Quick Start Guide

Charging your car with an EV charger powered by ChargeLab is easy. All you need is your smartphone and a credit card—you don't even need to download a dedicated app if you don't want to.

Please follow the steps in this Quick Start Guide to get started.

1. Identify the charger

Once you are standing in front of the charger you want to use, open your smartphone's camera app and point it at the QR code printed on the charger. Every modern smartphone has a built-in QR code reader that should take you to the charger's web page in one tap.

If your smartphone does not scan the QR code for any reason, you can type the charger's URL directly into your smartphone browser using the format **charge.id/[charger ID]**.

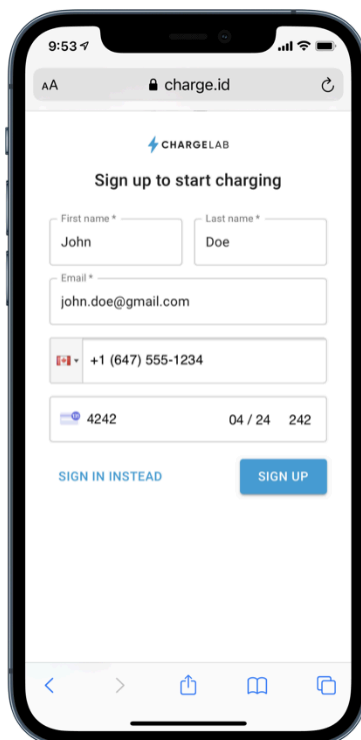For example, charger **AA-00** can be found at **charge.id/aa-00**.
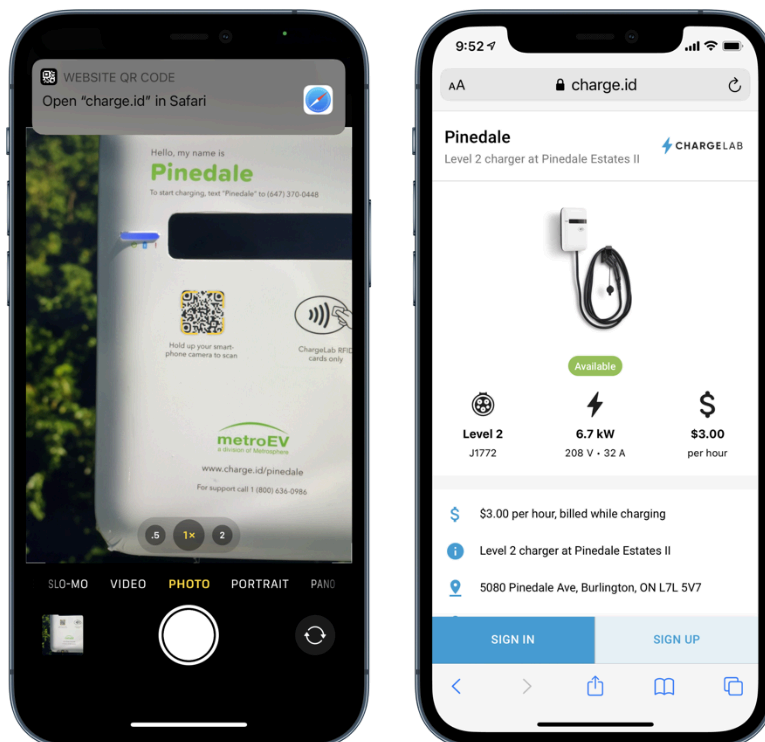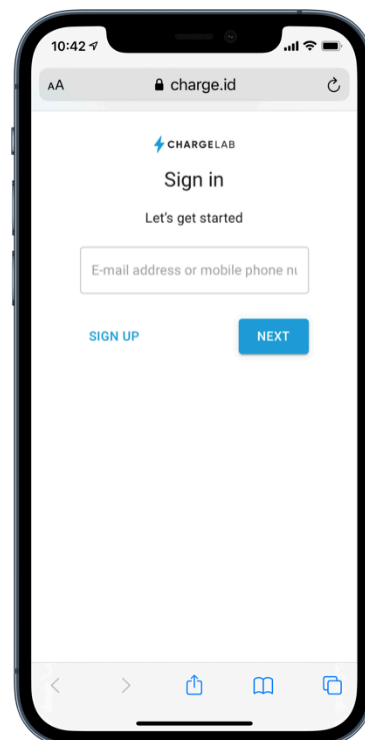
2. Sign in or create an account

Once you arrive at the charger page on your smartphone's browser, you will be presented with the option to SIGN IN or SIGN UP. If you see the START button instead, this means you are signed in from a previous session and can start charging immediately.

