

An aerial, grayscale photograph of a city street grid. A yellow line with three circular dots at its vertices forms a path that zig-zags across the grid. The path starts at a dot in the upper right, goes down and left to a second dot, then up and right to a third dot, and finally down to a fourth dot. The text 'FAQs MSP & WALLBOX' is centered over the image in white.

FAQs MSP & WALLBOX

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O. Glossary.& Terms

AC	Alternating Current	Only current available for PHEV vehicles
CPO	Charging Point operator	A Charge Point Operator (CPO) is a company operating a pool of charging points
DC	Direct Current	Fast charging, available for BEVs.
EV	Electric vehicle	An electric vehicle (EV), also referred to as an electric drive vehicle, is a vehicle which uses one or more electric motors for propulsion.
Ionity		IONITY is a Joint-Venture of Volkswagen Group, BMW, Daimler & Ford that offers charging points with exclusively High Power Charging (= fast charging)
HEV	Hybrid electric vehicle	Is a vehicle which combines a conventional ICE with an electric propulsion system.
PHEV	Plug-in hybrid electric vehicle	Combination of conventional hybrid electric vehicle (electric motor, internal combustion engine) & all-electric vehicle (plug to connect to the electrical grid).
BEV	Battery electric vehicle	Type of electric vehicle that uses energy stored in rechargeable battery packs for propulsion.
AER	All electric range	All-electric range (AER) is the driving range of a vehicle using only power from its electric battery pack to traverse a given driving cycle. In the case of a battery electric vehicle, it means the total range per charge
kWh	Kilowatt hour	The kilowatt hour (symbol kWh, kW·h or kW h) is a unit of energy equal to 3.6 mega joules. If energy is transmitted or used at a constant rate (power) over a period of time, the total energy in kilowatt hours is equal to the power in kilowatts multiplied by the time in hours.

ZEV	Zero Emission Vehicle	A zero-emissions vehicle, or ZEV, is a vehicle that emits no exhaust gas from the onboard source of power.
Elli	Electric Life	Elli is a Volkswagen group company (energy provider) which will take care of all related charging solutions including Wallbox installation and maintenance.
MSP	Mobility Service Provider	MSP is an aggregator of the majority of public charging infrastructure that will allow SEAT/CUPRA to offer a easy solution to charge BEV and PHEV cars in the streets.
RFID	Radio-frequency identification	Card (just like a credit card) that you can use to authorize your charging session at the charging point.
Remote Charging		Means starting the charging session in the app by clicking on “start” charging.

1. First steps

1.0. General Information

1.0.1 What is SEAT / CUPRA Easy Charging?

SEAT / CUPRA Easy Charging is SEAT's new digital charging service, offering public charging points all over Europe. You only have one contract, one monthly bill and you can control your charger at home and charge in a large network of public charging stations all over Europe. If you own an Elli connected Wallbox, it can be controlled with the same app.

1.0.2 Where and when will SEAT / CUPRA Easy Charging be available?

The SEAT / CUPRA Easy charging App is now available and can be downloaded at the App Store (iOS) or Google Play Store for free.

SEAT / CUPRA Easy Charging is in closed beta phase now and will be available across EU27+2 for PHEV and BEV models.

1.0.3 What's the role of Elli?

Elli is an agent and service provider - enabling and aggregating the Volkswagen Group brand's charging products.

1.0.4 Is the contract signed with SEAT / CUPRA Easy Charging or Elli?

You will agree with the contract terms of Elli, acting as an agent for SEAT / CUPRA Easy Charging - then you are set up for charging.

1.0.5 What's the role of the dealer within SEAT / CUPRA Easy Charging?

The dealer will inform the customer about the SEAT / CUPRA Easy Charging services (MSP + Wallbox).

1. The dealer will inform the customer about the SEAT / CUPRA Easy charging

2. According to the country, the dealer will offer the RFID (paying or for free) to the customer
3. In other countries the dealer just informs about the service and the customer has to order the RFID via the App. He will receive it by post.

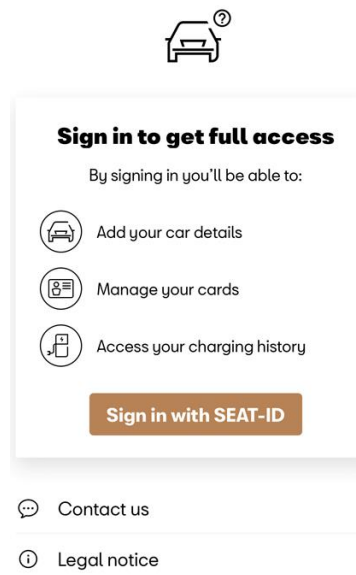
1.1 Getting started

1.1.1 Is a SEAT / CUPRA ID needed to use SEAT / CUPRA Easy Charging?

Yes, the SEAT or CUPRA ID is a mandatory part of the SEAT ecosystem.

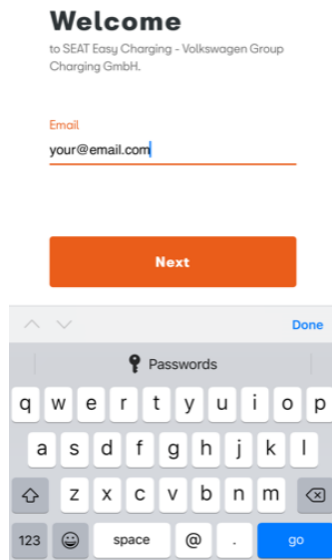
1.1.2 How can I enrol?

1. Create a SEAT / CUPRA ID



2. Click on "Sign in with SEAT-ID"

You can either introduce your existing ID or create a new one.



3. You will receive an email to confirm
4. After confirming your email you shall be able to enter the app and
 - a. Enter your car details (optional, not necessary to use the App)
 - b. Either pair a card (if you have one)
 - c. Or order a RFID card (necessary in order to use the service)

1.1.3 Can I order more cards for my family?

Currently you can only order one RFID card per contract. If more cards are needed, a new account has to be created.

1.1.4 Is the SEAT / CUPRA ID the same?

Yes! You can either use your SEAT or CUPRA ID in order to access the app.

1.1.5 Will only SEAT / CUPRA customers be able to use SEAT / CUPRA Easy Charging?

SEAT / CUPRA Easy Charging focuses on the SEAT and CUPRA customers, but the service is open to everyone creating a SEAT / CUPRA ID.

