

EV Rapid Charging



Three easy ways to charge and go

The Tap Electric App (recommended)

First time users can visit the App store or Google Play and download the **Tap Electric** EV Charging App and create a **Tap Electric** user account. Then simply choose a subscription plan (Light, Regular or Premium) select your payment method or use pay-as-you-go.

- 1 Plug in car – make sure the charger is firmly connected and car is locked
- 2 Scan QR code on the display screen with the **Tap Electric** App
- 3 Follow App instructions to start charge
- 4 Select payment or charge amount kWh limits and tap 'Charge here'
- 5 Select 'Stop' to stop charging
- 6 Remove charging gun from car socket (after unlocking car)

The Tap RFID Key Fob

Regular and Premium subscription plans come with a free RFID Tapkey. Just tap it to start charging and see how the App immediately shows the charge session.

- 1 Plug in car – make sure the charger is firmly connected and car is locked
- 2 Select RFID on the screen on the side you are plugged into (left or right), then press start
- 3 Scan the RFID on the charger reader when prompted and the charger will start
- 4 To stop, scan the RFID on the charger reader

Credit or Debit Card

Use the contactless payment terminal on the front of the charger.

- 1 Plug in car – make sure the charger is firmly connected and car is locked
- 2 Payment terminal will prompt tariff information on the screen
- 3 Press Okay on the display screen
- 4 Payment terminal will then prompt you to present your payment card or smartphone
- 5 Hold debit/credit card next to the Payment terminal and wait for beeps
- 6 Payment terminal will display transaction successful and charging session will start
- 7 To stop charging, scan the same payment card again on the device and it will stop the transaction (users can also unplug the charging cable from their car and the session will end automatically)
- 8 When the session ends a QR code is displayed that lets you download a receipt

We accept



Should you require assistance you can get 24/7 support for your session via the Profile tab in the Tap App, or contact support@tapelectric.app, quoting support code number

EV Fast Charging



Three easy ways to charge and go

The Tap Electric App (recommended)

First time users can visit the App store or Google Play and download the **Tap Electric** EV Charging App and create a **Tap Electric** user account. Then simply choose a subscription plan (Light, Regular or Premium) select your payment method or use pay-as-you-go.

- 1 Plug cable into charger then plug in car – make sure the charger is firmly connected and car is locked
- 2 Scan QR code on the display screen with the **Tap Electric** App
- 3 Follow App instructions to start charge
- 4 Select payment or charge amount kWh limits and tap 'Charge here'
- 5 Select 'Stop' to stop charging
- 6 Remove charging gun from car socket (after unlocking car)

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EV Overstay information



EV Charging Policy – Overstays

Parking is free while charging. After charging has finished, we allow you a one-hour window to vacate the space. Once this time period has expired you will incur an overstay charge of £5 per hour

How it works:

You're welcome to charge your vehicle for as long as needed. However, to ensure fair access for all users, an overstay fee will apply once your vehicle has finished charging.

- Dike & Son's system in conjunction with **Tap Electric** automatically detects when your vehicle is fully charged
- You will have a 60-minute window after charging is complete – no charge during this time
- After the grace period, an overstay fee of £5 per hour (or part thereof) will apply
- The total fee will be automatically charged to your card when you unplug your vehicle

Helpful Tip:

If you use the **Tap Electric** App, you'll receive a notification as soon as your vehicle finishes charging – a great way to avoid unnecessary fees. We recommend downloading the App for a smoother charging experience.

Thank you for helping us keep these spaces available for everyone

Should you require assistance you can get 24/7 support for your session via the Profile tab in the Tap App, or contact support@tapelectric.app, quoting support code number