



EZ-CHARGE

FREQUENTLY ASKED QUESTIONS

EVERYTHING YOU NEED TO KNOW ABOUT
USING OUR CHARGERS



OUR AIM

EZ-Charge is a British-based developer and manufacturer of premium electric vehicle charging solutions designed from the ground-up to be ultra-reliable.

Our overarching aim is to make charging your electric vehicle as simple, straightforward and hassle-free as possible.

We recognise though that the electric vehicle sector is still in its infancy and so not every customer or potential customer fully understands how to use an EV charger and how to get the most from their charging experience.

This guide is designed to help.



CUSTOMER SERVICE

EZ-Charge operates a 24/7 customer service helpline.

We also have a team of dedicated support and maintenance personnel whose mission is to keep our network in perfect running order for the benefit of all users.

In the event of any problem or issue, please call:

0800 051 4125





GENERAL QUESTIONS

Where can I charge my car?

We have an App that will show you where the chargers are and if they are free. Or you can check the [Park and Charge Oxfordshire website](#)

You can also find a Global map of Charge points on the [Zap-Map website](#).

How long does it take to charge my car?

Charging times can vary from car to car and from charge to charge. The car itself, the condition and readiness of the battery and the type of charger are all factors.

As a general rule a 7kW charger will provide around 25 miles of range in 1 hour. A 22kW charger will charge 3x faster i.e. about 75 miles in an hour.

Our charger can supply up to 22kW.

Calculate the time and cost here:

<https://www.zap-map.com/tools/public-charging-calculator/>

Some cars may limit this charge rate, you can check what rate your car takes here:

<https://ev-database.uk/>

What is the cost to charge my car?

EZ-Charge offers a simple pricing structure and is one of the few brands to offer a reduced rate for overnight charging.

The prices are clearly stated on screen before charging commences.

At the end of each charge, users will see a summary of what they've spent.

Can I use an EZ-Charge charger?

Yes!

Our chargers are available to all and require no subscription or membership. Just park up, plug in, tap your contactless card or phone and start your charging session.

– the only thing you need to check is your cable connections – most EU cars use a Type 2 connector, which is the cable we provide on our units.

If your car uses a different connector, you should have a cable which can be plugged into our socketed units.





Why use EZ-Charge?

Our chargers are designed, engineered and manufactured to the highest standards in the UK.

They have been developed over years to provide the highest reliability and the easiest customer experience.

We do have a brilliant app, but those customers who prefer to keep things super simple can just park, charge and go!

What's so good about your charger?

We think our charger's the best in market but we would say that.

One standout feature is our advanced fault detection system and network, meaning the second that something goes wrong, we can fix it straight away.

This means our chargers are ultra-reliable.

How do I charge my car?

It couldn't be any simpler. Plug in your car and your car will determine how much power we can put in.

Then either tap your contactless card or phone, used your RFID membership card and pay via the EZ-Charge app.

Once payment is made, your charge will begin automatically.

Can I pre-book my chargepoint?

We're working on that! Please bear with us, this feature will be coming soon.

What are the different types of charger?

There are slow chargers – these charge at 3kW, typically coming from a simple mains plug.

There are normal AC chargers – these charge at 7kW, typically installed at home or in the workplace.

There are fast AC chargers, such as our EZ-Charge charger- these charge at 22kw.

There are rapid chargers which charge from 50kw up to and over 150kW- these use DC power and are very expensive to install.





Why have I been charged £3 when I used less than £3 of electricity?

Unfortunately for all contactless transactions we must apply a minimum fee of £3 in order to cover our costs of communicating with the associated banking networks. This £3 is not applied if you use more than £3 worth of electricity, in this case only the amount used will be taken. You can avoid the £3 minimum fee all together by downloading our app, where we only bill you for the energy used.

Our app can be found here: <https://www.ez-charge.co.uk/charge>

Why has £10 been taken from my account?

Our chargers take a £10 authorisation fee when you tap your card. This is in order to verify that the bank account is real and active. The £10 fee is never actually taken and should only appear as 'pending' in your account, it will then return within a few days.

Why is my car charging at a lower rate when the charger says 22kW?