1.2. Tariffs

1.2.1. How many tariffs are currently offered?

There are different tariffs (country specific, in total 4 but not all countries will offer 4 tariffs) that adjust to the user's needs. The price for kWh will vary in each tariff. There are different tariffs to cover all EV-driver's needs, from casual users (free tariff) to frequent users (premium tariff).

1.2.2. How can I choose a tariff?

When you subscribe you can choose between all tariffs that are available in your country.

1.2.3. How do I know which tariff suits me best?

If you have a PHEV:

- There just one PHEV Tariff (missing: final name of tariff)

If you have a BEV:

- Free – this tariffs suits you if you do not charge often in public places, e.g. you have a wallbox at home and / or do not drive long distances. This tariff has no monthly fee
- Basis – these tariffs suits you if you do several public charging, it has a monthly fee
- Premium – these tariffs suit you if you only charge in public or have many monthly charging sessions.

1.2.4. Can I upgrade my tariff?

This feature is planned, but not live.

1.2.5. Are there special tariffs for charging abroad?

There are no special tariffs for charging abroad. Your tariff is valid in all European markets.

- 1.2.6. **Will I pay more abroad?**
No, you will pay exactly the same (monthly fee + kW-price) as in your home country when you charge abroad.
- 1.2.7. **For how long is my tariff valid?**
The tariff is valid for 12 months and then prolongable for another year.
- 1.2.8. **Can I order additional RFID cards?**
Every contract has just one RFID cards, if the customer needs more cards, he has to create several CUPRA / SEAT ID's and contracts.
- 1.2.9. **Can I charge with the RFID Card that comes with the connected wallboxes at public charging stations? Is the RFID card from the connected Wallbox valid for public charging stations?**
Yes, the RFID card that is delivered with the connected Wallbox is valid for public charging. You only have to subscribe to a tariff and then you can start charging.

1.3. RFID Card

A RFID Card (= stands for Radio-frequency identification) is a card, just like a credit card that you need on many charging stations to authorize your charging sessions.

- 1.3.1. **Why is a physical RFID card necessary for charging?**
Many chargers still require RFID authentication and do not offer remote start/stop via App.
- 1.3.2. **When and how will I receive the RFID card?**
After signing up for a tariff in the SEAT / CUPRA EASY CHARGING App you will be able to order a RFID card. This card will be shipped to your home address. If you ordered a connected Wallbox, you will already receive a RFID card that will work for public charging

1.3.2.1. Who can order a RFID card?

- The customer when enrolling in the SEAT / CUPRA EASY CHARGING APP
- The dealer / importer, ordering it directly via the Elli webshop



We Charge RFID-Karten für die Wallbox und MSP

62,50 €

[In den Warenkorb](#)

SEAT/CUPRA RFID-Karten für die Wallbox und MSP

62,50 €

[In den Warenkorb](#)

ŠKODA RFID-Karten für die Wallbox und MSP

62,50 €

[In den Warenkorb](#)

- 1.3.3. Can I change my address when I already ordered the RFID card?
 You cannot change the billing address, nevertheless if the card is not shipped you can change the delivery address. As soon as the card is shipped you will receive a confirmation email, afterwards you cannot change your address anymore.

1.4. How to get started when receiving the RFID Card

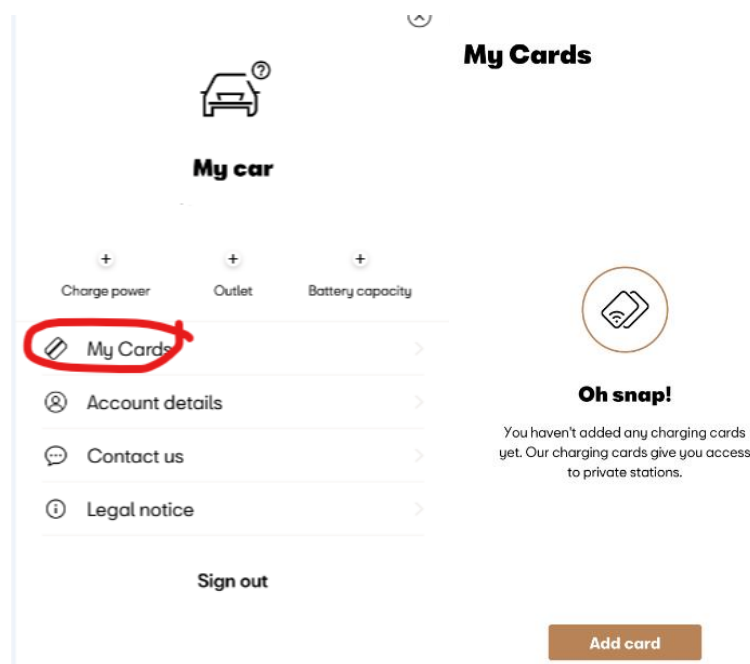
- 1.4.1. Why do I have to register the card in the App?
 You need to link (pair) your account and chosen tariff to a RFID card, so whenever you charge the charging events will billed to your account.

1.4.2. Can I register more than one card in the SEAT / CUPRA EASY CHARGING App?

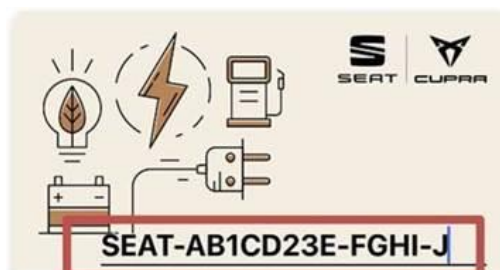
Currently you can only register one card per SEAT / CUPRA EASY CHARGING App.

1.4.3. How do I pair the card with the SEAT / CUPRA EASY CHARGING App?

When you get the RFID card you need to pair it in your app. Click on “my cards” and then add your card as shown in the SEAT / CUPRA EASY CHARGING App.



Just write the number (see picture) in the card you see in the App and then confirm.



- 1.4.4. My card doesn't work anymore / I lost it. How can I get a new one?
The first step is to block it in the App and then call the Call Center to order a new one.

2. Charge at home: Elli chargers

2.1. Product offer

- 2.1.1. Is the Seat/CUPRA Charger plug and charge ready/does not need authentication, while Connect and Pro Versions need a NFC-card?

