The guide for EV Drivers

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Dear Driver,

Congratulations on ordering your electric vehicle! Driving an electric vehicle (EV) offers many advantages: a unique driving experience, a quiet, powerful motor and a better choice for the environment.

We are here to support you every step of your journey. This guide is designed to get you up and running quickly with your EV so you can drive with confidence and ease. Discover charging basics, handy driving tips, and much more.

Enjoy driving your new vehicle!

Guide contents

What do I have to know before driving an EV? 1

Where will I usually charge my car?

Can you or do you want to install a charging station at home? Check whether your employer can arrange a charging station installation for you or if you will have to find your own supplier.

Check whether you will receive a charging pass from your employer or will have to get one yourself.

Before your electric vehicle arrives, you're better off checking which charging points are near your home address. Is there no charging point near you, at work or can't place one at home? Apply for a public charging point from the government to get a charging point at a maximum of 250 metres from your door.

How does an electric vehicle drive?

An electric vehicle can be started by simply pushing the start button while pressing the brake pedal. Your vehicle is ready to drive when the "ready to drive" indicator appears (an image of a green car with an arrow pointing in two directions). Electric vehicles always have an automatic gearbox, so there's no need to change gears manually while driving. When you stop and exit the vehicle, be sure to shift into "P" (Park).

How do I maintain an electric vehicle?

In daily use, maintaining an electric vehicle is similar to an ordinary vehicle. It's best to keep an eye on the dashboard display, and above all, always pay attention to notifications.

It's also a good idea to check your tyre pressure regularly, as properly inflated tyres reduce rolling resistance and help extend your range.

Finally, periodic maintenance should be carried out at an authorised service centre. You can find a list of approved partners on the **Alphabet website**. The good news is that EVs require less frequent maintenance. What's more, servicing takes less time since there's no need to check engine oil, oil filters, and/or air filters.

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2 How do I get the most out of my electric vehicle?

1. **Adjust your driving habits.** Embrace the unique driving experience of an electric vehicle by avoiding rapid acceleration and sudden braking. This will maximise your range.

2. Recover energy as you drive and extend your range through the **regenerative braking** feature. The regenerative braking feature kicks in when you release the accelerator and the vehicle slows down by itself.

3. Things you might not think about that also have a big impact on the range are: the **condition of your tyres**, the use of **air conditioning and heating**, as well as the weight of the vehicle. If you have a roof box or bicycle carrier installed, it is a good idea to take them off when you do not need them to reduce air resistance.

4. **Pre-heat your vehicle in winter via your vehicle's app.** This has many advantages. Not only do you save your battery, your windscreen is also defrosted and you can drive in a comfortable temperature. Additionally, whenever possible, use your heated seat instead of your vehicle's heater.

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General tips for battery quality

Try to avoid charging your vehicle to 100% or letting the battery fully discharge. Aim for a **battery charge between 20% and 80%**. This will extend the lifespan of your battery.

Whenever possible, opt for 'regular chargers' (AC charger) instead of fast chargers. A fast charger puts more strain on your battery, which can impact its lifespan.

On the road without any worries thanks to these tips

How can I go on holiday with my EV **without any worries**? Plan your route in advance and identify possible charging points along the way. If you haven't done so, you can still use your GPS after setting off to locate charging points on your route. Found a charging point? Take a welcome break and charge your vehicle up to 80%, as the last 20% takes the longest.

Make it a habit to charge your EV whenever possible to avoid unexpected surprises.

Drive your EV with confidence and keep an eye on your **dashboard display**. An EV's dashboard display provides essential information, such as battery level, estimated range, and more.

3 How do I charge my EV?

The charging process for electric vehicles is pretty self-explanatory: you connect your vehicle to the charging station or the wall socket via the appropriate charging cable that came with your vehicle. Some charging stations, and certainly the fast chargers, have a fixed cable that you can use. In addition, there are some differences between home charging and public charging.

Public charging

There are 2 types of public charging stations: normal charging stations and fast charging station.

AC charging stations are designed to charge the vehicle slowly. This type of charging station is the most common and is also **the best choice for your vehicle's battery**. The characteristics of a normal charging station:

- Operates on alternating current;
- Delivers a load capacity between 3.7 kW and 22 kW depending on the electrical system (single-phase or three-phase);
- Can be used for both normal charging (at 3.7 kW to 11 kW) and semi-fast charging (at 11 or 22 kW).

DC charging stations are used for charging stations next to motorways or busy approach and access roads. This type of charging station is designed to **top up a lot of power in a short time (fastcharging)**, but not to fully charge the battery. Characteristics:

- Uses direct current to increase charging speed;
- Delivers a load capacity of at least 30 kW and up to 350 kW;
- Charges your vehicle in a short time.

Note: Fast charging is more expensive. Whether your employer allows this depends on the car policy. In some cases, you could therefore be charged this additional fee.

