

THE ELECTRIC TRAVEL GUIDE

How to charge during long distance trips

IONITY 

The summer holiday season is here again, and more and more people will reach their holiday destination in electric cars – some of you for the first time!

At IONITY, we are very happy about this shift to e-Mobility. No matter if you are new to electric vehicles or have been in the game for quite some time, we want to get you to your destination as fast and hassle-free as possible. But even though we equip every charging station with multiple chargers, when all of us hit the roads, there may be waiting times – just like at regular petrol stations.

That's why we've put together a few things to keep in mind when charging on long-distance trips.

Enjoy the ride!



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PLANNING YOUR TRIP

Planning your journey in advance can save you time once you're on the road. We have gathered six easy tips to consider before your next long-distance trip.

1 UPDATE YOUR VEHICLE'S SOFTWARE

Electric vehicles are a bit like computers: every once in a while, they need an update, which can indeed improve the overall charging performance of the car. So, before you go on a long journey, make sure you install the latest software and firmware updates. Your car dealer can help you with that.

2 PLAN YOUR ROUTE IN ADVANCE

At weekends and at the beginning or end of the summer holiday season, there may be waiting times at the charging stations. Try to plan your charging stops in advance and – if possible – charge at less busy times, such as early in the morning or late in the evening and during the week rather than at weekends.



3 DOWNLOAD THE IONITY APP

If you want to pay for the charge via the IONITY app, make sure you download it before you leave and fill in your payment details in advance. This will save you time when you're at the station. You can also use the app as a back-up if your RFID or charging card shouldn't work. The IONITY app also lets you see in real-time how many chargers are available at all IONITY stations.



4 CHECK YOUR RFID CARD OR TOKEN

You can check the compatibility with your Mobility Service Provider (MSP) – most of them have information about charging networks on their website. Make sure their charging service and your tariff include access to the IONITY high-power charging network.

5 BRING YOUR CHARGING CABLE

All high-power chargers are equipped with charging cables. However, if during your journey you need to charge at a slower charging station, you might need your own Type 2 cable. Also, a charging cable can be helpful for destination charging.

6 START WITH A FULL BATTERY

When you set off from home, start with a full battery. This way, after an initial long drive, the battery will be warm when you arrive at the charging location, and the charging will go faster.



ARRIVING ON SITE

There are more electric vehicles on the roads than ever before. During the summer holiday, this can lead to longer waiting times at charging stations. Here are a few things to consider, so everyone can get back on the road as quickly and hassle-free as possible.

IF ALL CHARGERS ARE OCCUPIED

- » Don't block traffic or parked cars while waiting
- » Stay patient and wait until you're next
- » Reconsider: not every electric vehicle can use the full potential of high-power charging. So, if this is the case for your vehicle, consider using a different charger nearby

ONCE IT'S YOUR TURN

- » Park within the lines in front of the chargers
- » Be careful: electric cars have their power inlets in different spots, so be prepared for cars moving forward and backwards



HOW TO CHARGE EFFICIENTLY



START CHARGING BELOW 20 %

The lower your battery level, the faster your EV will recharge. Try to arrive at the charging stations with a State of Charge (SOC) below 20 % if your route allows you to.

STOP CHARGING AT 80 %

Your car charges significantly slower once it reaches an 80 % state of charge. Charging from 80 to 100 % can take the same amount of time as charging from 20 to 80 %. So, unless it is mandatory for your trip, top-up to 80 % and go.

CONSIDER TIME AND RANGE

Always understand how much you really need to charge to reach your next travel and charging destination. Also, once the charging performance drops below 50 kW – and slows down significantly – it might be a good idea to stop the process and go.

LEAVE IMMEDIATELY

Please make the charger available to other drivers and leave as soon as you have finished charging your car.

SUCCESSFUL CHARGING

IONITY stations are fast and reliable. And with these simple tips, you can make sure your charging session always starts successfully.

1 UNLOCK YOUR VEHICLE

Make sure that your EV is unlocked before you start the charging process. You can lock it once the charging session starts and explore the various service offerings on site.

2 AUTHENTICATE PAYMENT BEFORE YOU PLUG IN

Each charger has a time window to check if you are entitled to charge via your RFID card, token, or smartphone app. If this process takes too long, the charger runs into a time out. Therefore, authenticate the payment before you plug in the charger.

3 HOLD YOUR RFID TOKEN OR CHARGING CARD CLOSE TO THE READER

If your card is not recognised, you can pay via our IONITY app or scan the QR-Code on the charger. Doing so will take you to a website where you can enter all your payment details.

4 INSERT AND HOLD THE PLUG FIRMLY

Insert the charging cable in your car and hold the plug firmly. As soon as you hear a clicking noise from the charger, it is safe to let go.

If the charging process doesn't start or you need any kind of support, please get in touch with our customer service: we are happy to assist you 24/7 and in eight European languages. You will find the hotline phone number directly on the charger.



HOW TO PAY

At IONITY paying is just as hassle-free as charging. Here are your options.

MOBILITY SERVICE PROVIDERS (MSP)

You can charge and pay within the IONITY network via a contract with a mobility service provider (MSP). As a customer of these providers, you gain access to charging networks for electric vehicles which include but are not limited to IONITY. Typically, you are offered contactless payment options via RFID cards or tokens as well as smartphone apps.