"Yes and No. The Charger is always ready to charge, there is no separate authentication requested/possible. For Connect and Pro Version you can use authentication by RFID Card or the Charging App. This function needs to be enabled using the configuration page of the wallbox or using the App.

The plug and charge functionality is not yet implemented, an update is possible in 2021."

- 2.1.2. Is the RFID identification necessary if the customer is a house owner and only owns one EV?

Whether or not the authorization functionality of the wallbox is to be used, is completely up to the owner of the Charger Connect/Pro.

In General: only with the Connect & Pro Version the customer is futureproof for future use cases like special intelligent EV energy tariffs (similar to a heat pump). We also see that regulation authorities are pushing in the direction of connected wallboxes, so we really would recommend all customers to go for the Connect or Pro Version.

- 2.1.3. Is it possible to see the kWh charged through the app, if you have the Charger Connect?

"No, with the Charger Connect it is not possible to see the charged kWh through the App. Here the customer will most likely only see time stamps of start and end as well as duration of the charging session.

The Charger Pro in comparison can measure the amount of charged kWh.

2.1.4. If the customer has the Elli Charger can he see in the app, how much time is left until the battery is full?

No, this information is not possible.

2.1.5. Which wallbox do I need to display the amount of household energy used for battery charging?

You need the Charger Pro with the meter inside. With the Connect Version, you only can see a report with all charging events which shows date, time and duration of the charging event and who has authorized.

2.1.6. What is a concrete use case for the possibility of future software updates (Connect & Pro Version)?

"Use cases are:

- Security updates

- Additional functions (e.g. Plug and Charge on basis of ISO 15118, which will allow the user to have a secure access control without the need to swipe a card/press a button in the app)

- Smart Charging (e.g. charge when energy prices are low or his own Photovoltaic system generates energy"

2.1.7. Does the Charger Pro has a monthly data limit? What is the amount of data that a regular user needs?

No, there won't be a data limit and we estimate 50 MB per month plus 200 MB per year for data updates.

2.1.8. For the Connect Version without LTE, how does the wifi connection work? Is it necessary to provide wifi to the wallbox (for example with phone in router mode)?

If the customer wants to use the “connected functions” of the Connect Version, there has to be either a WIFI network available at the installation place (i.e. the customer's home WIFI network). Alternatively, a LAN cable can be laid from the customer's home router to the wallbox in order to connect the wallbox to the internet using LAN. If neither is available, still has the possibility to activate the integrated LTE Modul (extra costs are applied).

2.1.9. Does the Elli Charger adapt the charging power to the available power at home at each moment (blackout protection)?

The blackout protection is an add-on feature all Wallbox variants are capable of. However, as of today it is not part of the standard equipment coming with the Charger. Elli's installation partners are happy to offer the equipment needed plus the installation works as an extra service on top of the standard installation.

2.1.10. Can I only charge my SEAT/CUPRA EV with the SEAT (CUPRA Charger)?

No, all Chargers can also be used to charge electric vehicles from other brands because its plug is basically optimized for the European market. In the future there will also be special charging solutions for other Volkswagen Group brands.

2.1.11. Does the Elli Charger have to be wall-mounted or can it also be free-standing?

In principle the Elli Charger can be mounted on a wall or on another fixed, flat surface. During our installation service we'll help you choose the most suitable location. It is possible that in the future we may be able to offer accessories for a free-standing installation.

2.2. Customer journey

2.2.1. Sales Process

2.2.1.1. How can I buy a charger?

You can order our Charger easily from our online shop. You can also find our products at your SEAT and CUPRA partner, where you can also see the Charger for yourself and receive personal advice too.

2.2.1.2. Can data be transported from the car configurator into the webshop?

No, the car configurator is only an information tool for customers. There is no data connection to the webshop.

2.2.1.3. How long does a shipment takes to my country?

The delivery time should be within a week. However, every web store provides an estimated delivery date in the model selection.

2.2.1.4. How is my Charger delivered?

In principle, our Chargers are delivered via DHL or UPS. Depending on whether you have ordered your Charger with or without installation, the delivery will also be triggered at different times and to different recipients:

If you have ordered without installation, the delivery of the Charger will be initiated after the order is received to the address you have specified.

If you have ordered with installation, the delivery of the Charger is triggered after the successful Home Check to the address of the installer. As soon as the installer has received the Charger, he will contact you for an installation appointment. The installer will then bring the Charger to the installation.

2.2.1.5. What do I do if my Charger is not delivered?

With every shipped charger our customers also receive a tracking link (shipment tracking) from the respective parcel delivery company. Under this link you can check the delivery status of your order at any time. If you have not received a tracking link after a longer period of time and/or it shows that the delivery could not be delivered, please contact our Elli-Serviceteam.

2.2.1.6. How can I return my Charger?

If you have a warranty case or cancel your order, please submit this (if not already done) in writing to our Elli-Serviceteam. After successful examination you will receive a return label from Elli by e-mail. With this label you can then arrange a collection or hand in the delivery at the next parcel service station.

2.2.1.7. Do I have to bear the costs of the return myself?

No. Of course, these costs will be covered by Elli.

2.2.1.8. Can the dealer set a delivery date?

No, the dealer cannot set a delivery date. The installation partner will call the customer within 72h after ordering and sets a date for home check/installation, which will be generally after approximately 2 weeks.

2.2.2. Billing and payment

2.2.2.1. How does the invoice and payment flow work with the customer?

The initial outlay of the hardware and installation is billed through the webshop. The customer will receive an email with the shopping cart and a link to confirm his order. There he can decide between different types of payment methods (e.g. credit card, PayPal or SEPA) and confirm the payment. The customer pays Elli directly as the contract is between Elli and the customer.

2.2.2.2. Can the customer split the billing for wallbox and installation?

The invoice shows either the wallbox or wallbox including installation. Labour costs are shown separately in some countries in order to meet tax requirements (e.g. wages for tradesmen's services in Germany and Finland) Note: at a later date the installation will be shown separately on the invoice.

2.2.2.3. Are the prices officially public and valid in all currencies?

Yes, they are available and valid in every currency.

2.2.2.4. When do I have to pay for my order?

Payment of the purchase price is due immediately when placing the order.

2.2.2.5. When will I receive my invoice?

As soon as you have completed your order in our web shop, you will receive an order confirmation from us. Your order will then be checked and you will immediately receive your order confirmation by email; this confirmation contains our terms and conditions as well as a cancellation policy.

