an available socket

- The current availability can be viewed directly on the chargepoint's LED status indicator or within the app.



No charging sessions or vehicles connected

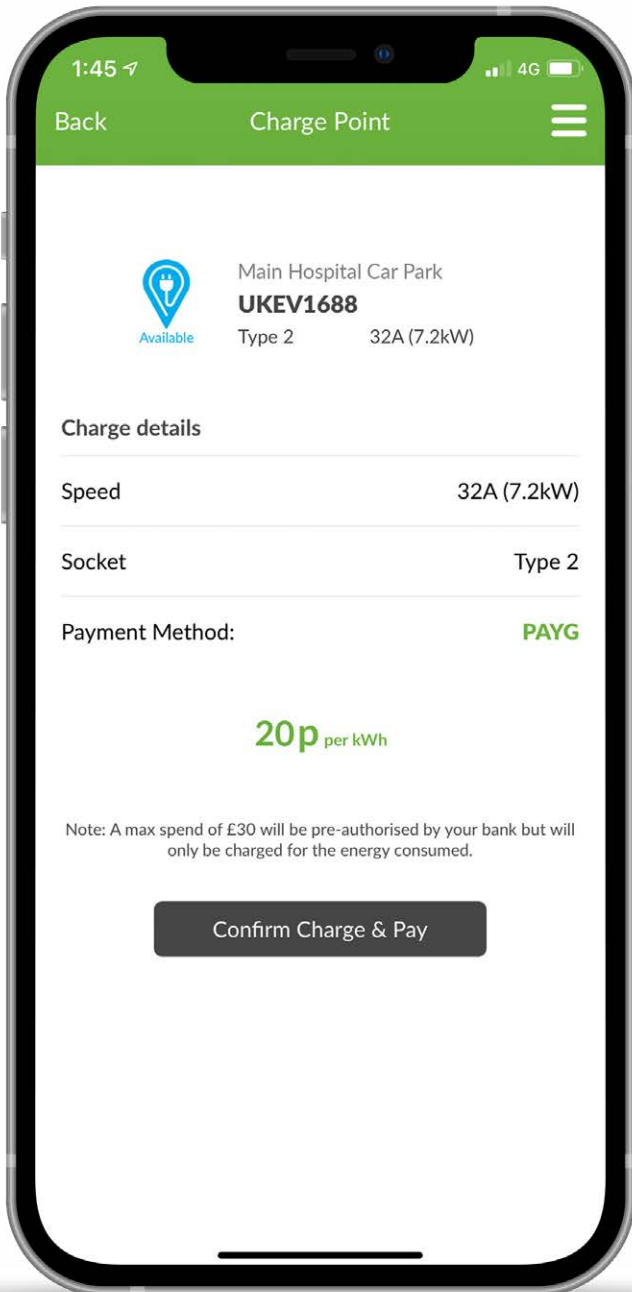


A charging session is active or a vehicle is connected

4 Connect your vehicle

- Plug in cable to the car.
- Plug in cable to the chargepoint.

Starting Your Charging Session



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Scan the QR code using your smartphone's camera

- The QR code can be found next to the charging socket.
- *Alternatively you can enter the socket ID number via the app.*

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Select your charge

- **FREE-TO-USE chargepoints** - Simply 'confirm charge' and the charging session will begin (step 7 will not apply).
- **PAY-TO-CHARGE chargepoints** - Depending on the chargepoint host, the session will either be charged per kWh or per hour. Select charge and press 'confirm charge and pay'.

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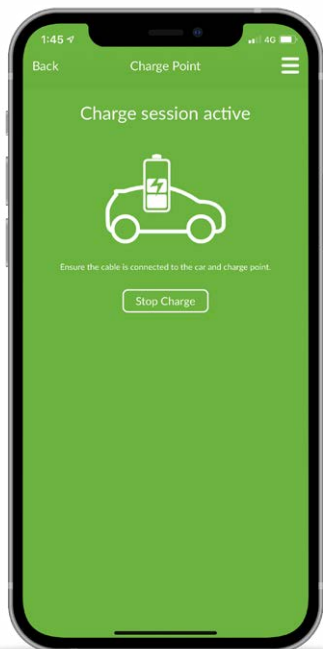
Paying for your charge

- Login, register or charge as a guest.
- Secure payment can be made in the app via Opayo using either Visa, Mastercard or JCB.
- Once payment is confirmed the charging session will begin.
- *If you choose to set up an account this gives you the option to Top-Up a virtual wallet which will makes the process of activating a charge much quicker.*

NOTE - For security, your charging cable will be locked into the chargepoint when a charging session is active.