The chargers supply a maximum of 22kW. Some vehicles limit this power rate when they manufacture the vehicle. For example, a Renault Zoe does not limit this and takes the full 22kW, a Tesla Model 3 limits this at 11kW and a Peugeot e-208 limits this to 7kW.

What happens if I end my charge early?

Not a problem. Just disconnect and go.

Do I need a payment card or an RFID card?

Our car park charger will accept both RFID (membership cards) and contactless cards, as well as Apple Pay, Google Pay and an option to pay in the app.

Are there any grants for home or workplace chargers and installation?

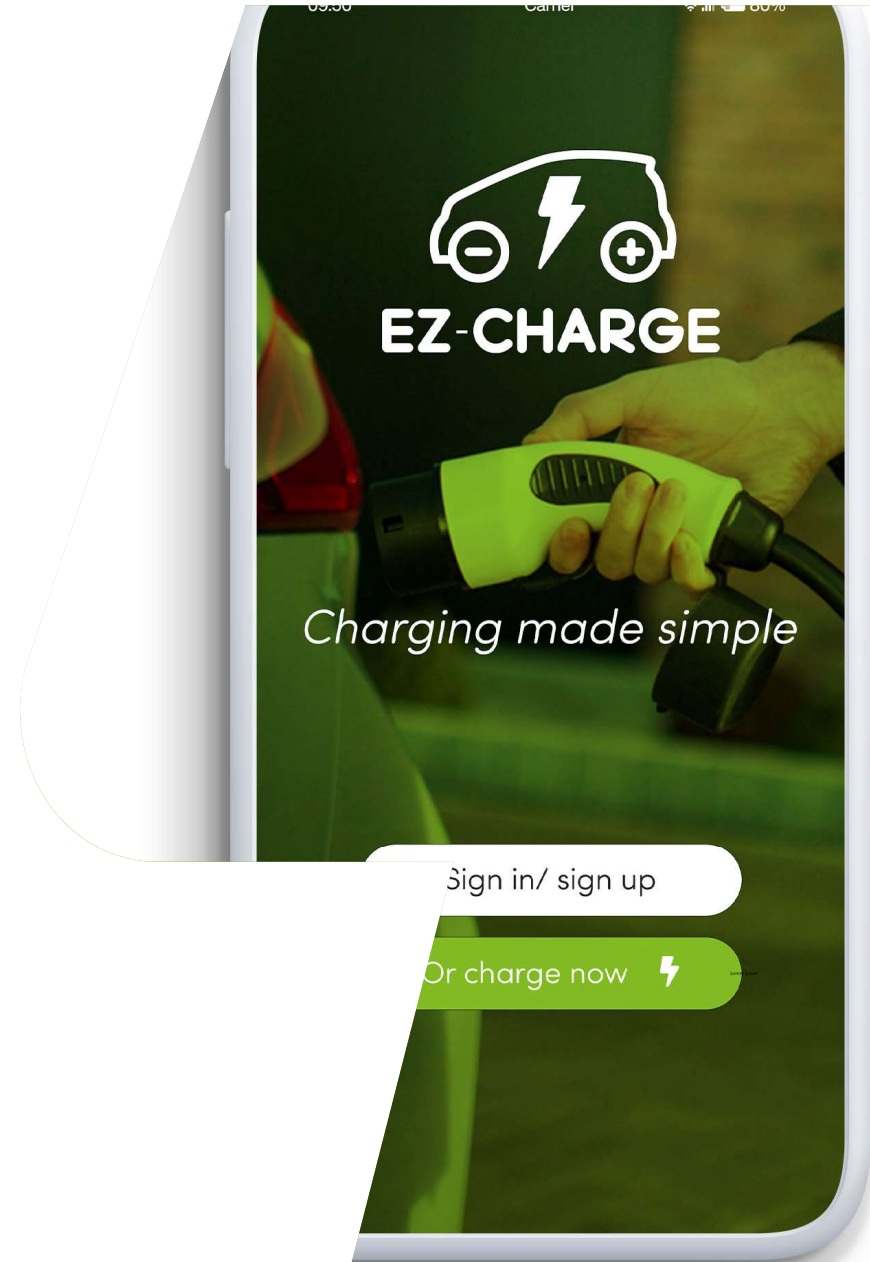
OLEV offers grants for home charging here:

<https://www.gov.uk/government/publications/customer-guidance-electric-vehicle-homecharge-scheme>

OLEV offers grants for workplace charging here:

<https://www.gov.uk/government/publications/workplace-charging-scheme-application-form>.