Invoice is sent to the customer by e-mail at the latest 10 to 14 days after delivery or installation.

2.2.2.6. Can I withdraw from the sales contract?

Yes, you have a 14-day right to withdraw from the contract, starting on the day of delivery of your Charger or installation.

2.2.2.7. Can I cancel my order?

In order to ensure that your order is cancelled before delivery or installation and to keep the costs for you and us as low as possible, please inform us of your decision as soon as possible in writing – by email or by post. Please be sure to provide us with your billing address and order number.

2.2.2.8. Can subsidies be taken into account?

This depends on the country specifics and local availabilities. Please check the specific funding requirements.

2.2.2.9. Do the calculated prices include the amount of VAT in the respective countries?

Yes, VAT is included.

2.2.3. Customer Support

2.2.3.1. Who will help me with the maintenance of my wallbox?

The standard version of the wallbox does not require maintenance. Networked wallbox models can have maintenance performed via remote access. Even current software updates simply take place automatically as long as the Wallbox is connected to the internet.

2.2.3.2. Who will help me if my wallbox isn't functioning correctly or I experience problems when charging?

Let us know right away if you have a problem. You can reach us via our hotline or by email. Volkswagen colleagues will deal with your concerns directly or can transfer you to our technicians. Networked. Charger models can also have many issues fixed easily via remote access. If this doesn't work, we'll send an installation technician to you as soon as possible. Please note: We will take care of any errors free of charge. The only requirement is that they weren't caused by you. To ensure you are thoroughly covered, we therefore recommend using our professional installation service.

2.2.3.3. How does fault diagnosis work when it is not clear whether it is the car, cable, box or electric supply?

A first indication will be given by the wallbox itself, since it will display possible expectable errors on the LEDs/HMI. In addition, more diagnostics can be performed for the Charger Connect and Charger

Pro via the Backend connection which enables retrieving dedicated reports from the wallbox.

For onsite support, the Charger Connect and Charger give insight to further information via the Configuration Manager of the Wallbox.

In general, customers can call the CIC who will be able to investigate the cause of the problem remotely. The CIC can then e.g. reboot the Charger Connect/Pro and run through a checklist. Processes and tools will be developed and made available for customer care agents.

2.2.3.4. Where can I find the meanings of LEDs combinations?

The wallbox displays 3 or 4 status LEDs to show which is the current status. The meaning of combinations of lights and colors can be found either in the manual coming with the charger or anytime under this [link](#).

2.2.3.5. What is the function of the RFID of the Charger Connect?

For the identification and authentication of the user.

2.3. Installation

2.3.1. Is the dealer able to perform the online pre check for the customer?

Yes, the dealer can perform the online pre check together with the customer.

2.3.2. Does the installation service provider (ISP) manage appointment booking? Does the installation take place before the car delivery?

Yes, in case an installation service is ordered, the ISP contacts the customer to make an appointment with the customer. The wallbox should be installed and set-up before the car delivery.

- 2.3.3. **Who communicates to customers during the installation process?**
The customers will be contacted by the installation partner to arrange an appointment and to prepare the home check and installation, respectively.
- 2.3.4. **Can I book the installation service for a home charging station made by another manufacturer?**
The installation service is only available in combination with one of our Charger models.
- 2.3.5. **Can everyone have a wallbox installed at home?**
That depends on several different things. If you live in your own home, with your own electricity meter, garage or parking space, you meet the most important criteria. But if, for example, you rent a property but have your own parking space, it is usually possible to install a wallbox. The best thing to do is to get in touch to find out – by email, on our hotline or via your nearest Seat/CUPRA Partner.
- 2.3.6. **What support do I receive for the installation of the wallbox?**
With our installation service we offer a complete professional service. This includes planning, installation and starting up of your wallbox by a certified installation technician. Alternatively, you can install your wallbox yourself or find your own service provider. Please note: In principle we will fix any faults when using your wallbox free of charge – but we can't do that if they were caused by incorrect installation. Using our professional installation service is the best way to be on the safe side.
- 2.3.7. **How long will it be before the installation takes place?**
If you've booked our service, a colleague will be in touch with you within 72 hours. Then we'll carry out the final home check and there will be one more appointment for the installation. How quickly it's all

finished depends on your availability. Usually your new wallbox will be installed on your wall within two weeks after ordering.

2.3.8. How long does the installation take?

The duration of the installation work depends on conditions at the place of installation. The installer will give you a time estimate based on the home check. On average, you should allow three to four hours for the installation and commissioning of your Charger.

2.3.9. What does the standard installation package include?

The standard installation package includes all labour costs, transport and small parts (such as screws, bolts, etc.), mounting and installation of the wallbox itself, installation of residual current protection and cable protection, up to 15 m of cabling including cable ducts, and up to two wall opening points, if required. Beyond this, our installation partners also carry out all functional tests and inspections in accordance with local requirements, and they'll take care of the packaging and waste for you. Our standard package is designed to cover the needs of most customers. If you require additional services, our installation partners will be happy to create you an individual additional offer.

It is recommended to check your country installation conditions, as them might differ from one to another.

2.3.10. I live in a condominium/apartment block/flats, can I still have a wallbox installed in my personal garage?

In principle, certainly, although the law states that everyone living in the multi-residence building must be in agreement. If, for example, at the annual owners' meeting there is a vote on your plans, you must contact members who aren't present, such as rental owners, and ask for their signature. The feasibility of the installation also depends on the access to the electrical infrastructure at your parking space.

During the home check, our installation partners will help by providing a professional assessment your situation."

It is recommended to check your country regulation, as it might differ from one to another.

2.3.11. What if the standard installation package is not sufficient for my home?

If your home does not fulfil the criteria for the installation, we can usually carry one out, nonetheless. This may result in extra costs.

2.3.12. Can I cancel the installation if it's too expensive or I decide against it?

The installation can be cancelled if it's too expensive, not possible or can't be carried out for another reason. If the installation is cancelled after your in-person home check, a small charge will be applied for the home check.

2.3.13. How can I prevent my fuses or my home mains connection from becoming overloaded, and ensure there is enough electricity available?

All variants of Chargers can be optionally fitted with protection against power outages. This continually monitors the load of the mains connection and adjusts the charging speed appropriately. This helps avoid power outages and charges your vehicle as quickly as possible.