For support call: **01205 725765**
email: **support@vendelectric.com**
vendelectric.com

Ending Your Charging Session

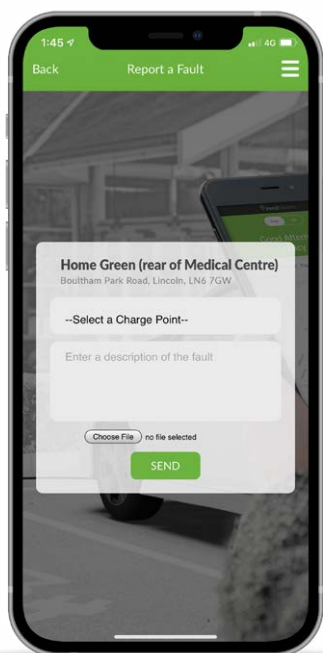


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You can end your charging by one of the following methods:

- Pressing 'Stop charge' in the app.
- Touching the RFID sensor with the RFID card/fob that was used to start the session.
- Unplugging the charging cable from the vehicle.

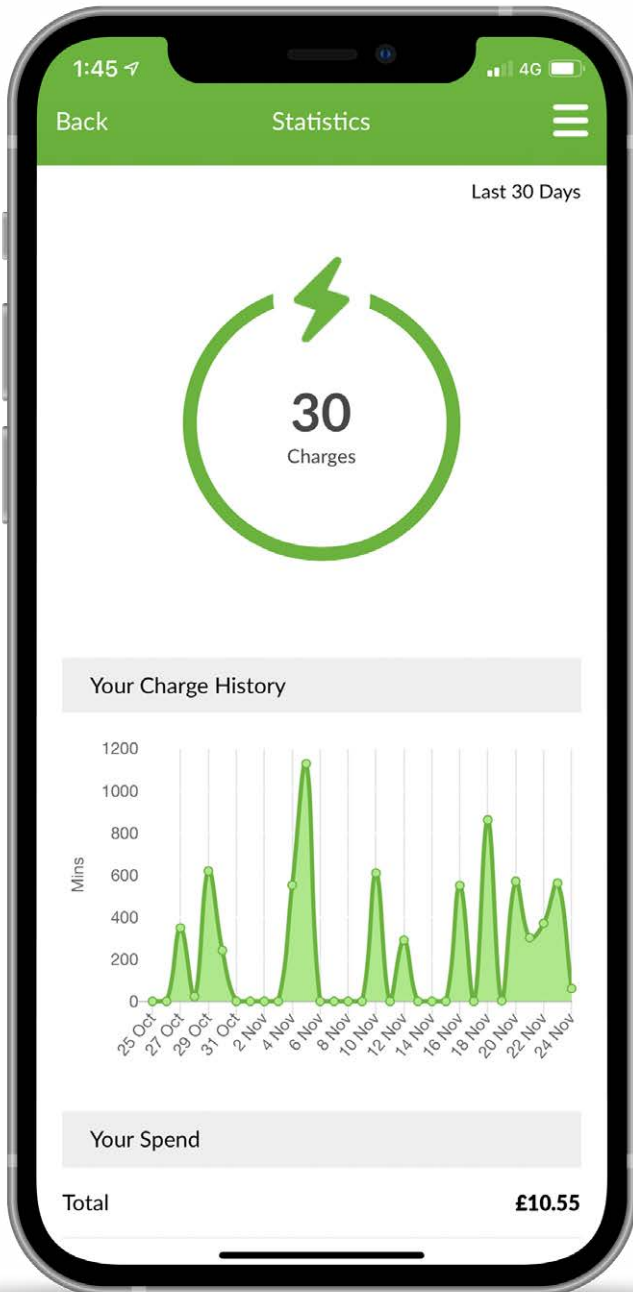
Reporting A Faulty Chargepoint



How to report a fault

- In the unlikely event that a fault does occur, the chargepoint's LED status indicator will flash red.
- You can report the fault to our customer service team via the app. *There is also the option to attach a photo of the issue you are experiencing with the chargepoint.*

Additional Features



My Favourites

- Save your favourite charging locations for future use.



Charge Sessions

- View all of your current and past charging session information.



Statistics & Analytics

- Understand your EV charging activity/behaviour.



Exportable Charging Data

- Ideal for expenses/benefit-in-kind claims.



Virtual Wallet

- Top-Up a virtual wallet which will make activating a charge much quicker.



Pair RFID Cards/Fobs

- Pair your own or host-supplied RFID cards/fobs to your account.
(Most Mifare 1K vehicle/charging network/security access cards/fobs can also be used).
- Use your registered RFID cards/fobs to activate charging sessions on host-enabled free-to-charge tariffs.

Contact us

Should you have any questions, comments or issues regarding using the VendElectric app or chargepoint which are not covered in this user guide, please contact our customer support team using the details below.



EVDAUGED-V01-R0 VendElectric Driver App User Guide

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