•





TROUBLESHOOTING

The cable is stuck in my car. How do I remove it?

If you're using one of the tethered chargers, you need to unlock the vehicle as the charger does not lock the cable, the vehicle does. It may be difficult to remove as they are new plugs.

If you're using one of the socketed units, you need to remove the plug from the vehicle first and then the charger should unlock the cable from its socket. If it doesn't, please call our helpline on 0800 051 4125

I have started my charge session but my car is not charging

The chargers must receive a signal from the vehicle before they can start transferring electricity.

Sometimes the car needs to be unlocked and locked again, the power turned off and on or the charging cable unplugged and the session attempted again.

You will not be billed if you do not receive any electricity.

If the issue persists, please call our helpline on 0800 051 4125

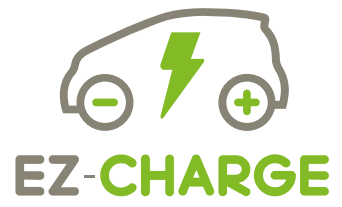
The charger beeps twice when I tap my contactless cars but the charge does not begin

If you have tapped your card on contactless too many times, you may need to put in your pin. This is a measure banks use to help with credit/debit theft and fraud. Mobile phones with Google/Apple/Android pay will not have this limit and should work.

Alternatively, you can download the EZ-Charge app to pay for your session:

<https://www.ez-charge.co.uk/charge>





EZ-CHARGE.CO.UK



FREQUENTLY ASKED QUESTIONS



How long does it take to charge my car?

That will depend on the Charger you use – a 7kW will charge approx. 25 miles in 1 hour, a 22kW will charge 3x faster i.e. about 75 miles in an hour. Our charger can supply up to 22kW. Calculate the time and cost here:

<https://www.zap-map.com/tools/public-charging-calculator/>

Some cars may limit this charge rate, you can check what rate your car takes here:

<https://ev-database.uk>

Can I charge my car on an EZ-Charge charger?

Yes – the only thing you need to check is your cable connections – most EU cars use a Type 2 connector, which is the cable we provide on our units. If your car uses a different connector, you should have a cable which can be plugged into our socketed units, we have 1 socketed unit at each site.

Why have I been charged £3 when I used less than £3 of electricity?

Unfortunately for all contactless transactions we must apply a minimum fee of £3 in order to cover our costs of communicating with the associated banking networks. This £3 is not applied if you use more than £3 worth of electricity. In this case only the amount used will be taken. You can avoid the £3 minimum fee all together by downloading our app, where we only bill you for the energy used. App can be found here: <https://www.ez-charge.co.uk/charge>

Why has £10 been taken from my account?

Our chargers take a £10 authorisation fee when you tap your card. This is in order to verify that the bank account is real and active. The £10 fee is never actually taken and should only appear as 'pending' in your account, it will then return within a few days.

The charger says 22kW. Why is my car charging at a lower rate?

The chargers supply a maximum of 22kW. Some vehicles limit this power rate when they manufacture the vehicle.

The charger beeps twice when I tap my card, but my charge does not start?

If you have tapped your card on contactless too many times, you may need to put in your pin. This is a measure banks use to help with credit/debit theft and fraud. Mobile phones with Google/Apple/Android pay will not have this limit and should work.

Alternatively, you can download the EZ-Charge app to pay for your session:

<https://www.ez-charge.co.uk/charge>

The cable is stuck in my car. How do I remove it?

If you're using one of the tethered chargers, you need to unlock the vehicle as the charger does not lock the cable, the vehicle does. It may be difficult to remove as they are new plugs. If you're using one of the socketed units, you need to remove the plug from the vehicle first and then the charger should unlock the cable from its socket.

PROBLEM OR EMERGENCY:

0800 051 4125