

# Your Charging Station

## A brief guide



### How it works:

1. **Connect the charging cable to your electric vehicle, as well as your charging station.**
2. **Start charging:**
  - Place your RFID-card on the RFID-zone of the charging station or use start the charging process with the ewz Mobil App.
  - The charging station will automatically adapt itself to your car and its available battery.
3. **End charging:**
  - Unlock your car and unplug the charging cable.
  - With some cars, you must end the charging process in the car beforehand.
  - Alternatively, you can end the charging process in the ewz Mobil APP.

Status display of the light	
White – bottom only	Standby
White – constant	Vehicle connected
White – Pulsing	Charging
White – blinking	Waiting for authentication
White – fast blinking	RFID-Tag received (checking key)
Red – constant	General Error -> Disconnect charging cable and reconnect it
Red – constant, with warning sounds	Disconnect cable from vehicle and charging station. Reconnect both. If the issue persists, replace the cable or contact the support hotline.
Red – Pulsating	The charging station is overheated and has switched to safe mode.

### If the charging process does not work straight away, check whether

- the charging function in your car is activated
- all plugs are connected correctly
- the light strip on the charging station lights up white

Reconnect the vehicle again and start the charging process immediately. Some cars go into sleep mode if charging is not started after a few minutes when the cable is connected.

A brief red flash after identification indicates that your card has not been recognized. Please try again. Please check whether you have completed your registration in our **ewz mobil app** or on:

<https://register.ewz-mobil.ch/register>

If the flashing persists for longer than five minutes or starts again during the charging process, please contact our hotline.

**Support-Hotline 058 319 47 67**

Available 24/7 in the event of faults



Ein Unternehmen  
der Stadt Zürich

