

## EV Driver Communication & Frequently Asked Questions

Your building has recently installed electric vehicle (EV) charging stations available for your use, operated by Blink Charging. To use the chargers, simply plug-in your vehicle, touch the screen, and follow the on-screen prompts. There are a limited number of chargers, therefore, when your vehicle has finished charging, please move it from the EV spot so another EV can plug-in and charge.

### What EVs are compatible with Blink chargers?

The Blink IQ 200 charging stations are compatible with all electric vehicles that use the J1772 plug, which is standard on all North American vehicles. The Blink units can also charge Tesla model vehicles with the Tesla adapter, available directly through Tesla.

### How much does charging cost?

Charge rates for our stations are indicated on the machines. Charging rates may vary based on location. Additionally, a vehicle's battery size and current charge level determines the full cost of a charging session. Users should refer to their owner's manual for battery size and charge speeds. On the Blink website [www.BlinkCharging.com](http://www.BlinkCharging.com), you can also find information about charging fees and how they are determined.

### How do I know if my car is charging?

Once a charge has been initiated, the charger port will display blue. The charger screen will also indicate charge status. Many EVs also display current charging status in the dash of the vehicle.

### How much time is needed to charge?

The length of time necessary to charge an EV depends on the rate at which the car can receive a charge. To complete a charge from empty to full on a Level 2 EV charger, it can take a few hours to overnight. Please consult your vehicle owner's manual for additional information.



## How do I know when the charge is complete?

When the charge is complete, the charger's port light will display green and the charger screen will indicate the charge has been completed. Blink members who have opted in for communications from Blink will also receive a text message, email, or both, alerting them that their charge has been completed. Remember to move your vehicle from the EV spot so that others may charge.

## Do I need to be a Blink member to use the chargers?

Anyone can charge at a public Blink charger. No membership required. If you are not a Blink member, payment can be made using a Blink Guest Code, available from any computer, mobile device, the Blink Mobile App, or by contacting Blink Customer Support at (888) 998.2546. However, becoming a Blink Member has its advantages. As a member, drivers receive a discounted charging rate on the Blink charging stations across the country. Blink Memberships are free.

## What if I need to remove the charging cord before charging is complete?

Simply press down the lock release button on the charger connector, unplug it from the car, and return it to the station. The charge will automatically be terminated. Please note, some vehicles have locks on the charging port, and you will be unable to unplug the charging cord unless the car is engaged.

## What happens if the power goes out while I'm charging my EV?

When the power turns back on the unit will go through its reboot and test cycles. Upon successful completion, it will automatically return to its waiting to charge state. If a vehicle was charging at the time the power went out, the driver would need to restart their charge.

## What should be done if a non-EV is parked in the EV parking spot?

Contact the valet or building management alerting them that a non-EV is parked in the EV spot and request to have the vehicle moved so that you can charge.

## Do I need to valet in order to use the EV charging station?

Typically, no. However, please verify with your building's management or valet staff for full details.

## Who do I contact if I have a problem with the Blink charging station or charging?

Blink Customer Service is available 24/7 to assist with all charging related problems or questions. Please contact Blink Customer service at (888) 998.2546.