2.3.14. How do I know if I meet all requirements for installing a Charger?

If you buy your Charger from a SEAT partner, your SEAT partner will support you with a first free online pre check. You simply answer a few short questions about your home environment to get an initial assessment – without any obligation.

When buying in the online shop, you can complete this free online pre check on your own.

After a home check, our service partner can give you a binding assessment of whether you meet the criteria. Please note: the home check is part of the installation package and is only offered if you order the charger together with installation by our installation partner.

2.3.15. What is included in the home check offer and how are additional issues considered?

The standard installation package is designed in a market-specific manner. Content differs from country to country based on the regional requirements. In case the home check by the installation partner reveals that additional measures have to be taken that are not covered by the standard installation package in order to properly install the box, an additional offer is first made to the customer.

2.3.16. Do I have to be present during the installation?

We recommend you to be on site during the installation to receive the necessary introduction to the home charging station and to allow a complete setup of the Connect and Pro versions. Once the installation is complete, you will also be asked to sign a commissioning report.

2.4. Connected chargers: Easy Charging App

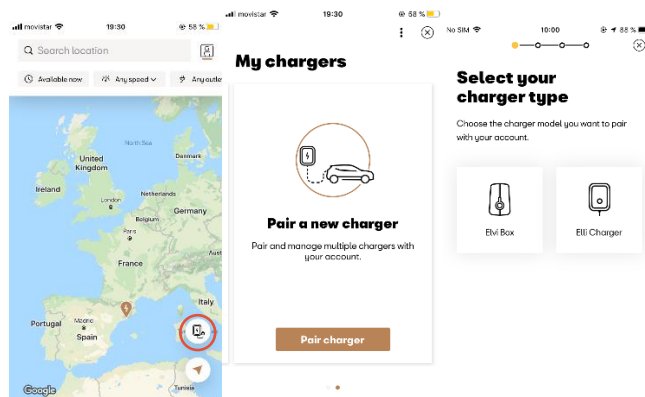
2.4.1. Set-up

2.4.1.1. Which wallbox can be paired with the Easy Charging App?

The SEAT and CUPRA Easy Charging App can be paired with the Connect and Pro Chargers from Elli (VW ID, Skoda)

2.4.1.2. How can I pair my Wallbox to my account?

Once the Wallbox is installed and connected to internet, you have to access to the icon of the charger and follow the steps to pair you charger. If you do not belong to France, the model to be selected is the "Elli Charger". This process needs to be done only one time.



2.4.1.3. Can I pair more than one Wallbox to my account? And the way around?

A Wallbox can be paired to a single account. One account can have more than one Wallbox paired.

2.4.1.4. Can I pair more than one RFID card to my account?

Yes. But one card can only be paired to one account.

2.4.1.5. Is there any difference between the included RFID card with the Wallbox and the MSP?

No, you can use both either for charging at home (Wallbox) or for public (MSP).

2.4.2. Charge functionalities

2.4.2.1. How it works & modalities

The remote functionalities let you check and control the charging sessions from anywhere via your smartphone. Under “Settings” menu you can choose between “Instant” and “Private” charging.

“Instant Charging” no authorization is required to start charging. Any user that plugs their car, the charger will start the charge.

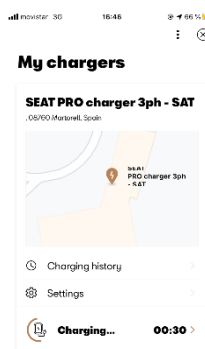
“Private Charging” asks always for authorization to start charging. This can be done either with the RFID or with the App. To stop the charge, you can do it via RFID, App or from your car.

Authorizations

- Instant Charging**
 Charge immediately without a card
- Private Charging**
 Charge by swiping authorized cards

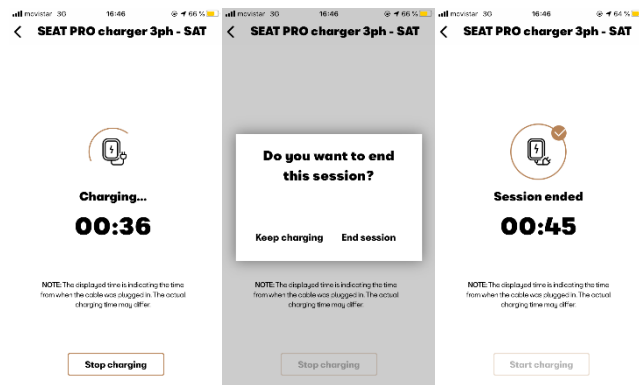
2.4.2.2. Start charging with App and RFID card

Before plugging your car, go to “Settings” menu in you App and be sure to select “Private Charging”. Check that the Wallbox LED status is green. Plug the cable to your car and wait for authorization. When the Wallbox changes to yellow LED, it’s time to approach your paired RFID card to the charger or enable it via the App.



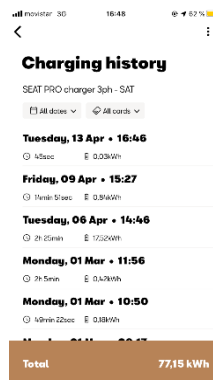
2.4.2.3. Stop charging with App and RFID card

If your battery is fully charged or you need to stop the charging session, you can stop the charge with the same procedure as it has started: approach your RFID card to the card reader or select “stop charging” in your app.



2.4.2.4. Charging sessions history

From the main screen, you can access to all the charging sessions. Here you can consult the date, the duration, the RFID card that did the authorization (when applies), and the energy consumed during the session (only with Charger Pro version). New filters and features such as sessions exports are under development, so keep your App updated to benefit from all newest features.



2.4.2.5. Charging timer compatibility

If you have set up a charging timer for both your car/Connect App and charger/Easy Charging App, the car will only charge when both timers were activated. If any of them are in “OFF Modus” the car won’t charge. For this reason, it is advisable to program only from one channel (either car or wallbox).

3. Charge at public

All charging points that are connected to the SEAT / CUPRA Easy Charging App can be seen in the App. To see the points, you must download the App, create a SEAT / CUPRA ID and then you can see the points.

3.1. How to find a charging spot?

Locations of charging stations are integrated in the SEAT / CUPRA Easy Charging App. You can either search by city, town, village or drop the pin in the area you would like to search.