To sign up, provide your name, email, phone number, and credit card information. Your contact information will only be used for identifying you and sending you receipts. Your payment information is securely stored in our system that is certified to PCI DSS Level 1 (the most secure payment certification in the world).

To sign in, enter the phone number or email address you previously used to sign up and you will receive a one-time sign in code to access your account.
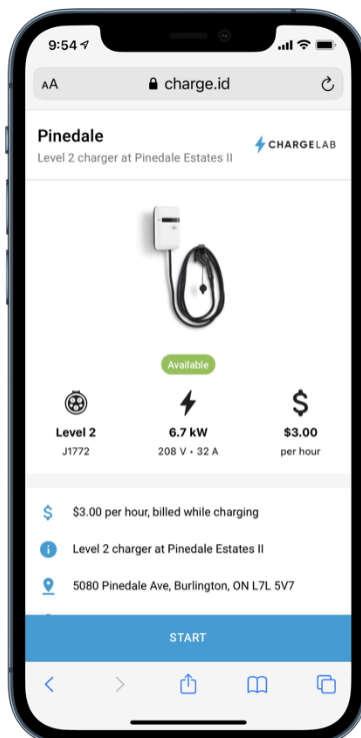
3. Start charging

Once signed in, you will see a START button at the bottom of the charger page. Simply tap this button to start charging.

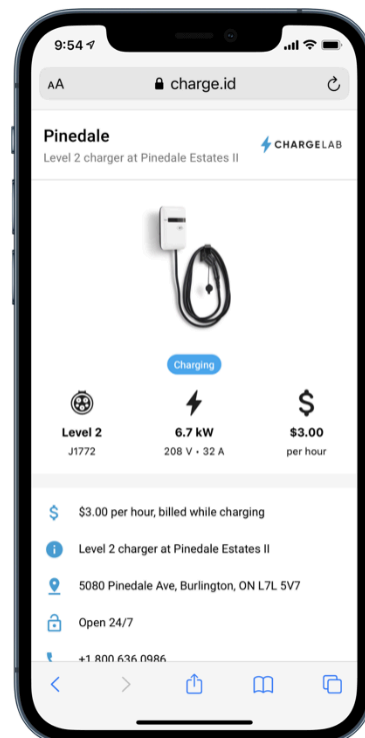If the charger you are using has more than one port, you will be prompted to select which port you want to charge with.

Please take note of the price and billing methodology listed on the charger page. Some chargers bill for the entire time you are plugged in to encourage users to move their car after finished charging. Other chargers only bill for the time spent actively charging or the kWh you consume.

Other ways to charge

For additional features, please download the dedicated ChargeLab app for iOS or Android. If you have already created an account using the web app detailed in this Quick Start Guide, you can sign into the ChargeLab app using the same phone number or email address. Scan the QR code to the right or visit www.chargelab.co/app to download our app.

