



IONITY

WINTER TRAVEL GUIDE

How to charge during
long distance trips

It is that time of the year again: Meeting family and friends, visiting decorated cities, walks in the snow – the winter holiday season brings a lot of good reasons to travel.

No matter if you are new to electric vehicles or have been in the game for quite some time, our mission at IONITY is to get you to your destination as fast and as hassle-free as possible. Using your electric vehicle in the cold months of the year is straightforward if you follow some simple guidelines. So here is a quick overview of how you can get the most out of charging during winter.

Enjoy your ride!



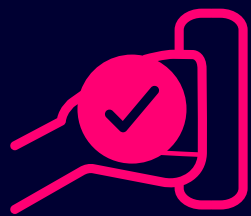
OVERVIEW



**PLANNING
YOUR TRIP**



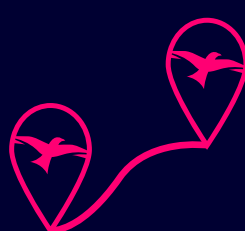
ARRIVING ON SITE



**SUCCESSFUL
CHARGING**



HOW TO PAY



ABOUT IONITY

PLANNING YOUR TRIP

Planning your journey in advance can save you time once you're on the road. We have gathered five easy general tips to consider before your next long-distance trip and some specific tips for travelling during the cold months of the year.

1 UPDATE YOUR VEHICLE'S SOFTWARE

Electric vehicles are a bit like computers: Every once in a while, they need an update, which can indeed improve the overall charging performance of the car. So, before you go on a long journey, make sure you install the latest software and firmware updates. Your car dealer can help you with that.

2 PLAN YOUR ROUTE IN ADVANCE

At weekends and at the beginning or end of the winter holiday season, as well as around public holidays, there may be waiting times at the charging stations. Therefore, try to plan your charging stops in advance. If possible, charge at less busy times, such as early in the morning or late in the evening and during the week rather than at weekends.

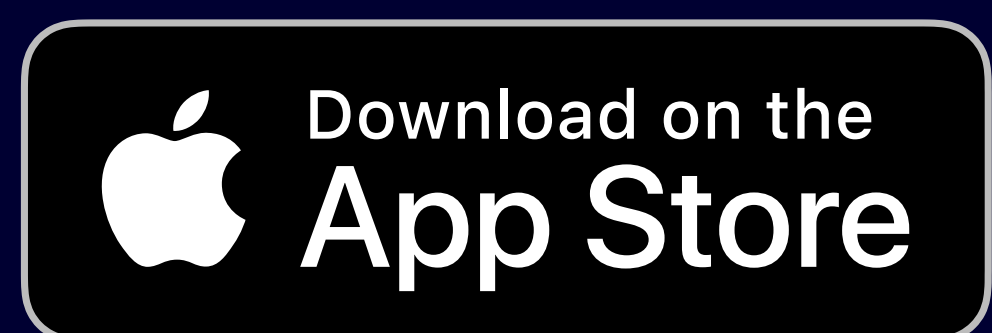


If the temperature outside is low you should expect limited range and longer charging times. Keep in mind that bad weather and poor road conditions may limit your speed and slow you down. So be prepared to plan extra charging stops during long-distance travels.

3 **DOWNLOAD THE IONITY APP**

If you want to pay for the charge via the IONITY app, make sure you download it before you leave and fill in your payment details in advance. This will save you time when you're at the station.

You can also use the app as a back-up if your RFID or charging card shouldn't work. The IONITY app also lets you see in real-time how many chargers are available at all IONITY stations.



4 CHECK YOUR RFID CARD OR TOKEN

You can check the compatibility with your Mobility Service Provider (MSP) – most of them have information about charging networks on their website. Make sure their charging service and your tariff include access to the IONITY high-power charging network.

5 BRING YOUR CHARGING CABLE

All high-power chargers are equipped with charging cables. However, if during your journey you need to charge at a slower charging station, you might need your own Type 2 cable. Also, a charging cable can be helpful for destination charging.