3.1.1. How many charging spots are there today within the SEAT / CUPRA Easy Charging Network?

SEAT / CUPRA Easy Charging has around 200.000 (Status: April 2021) charging spots in the 28+2 markets (please refer also to Elli Charging Spot Coverage). The net of charging points is constantly being increased to give you a better service.

3.1.2. Will there be exclusive charging stations only for SEAT / CUPRA customers?

No, this is currently not planned.

3.1.3. Is it possible to use the SEAT / CUPRA Easy Charging to charge vehicles from other brands?

It is possible to use SEAT / CUPRA Easy Charging card with every EV.

3.2. Why filter?

In order to find the right charging spot for your car it is recommended to filter. So, the App just shows you stations that are currently available, offer the plug type your car supports and a speed that suits you.

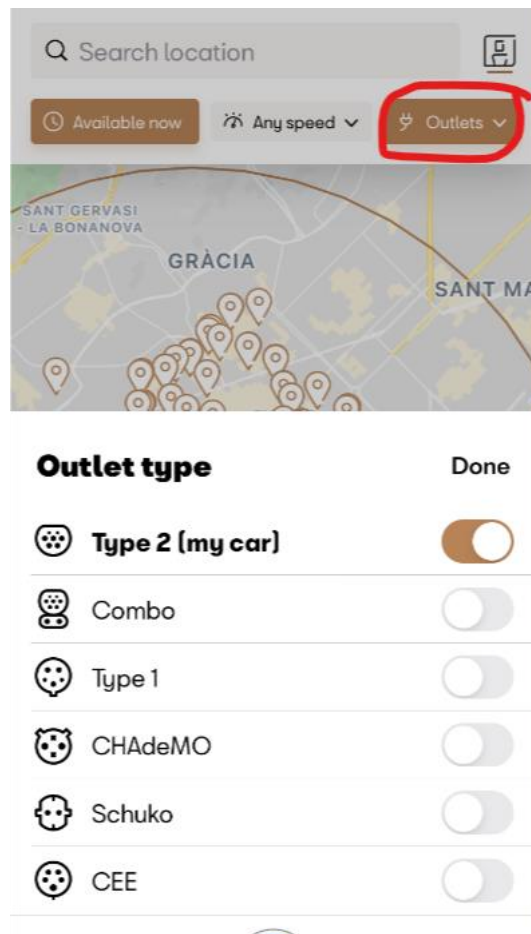
3.3. Available filters

There are three filters available:

- By availability
- Plug Type
- Speed

3.3.1. Plug type

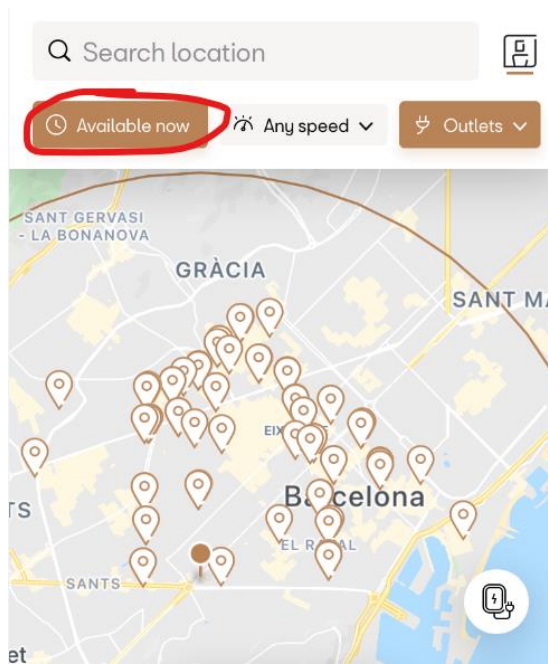
In this filter you can see all available plug types. Choose the one suitable for your car (at least one)



3.3.2. Availability

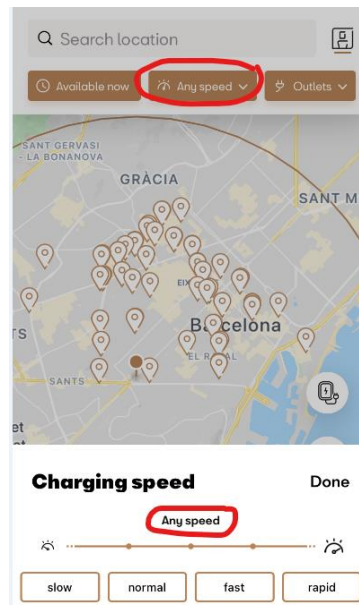
Can the customers see if a charging point is being used?

Sure! The App has several filters, one of them (at the top on the left) you can filter "availability" and only see the charging points that are currently not being used.



3.3.3. Speed

In this filter you can see all type of charging speed. Choose the one suitable for your car.



3.3.4. Ionity

What is Ionity?

IONITY is a Joint-Venture with VW Group, BMW, Daimler & Ford, building 400 high power charging stations across Europe by 2020.

3.3.4.1. Is high power charging at IONITY charging stations possible?

Yes, IONITY supports 350KW high power charging.

3.3.4.2. Can I charge at Ionity Stations?

Yes, with the SEAT / CUPRA Easy Charging App you can charge at Ionity stations. In your tariffs you will see the exact tariff.

3.3.5. RFID / Remote charging

This filter will come soon, you then will be able to filter stations that work with RFID card, remotely or support both.

3.4. How to charge – RFID vs. APP

3.4.1. What is the difference?

RFID charging: that means you start and stop the charging with the RFID card, activating the process by holding the RFID card next to the card reader, which is on the charging point.

Remote charging: that means you start and stop the charging via App. When you click on “start charging” the App connects to the CPO’s servers, authorizes your charging session and it will then start to charge. Whenever you wish to end the session you can do this clicking on the app.

3.4.2. Who sells the SEAT / CUPRA Easy Charging RFID cards and what is the sales approach?

Cards are not being sold, they can be ordered through the SEAT / CUPRA Easy Charging App.

3.4.3. What are the advantages?

RFID charging:

The advantage is that you start charging without having to bring your mobile phone (or you are running out of battery), and if you have no signal this is no issue.

Remote charging:

You don't need the RFID card and can start and stop the charging session with your mobile Phone. It may take a little longer to start / stop the charging session – and the speed depends either on your mobile phone connection as on the speed of the servers of the CPO.

