


LOCATING AND ACCESSING A CHARGE POINT

Find your nearest available EASYGO charging station from within the EASYGO app or the online charging station location finder.

Upon arrival, park in the designated charging bay and locate the charging port on the vehicle:

- With Volkswagen ID4 and ID5 EVs, the charging port is located on the driver side rear quarter panel (where the standard fuel cap would be located)
- If you are driving a Hyundai Kona Electric, the charging port is located at the front grill on the passenger side
- For Tesla vehicles, the charging port is located on the rear passenger side directly beside the tail light

Ensure the vehicle is unlocked and gently press against the flap to open.

To start charging, tap the EASYGO fob against the  symbol on the charger. It can take up to 60 seconds for the access to be verified.

When verified a message will appear on screen indicating to "Select Port" (on multipoint chargers)

Please select the relevant port or charging method on screen.

Charging can now proceed, please connect the correct cable when access is granted, as instructed on screen.

TYPES OF CHARGING CABLES



DC CHARGER – These are also known as fast chargers. DC charging points are the quickest way to recharge the battery. All DC charging stations come with a tethered charger cable, please use this CSS Combo cable to charge the vehicle, when DC charging is preferred. Please note, DC charging points can be used for up to 45 minutes before any overstay penalties or idle charges are applicable. If using this charging method, both the top and bottom ports are required to be used.



AC Type 2 CHARGER – These are the most common type of EV charging points, with the charging capability ranging between 8kW to 22kW, depending on the station.

To use an AC charging point you must use the Type 2 Cable that comes with your vehicle, located in the boot within a carry bag.

If using AC charging, the top charging port on the vehicle is to be used only.


Once charging has started, the light on the charger will change from Green to Blue, when fitted correctly.

On the vehicle, the charging port light will change from White to Green, indicating charging is proceeding as normal.

Depending on the vehicle, there will be charging information displayed on either the instrument cluster, infotainment system or the Interactive Display system inside the cabin.

This provides information such as the kW rate currently charging, current battery %, estimated charging time to full and estimated driving range at current charge.

FINISHING YOUR CHARGING SESSION

To finish the charging session, please tap the EASYGO fob against the  symbol on the charger.

During charging sessions the charging cable is automatically locked. To remove simply unlock the vehicle, unplug the cable from the vehicle and remove the cable from the charger, if using untethered charging stations.

If using the untethered cable included with your rental, please return it to the carry bag and into the boot of the vehicle.

EUROPCAR ASSISTANCE TOOL



Should you need our assistance at any stage of your rental, please visit:

assistance.europcar.ie

Or simply scan the QR code to access all the information you need to ensure you have a smooth driving experience.

For further information or help with EASYGO chargers please visit – easygo.ie



ELECTRIC VEHICLE CHARGING GUIDE

europcar.ie

Europcar

CHARGING YOUR ELECTRIC VEHICLE

Europcar have partnered with EASYGO, Ireland's largest electric vehicle charging provider, to provide our customers with quick, convenient and easy access to over 2400 EV charging stations across the Republic of Ireland.

Charging fobs are available at an additional cost of €20 per day and provide access to all EASYGO, ESB, and Circle K EV charging stations within the Republic of Ireland. The charging fob is attached to the keyring of your vehicle key and simply needs to be tapped at any of our partners EV charging stations, to start and end the charging of your vehicle.



Europcar recommends downloading the EASYGO app, which can be downloaded from the App Store or Google Play Store. Once registered, simply use the app to find your closest charging station, whenever you need to charge your electric vehicle. Please note, when you arrive at the charging point, ensure you are using the correct charging cables before starting your charge session.



Alternatively, you can scan this QR code to view the map of available chargers without registration.



Europcar customers availing of our Tesla EV range additionally have access to all available Tesla Supercharger stations located within the Republic of Ireland.

For more information on your closest Tesla Supercharger station and for details on how to charge your Tesla EV, please refer to the in car Interactive Display system or the Tesla app.



CHARGING FEES & EQUIPMENT

Charging costs are not included within your Rental Agreement. If using a Europcar charging fob, please note all charging costs on our Electric Vehicles are monitored, to ensure vehicle charging is aligned with the distances travelled. You may be subject to additional charges for any excessive charging outside of the agreed charging session limits and/ or distances travelled.

As part of your Rental Agreement, any potential overstay penalties applied by the charger operator will be applied to your rental. Always disconnect from the charger once your vehicle is charged and move the vehicle out of the charging bay to avoid any potential overstay fees or idle charges.

Loss of EASYGO charging fob is subject to a €100 replacement fee.

Loss of charging cables supplied with the vehicle are subject to a €500 replacement fee per cable.

ISSUES WITH CHARGING STATIONS

Europcar are not responsible for any additional costs that you might incur if charge points are out of use.

If an EASYGO charging point is out of order or if you are experiencing issues charging your vehicle, please contact EASYGO directly through the app, via email on support@easygo.ie or 24/7 by phone on 01 254 4456.

If an ESB charging station is out of order or if you are experiencing issues charging your vehicle, please report directly to ESB on 01 258 3799.

If a Circle K charging station is out of order or if you are experiencing issues charging your vehicle, please report it to the cashier within the station.

Tesla drivers, please refer to the in car Interactive Display system or the Tesla App for details on the Tesla Supercharger network, your closest Tesla Supercharger station and how to contact Tesla Support.

TIME LIMITS ON CHARGERS, OVERSTAY PENALTIES & FEES

The maximum charging duration of your vehicle at our charging partners locations will vary and is dependant on the provider and charging station used. As the driver, it is your responsibility to ensure that your vehicle complies with any charging regulations in place at all charging stations used during your rental period.

Any overstay fees applied by our charging partners during your rental period will be charged by Europcar to your designated payment method on file, upon receipt of said overstay penalties to Europcar from our charging network partners.



Overstay fees will be applied after 45mins of fast charger usage. A fast charger is any DC charger, whereby the charger states it has the potential to charge at a rate of over 22kWh.



DC CCS and AC43kW chargers have a time limit of 45 minutes before an overstay fee is applied.

Type 2 AC 22kW and 8kW chargers have a time limit of 10 hours before an overstay fee is applied.

Overstay fee of €8 applies after 45 minutes on Fast and High Power chargers and after 10 hours on Standard chargers.



Circle K chargers overstay & fees.

Overstay fees vary within the Circle K network, please ensure to note the maximum charge duration displayed to avoid any applicable charges.

*Data correct as of June 2024