Download on the **App Store**

GET IT ON **Google Play**

ChargeLab currently offers free RFID cards which can be linked to your account. Each ChargeLab network card comes with one credit-card sized RFID and one key fob for extra convenience. To order an RFID card, please visit www.chargelab.co/rfid and submit your shipping information.
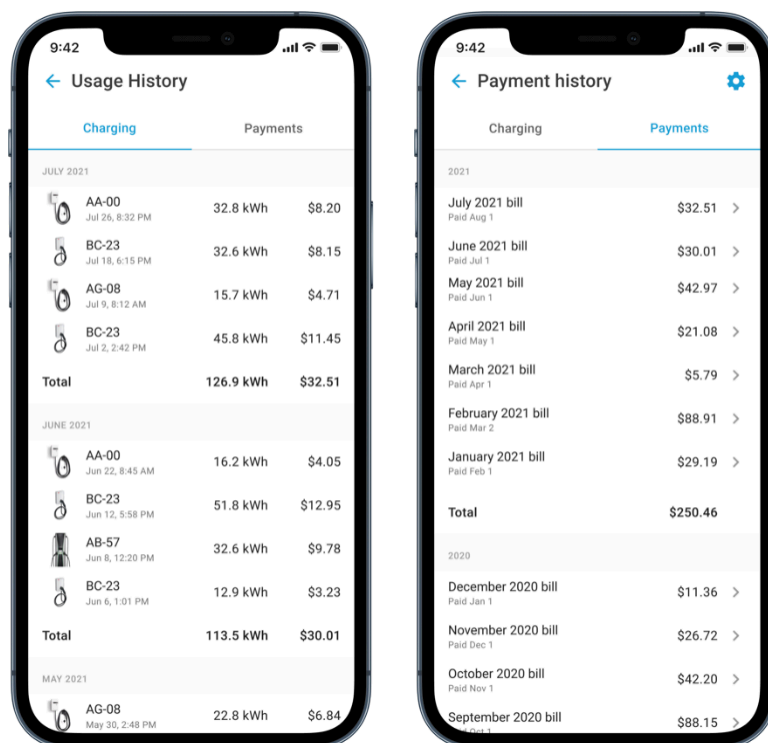
Once you've linked your RFID card to your account, simply tap the card on a ChargeLab-powered charger to start a session. Your credit card will still be billed the regular rate of the charger, so make sure you are aware of the cost of the charger before tapping your RFID. Please note that many chargers in multi-family buildings *do not* have an RFID reader. If you do not see an RFID tap symbol on the front of a charger, RFID is not supported and you must use the ChargeLab app or web app instead.

Billing and Payments

When you add a new credit card, we initiate a small pre-authorization fee, refunded within a few days. If it fails, the card won't be added, and you'll be notified.

Starting a charging session triggers a temporary pre-authorization hold. This appears as "processing" or "pending" in your account. After charging, if the total is lower than the hold, the difference is refunded. If it's higher, the hold is canceled, and you're charged the full amount separately.

View your usage and payment history in the ChargeLab app under Charge and Payments. You can also update your payment method in Payments. Unless disabled, email receipts are sent after each session.

Usage History

Charging		Payments

JULY 2021

AA-00 Jul 26, 8:32 PM	32.8 kWh	$8.20
BC-23 Jul 18, 6:15 PM	32.6 kWh	$8.15
AG-08 Jul 9, 8:12 AM	15.7 kWh	$4.71
BC-23 Jul 2, 2:42 PM	45.8 kWh	$11.45
Total	**126.9 kWh**	**$32.51**

JUNE 2021

AA-00 Jun 22, 8:45 AM	16.2 kWh	$4.05
BC-23 Jun 12, 5:58 PM	51.8 kWh	$12.95
AB-57 Jun 8, 12:20 PM	32.6 kWh	$9.78
BC-23 Jun 6, 1:01 PM	12.9 kWh	$3.23
Total	**113.5 kWh**	**$30.01**

MAY 2021

AG-08 May 30, 2:48 PM	22.8 kWh	$6.84

Payment history

Charging	Payments

2021

July 2021 bill Paid Aug 1	$32.51 >
June 2021 bill Paid Jul 1	$30.01 >
May 2021 bill Paid Jun 1	$42.97 >
April 2021 bill Paid May 1	$21.08 >
March 2021 bill Paid Apr 1	$5.79 >
February 2021 bill Paid Mar 2	$88.91 >
January 2021 bill Paid Feb 1	$29.19 >
Total	**$250.46**

2020

December 2020 bill Paid Jan 1	$11.36 >
November 2020 bill Paid Dec 1	$26.72 >
October 2020 bill Paid Nov 1	$42.20 >
September 2020 bill Paid Oct 1	$88.15 >