3.5. QR-Codes on Charging Points

Can I start charging with the QR codes I see on the Charging Stations? The QR codes belong to the operator of the charging point and are not linked to Easy Charging App.

3.6. How does the authentication at a charging station take place?

You can either charge with the RFID card, authorizing the charge at the charging point or starting the charging in remote, meaning starting with the app.

3.7. Can I protect my Charger against unauthorised charging by third parties or allow another user to charge it?

RFID authentication is a function of Charger Connect and Charger Pro that allows you to determine who can use your home charging station.

You can activate and/or deactivate this function via your app. When this function is activated, charging is only possible using an RFID card. This RFID card has the format of an ordinary credit card and acts like a key. The charging process can only be started with an RFID card that has been enabled in the app.

3.8. What is RFID authentication?

If your Charger is not installed in a closed room, you can protect your Charger Connect and Charger Pro with RFID authentication or use this function to allow a third party access.

3.9. Charging Points (= CPs)

3.9.1. Reservation

Can I reserve a charging station? No, currently that is not possible.

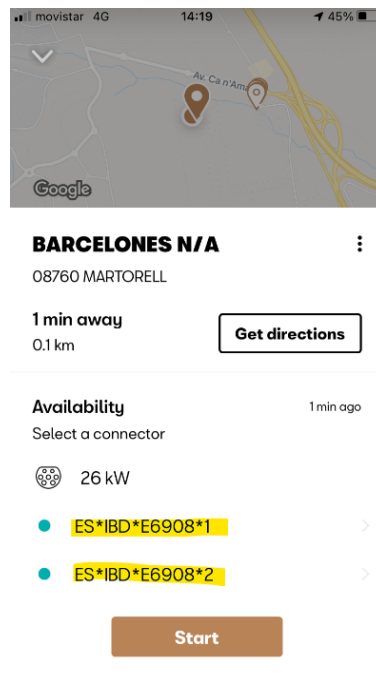
3.9.2. Add Stations

Can I add new charging stations to the app?

In order to assure the quality of charging points, only Elli can add new stations to the App. Elli is constantly negotiating with more charging point operators so that the net of connected stations is continuously growing. Currently (status: April 2021) there are over 200.000 CPs all over Europe.

3.9.3. The station I want to use is on a private parking / space / not accessible.

Thank you for this information. Please give us the exact direction and number of the station (details are in the app, example ES*IBD*....) – in order to report this issue.



3.10. I try to charge but it doesn't work

The problem can be the charging station or the car. Steps to follow:

1. Make sure that the RFID card is correctly paired to your App account. The activation will take a couple of minutes, but then you should be able to use the card.

Please make sure you have activated the card. Please click on the right-hand side on the person, then the menu will open up. Go to "my cards" and make sure your card is linked.

2. Check if the charging station is turned on (usually there is a control light or/and the display must be turned on)
3. Please make sure that the cable is connected correctly to your car and to the station. A control light in your car (normally blue or green, check on the car) will switch on.

3.10.1. Started charging with RFID Card?

Hold the card up to 30 seconds to the card reader, try different positions and try to turn the card and wait. Sometimes the actual card reader is not exactly under the field that is indicated in the App.

3.10.2. Started charging remotely (App)

Did you start the charging via the App? Please wait more time, sometimes the connection of the charging point and the servers is slow, and it may take up to one minute to get the authorization. If after waiting it still does not work, please try to charge with the RFID card.

3.11. Stop charging

3.11.1. I started charging with the RFID

If you started charging with the RFID, you must end your charging session with the RFID card. Just hold the card next to the card reader and wait until the charging point gives a signal. Normally you can see on the display that the session has stopped.

3.11.2. I started charging with the App / remotely

If you started charging with the App / remotely, you must end your charging session with the App / remotely. Just press the “stop charging” button on the App and wait a couple of seconds.

3.11.3. The card reader doesn't work

If the card reader on the charging station doesn't read your RFID, try to charge with the App.

If you started charging and can't stop (because the card reader doesn't read the card anymore) you can always stop the charging session by disconnecting the cable. Just Press you “open car” button on your key your car and connect this side of the cable first. As soon as the cable is disconnected you will not be charged longer for the session.

4. Billing

4.1. When do I have to pay for SEAT / CUPRA Easy Charging?

You must pay for actual public charging sessions according to your chosen tariff. Home charging is integrated into the SEAT / CUPRA Easy Charging App - a connected version of the wallbox is required to use the feature.

4.1.1. Is SEAT / CUPRA Easy Charging for free?

There is no fee to sign up, according your tariff you will have a monthly tariff fee or not (depending on country offer).

4.2. How can I pay for a public charging session?

During your registration in the app you added your credit card. Your charging sessions will be charged from this credit card.

You will receive a monthly bill for all your public charging sessions. When you register for the SEAT / CUPRA Easy Charging tariff (several tariffs are available) we need your credit card.

4.3. Where can I download my bills?

Please log into the App, click on the right-hand side on top and you will see a menu, click on "history" and you will have a summary of all our charging sessions.

4.3.1. How are the public charging sessions calculated?

In the App you can find a summary of all your charging sessions in the history.

For every public charging session, we receive the data from the charge point operators, that we have partnered up with. To these charge records your tariff is applied and then listed on the personal invoice.

4.3.2. Why don't I see a charging session in the history?

Possible causes:

- It may take a couple of minutes until the charging session is shown in the history
- You started / stopped the charging session via App: In this case according it may take even longer, since it depends on your internet connection and the speed of the CPO.
- Make sure you charged (possible error message on the charging point)

4.3.3. Will the costs for public charging only be shown at the monthly invoice?

After every charging session the costs & details will be shown in the charging history in the SEAT / CUPRA Easy Charging App.

4.3.4. Is it possible to bill each user individually with the Charger?

The Charger Pro has a MID-certified energy meter which enables individual billing per consumer.

4.4. Blocking fees

4.4.1. What is a blocking fee?

A blocking fee is an extra amount of money that is charged when you "block" - means use a station too long. Once a charging process is completed the vehicle should be removed in order to make the station available for other cars.

4.4.2. Why does a blocking fee exist?

It was introduced in order to avoid a miss use of parking slots with a charging station. These parking places are exclusively for vehicles charging and no low-cost parking spot.