Find the nearest charging points using the Alphabet App or the app or website of your charging provider linked to your charging card.

To start your charging session at most public charging stations, use your charging card.

Want to know more about public charging? Read the FAQ.

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Home charging

With a home charging station, you can conveniently charge your EV without relying on the availability of public charging points. Home charging is often more cost-effective and saves time, as you can simply charge your EV overnight.

The most common option for home charging is an AC or normal charging station, which provides a slower, steady charge. The characteristics of a normal charging station:

- Operates on alternating current;
- Delivers a load capacity between 3.7 kW and 22 kW depending on your electrical system (single-phase or three-phase);
- Can be used for both normal charging (at 3.7 kW to 11 kW) and semi-fast charging (at 11 or 22 kW).

Do you have a smart charging station? Check whether you can **set a schedule** to charge at specific times, such as during off-peak hours to reduce energy costs. Some charging stations can even be integrated with your home energy management system to **optimise energy use** and prevent peak loads.

Most home charging stations begin charging automatically once your vehicle is connected. If not, you can start the session using your charging card.
While it's possible to charge your vehicle using a standard household socket. This is strongly discouraged, as it leads to very long charging times and poses safety risks.

Want to find out more about home charging? Read the FAQ.

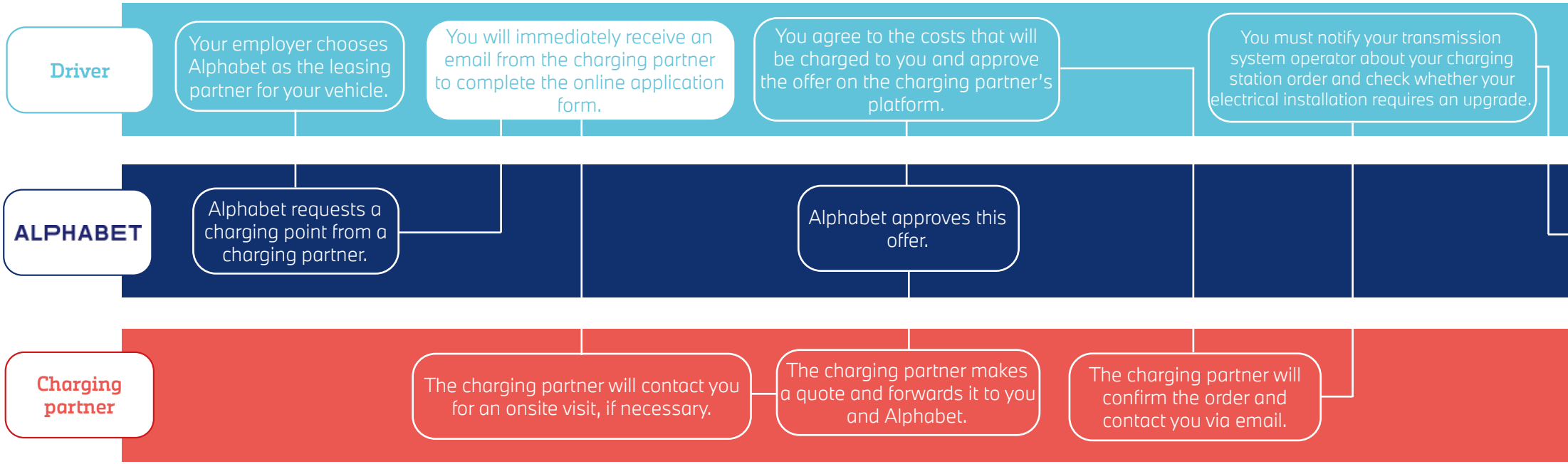
Once your vehicle has finished charging, stop the charging process by disconnecting it from the charging station. Unplug and store the cable.

Tip: Make sure your vehicle is unlocked to disconnect your cable.

3.1 I ordered a charging station through Alphabet, what now?

In the overview below, you can consult the home charging point installation process. We have broken it down into 2 phases. Phase 1 starts after ordering your new EV and focuses on preparation before installing your charging point. Phase 2 is all about the actual installation of your charging point.