IONITY PASSPORT

IONITY PASSPORT is the ideal tariff for all those who frequently travel long distances, whether at home or abroad. With IONITY PASSPORT, you have full access to all charging stations in the European IONITY network for 12 months. This tariff is based on an annual subscription with a monthly access fee and offers a reduced rate per charged kWh / per charged minute. You can activate your IONITY Passport via our smartphone app.

IONITY DIRECT via smartphone

If you rarely travel long distances or want to use our charging stations only occasionally, IONITY DIRECT is the right choice for you: without registration or advance planning, this standard rate enables spontaneous charging and payment via our smartphone app.



Visit our website for more information about the rates of IONITY PASSPORT and IONITY DIRECT in your country.

IONITY DIRECT **via QR Code**

If you prefer not to download our app, you can still use our chargers by scanning the QR code which is available on every single charger.

HOW TO START THE CHARGE WITH THE QR CODE



- » Scan the QR code of the charger with your smartphone
- » Open the website which is displayed
- » Tap “start charging”
- » Accept the terms of use and select your payment method

After your payment is confirmed, you can insert the charging cable in your car and the charging session will start.

ABOUT IONITY



High Power Charging network
for electric vehicles along highways
in 24 European countries



Charging stations with
multiple charging points
per location



Chargers with up to
350 kW charging capacity
for ultrafast charging

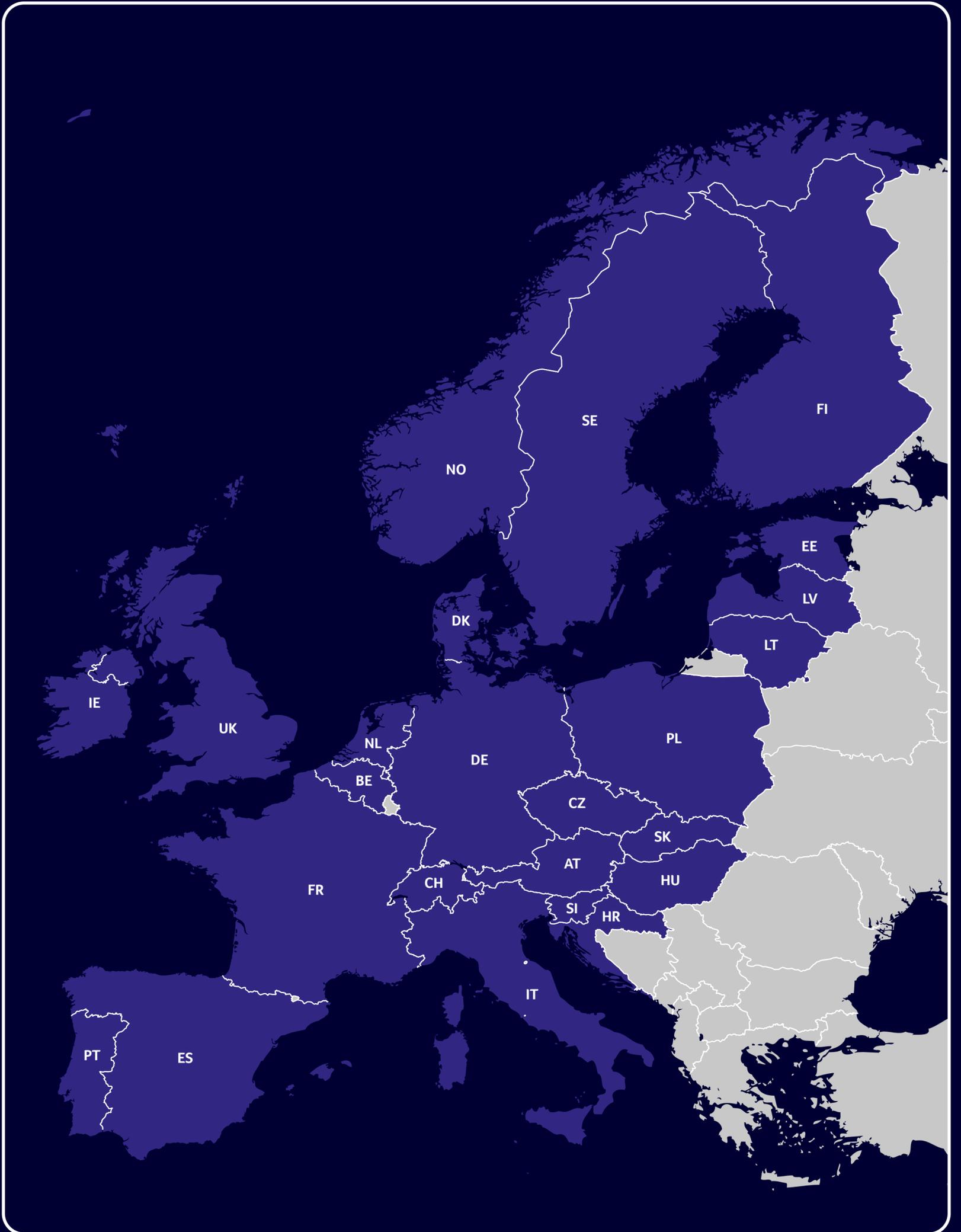


European charging standard CCS
for widest compatibility across
electric vehicles



100 % renewable energy
for carbon-neutral driving

IONITY – HIGH-POWER CHARGING IN 24 COUNTRIES



Tap on the map to see where exactly in Europe you can find IONITY high-power charging stations.



**HAVE A SAFE
JOURNEY!**