



Destination charger Customer user guide

STEP 01 - QR CODE

- Use your phone camera
- Scan the QR code on the charger's screen.
- You'll be taken to a webpage automatically.
- If you haven't already, you will be prompted to plug your EV into the charger.



STEP 02 - ENTERING DETAILS

On your phone, please enter the following:

- Required charging time (session length)
- Your email address
- Your phone number



STEP 03 - PAYMENT

- Tap "Pay and Charge"
- Enter your payment details
- A pre-authorisation charge will be made on your card (you may need to approve this in your banking app).
- Once payment is successful, charging begins!



STEP 04 - CHARGING COMPLETE

- The system calculates: kW used X price per kW
- Any unused pre-authorised amount is refunded
- This may take up to 5 working days to appear due to your banks regulations.
- You'll get a receipt by email within 24 hours



ASSISTANCE AND OUT OF HOURS SUPPORT

If you have any questions, please do not hesitate to give our team a call on 020 813 80 800. This number is also available 24hrs for any out of hours charging related issues.