PHASE 1



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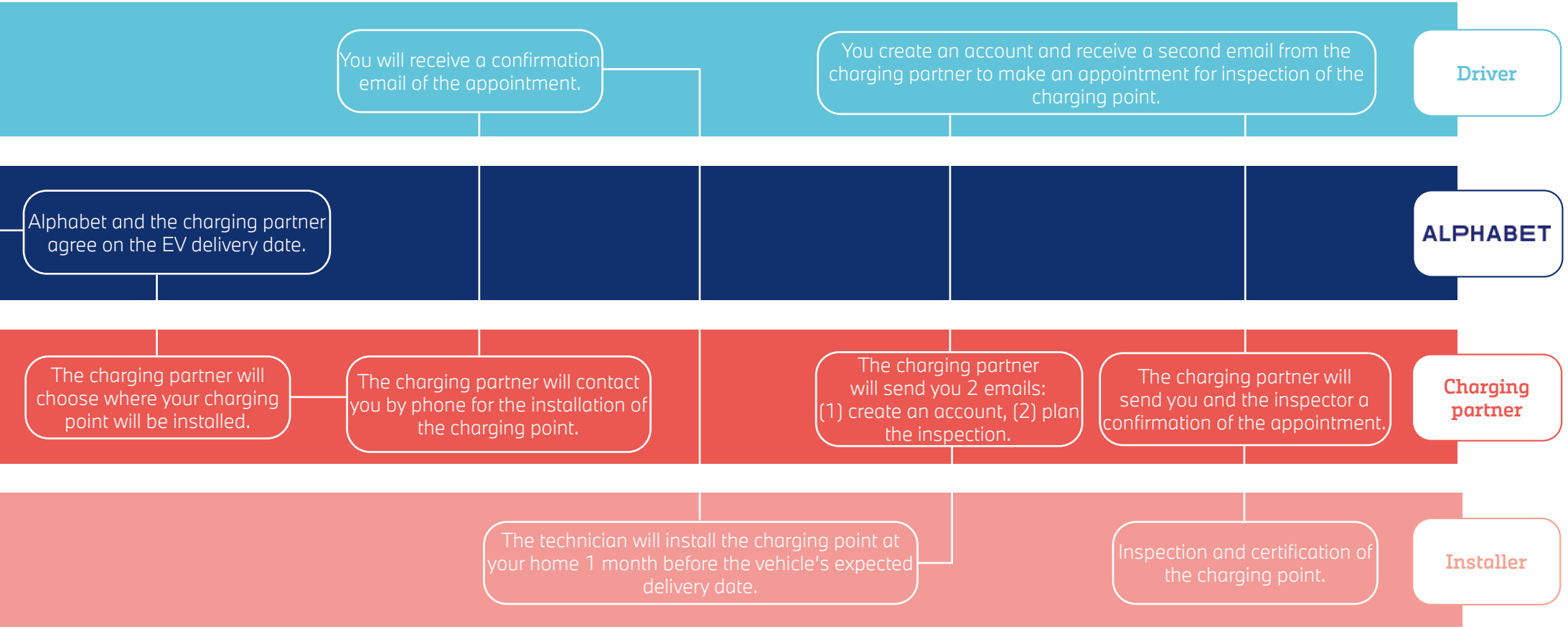
PHASE 2



3.2 How does a charging card work?

A charging card or charging pass has an RFID chip that can be scanned and read by a smart charging point. This ensures that your charging session is registered and linked to your account. This way, the charging will be billed correctly. **You can use our charging card for home charging, workplace charging and public charging (unless otherwise specified by your company, for example charging abroad).** If a home charging point located on the premises of family or friends is configured as a public or semi-public charging point, you can also charge there on your "own account" with your charging card.

Tip 1: The cost of using public charging points varies, as each charging point operator sets its own pricing. To avoid surprises, check the charging rates in advance in the app or on the charging partner's website.
Tip 2: To prevent costs such as unnecessary occupancy fines or additional fees, move your EV once it has finished charging. Charging station owners can impose an "idle fee" of up to as much as €60 per hour if a vehicle unnecessarily occupies a charging spot.

Can I take over the home charging station? 3.3

Do you already have a home charging station? If so, you may be able to transfer its management to Alphabet's partners.

To start the process, get in touch with your Alphabet contact person or contact us via the **website**. After sharing some details about your current charging setup, we will assess whether your charging station is compatible with our partners' software. If it is, we will proceed with the transfer request. **This allows for electricity cost reimbursements, with billing handled by Alphabet and processed through your employer.**

ALPHABET

What do I have to do if my electric vehicle breaks down? 4

1.

When you have a breakdown with your EV, you initially take the same steps as you would with a combustion engine vehicle. Safely pull your vehicle over to the side of the road while signalling correctly and check what is going on.

2.

If the battery is flat, it will have to be charged first to continue driving. Breakdown assistance partners, such as Alphabet Assistance, have ultra fast chargers available to provide your vehicle with a minimum range so you can drive to the nearest charging station.

3.

Has your vehicle broken down? If so, it is best to call your roadside assistance partner. For Alphabet vehicles, this is Alphabet Assistance.

When you do, be sure to indicate that the vehicle is an EV.

4.

Does your vehicle have to be towed? Roadside assistance operators are equipped with the proper tools to tow electric vehicles. Unlike conventional vehicles, EVs cannot be pushed or rolled forwards or backwards, as this generates electricity and overloads the vehicle's system.

Any other questions? Discover the FAQs on electric driving at www.alphabet.be.

Your Mobility. Made Easy.

Enjoy driving your new electric vehicle!

www.alphabet.be