- 4.4.3. Will I be notified before being charged a blocking fee?
The information about the blocking fee is shown where the CPO prices are. (tbc Elli)
- 4.4.4. Will the blocking fee be applied at all stations?
There is no difference between stations (tbc Elli)
- 4.4.5. When will the blocking fee be applied?
The information on when the blocking fee apply (time) and how much it is (€) and be found when checking the details of every charging stations. You will see information on prices and just next to it there will be information on the blocking fee.
- 4.4.6. Will the blocking fee also be applied abroad?
Yes. Your tariffs, including the blocking fee are the same all over Europe.

4.5. Payment Methods

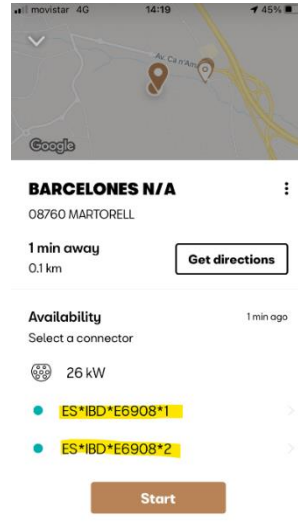
- 4.5.1. How can I pay?
When you register you need a credit card, either Visa or Mastercard.
- 4.5.2. Can I pay by Paypal / Debit card / Direct debit?
Currently this payment methods are not accepted.

4.6. The charging session is not shown in the history.

Possible causes:

- You charged at a charging point that is not shown in the App. Then billing is not possible although in some cases charging works.
- You started the charging remotely: according to the speed of the connection of the charging session it may take a couple of minutes.

- If not: please give us information about the charging station (code ES*IBD*xxx, -- see yellow -- timestamp, and charging card used -> send to Elli)



4.7. Charging abroad

When I drive abroad – can I use my RFID card / charge remotely? Yes, you can. Just open the App and you will see charging points all over Europe. You may charge at any of the points you see.

4.7.1. How can I pay?

You will pay just like you pay in your country, with the credit card you linked to the App.

4.7.2. Is there a surcharge for charging abroad?

No, you will be charged the same amount in all countries (according to your tariff)

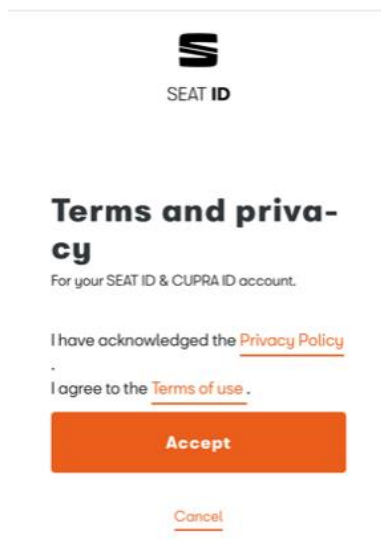
5. Data Privacy

5.1. For which purposes will my data be used and how are they protected?

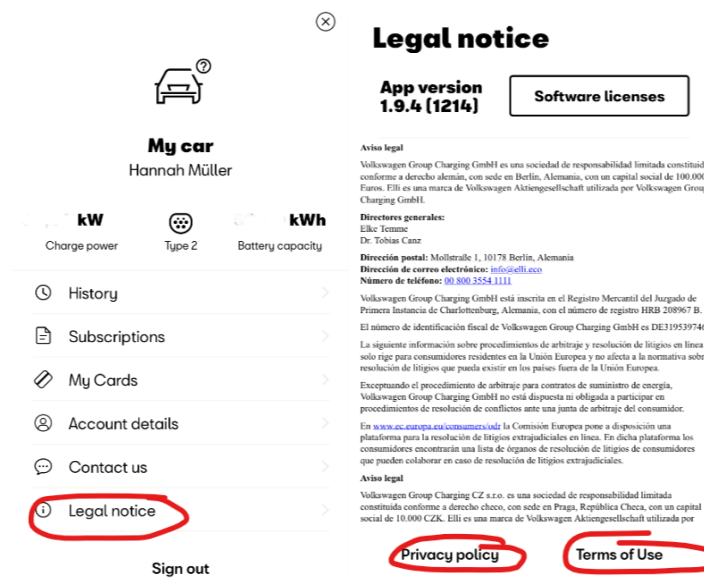
All relevant information can be found in our data privacy statement that you agreed to when registering.

5.2. Where can I find the terms and privacy policy?

You can read the terms and privacy when you subscribe:



After subscribing you may always read the conditions, clicking on the main menu, “Legal notice”.



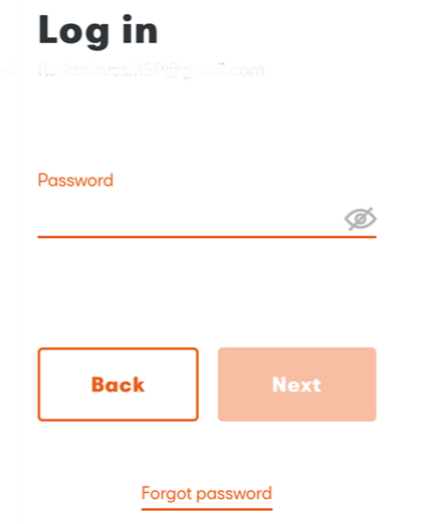
6. Others

6.1. Can I open the App with the Face recognition or Fingerprint?

This feature is currently not available but planned.

6.2. I lost my password; how can I recover it?

Log in with the Email you registered, click on “next” – when you asked for the password, simply click on “forgot password”.



The screenshot shows a login screen with the following elements:

- Log in** header
- Email input field containing `12345678901234567890@gmail.com`
- Password** label above a password input field with a toggle eye icon.
- Back** button (outlined) and **Next** button (solid).
- [Forgot password](#) link below the buttons.

6.3. Can fleets be managed with SEAT / CUPRA Easy Charging?

The product is currently designed for private use only, nevertheless, in the future there may be a solution for fleets.

6.4. Which app will be used by PHEV customers?

The SEAT / CUPRA Easy Charging App is for BEV and PHEV customers. There is a special tariff for PHEV customers (not available in all markets.)

6.5. Can I control my Wallbox with the SEAT/CUPRA Easy Charging App?

Yes, with the SEAT / CUPRA Easy Charging App you can control all your charging sessions: at home (only connected Wallboxes) and at public charging stations.