6 START WITH A FULL BATTERY AND PRE-HEAT YOUR CAR

When you set off from home in the winter, start with a full battery. If possible, park your car in a garage or indoor space and heat the battery up while still plugged in the wallbox. This will save energy while driving on the road and ensures that your battery is warmed up for subsequent charging. Check if your car offers a timed pre-heat option to have your car ready when you want to leave your home.

7

PRE-CONDITION YOUR BATTERY BEFORE ARRIVING AT THE CHARGER

To optimize the charging experience in winter times, please check the documentation of your car for a “winter mode” or the option to precondition your car by selecting your next charging stop in the navigation system. This will ensure that the battery is at an ideal temperature when you arrive at a charger, which will optimize the charging speed.



ARRIVING ON SITE

There are more electric vehicles on the roads than ever before. During the winter holiday, this can lead to longer waiting times at charging stations. Here are a few things to consider, so everyone can get back on the road as quickly as possible

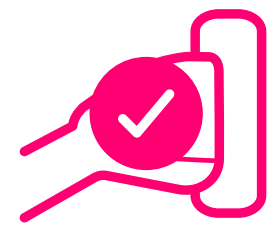
IF ALL CHARGERS ARE OCCUPIED

- » Don't block traffic or parked cars while waiting
- » Stay patient and wait until you're next
- » While waiting, be prepared by keeping an eye on the tag/RFID, ensuring the app is working and all data has been applied
- » Reconsider: not every electric vehicle can use the full potential of high-power charging. So, if this is the case for your vehicle, consider using a different charger nearby

ONCE IT'S YOUR TURN

- » Park within the lines in front of the chargers
- » Be careful: electric cars have their power inlets in different spots, so be prepared for cars moving forward and backwards

HOW TO CHARGE EFFICIENTLY



START CHARGING BELOW 20%

The lower your battery level, the faster your EV will recharge. Try to arrive at the charging stations with a State of Charge (SOC) below 20 % if your route allows you to.

STOP CHARGING AT 80%

Your car charges significantly slower once it reaches an 80 % state of charge. Charging from 80 to 100 % can take the same amount of time as charging from 20 to 80 %. So, unless it is mandatory for your trip, top-up to 80 % and go.

CONSIDER TIME AND RANGE

Always understand how much you really need to charge to reach your next travel and charging destination. Also, once the charging performance drops below 50 kW – and slows down significantly – it might be a good idea to stop the process and go.

LEAVE IMMEDIATELY

Please make the charger available to other drivers and leave as soon as you have finished charging your car.



STAYING WARM WHILE CHARGING

If your car is already at a comfortable temperature level, keeping that level needs very little energy. This means that you should be able to stay warm and cozy in your car, even if you have to wait for somebody else to finish their charging process. Just remember to keep an eye on the state of charge. By the way, heated seats are more efficient to warm you up than the car heater.



SUCCESSFUL CHARGING

IONITY stations are fast and reliable. And with these simple tips that apply just the same during winter or summer you can make sure your charging session always starts successfully.

1 UNLOCK YOUR VEHICLE

Make sure that your EV is unlocked before you start the charging process. You can lock it once the charging session starts and explore the various service offerings on site.

2 FOLLOW THE INSTRUCTIONS ON THE DISPLAY

Make sure you are following the instructions on the display of the charger. When you pay with RFID, you must first connect the cable to your car. Some of our chargers will require you to press START on the screen before you can use your RFID card. If you would like to pay via the IONITY App, mobility service provider (MSP) apps or a QR code, always complete the payment first before plugging in the cable. This is important to prevent a timeout and to ensure the session starts successfully.

3 HOLD YOUR RFID TOKEN OR CHARGING CARD CLOSE TO THE READER

If your RFID token or card is not recognized, you can pay via the smartphone app of your mobility service provider (MSP) or our IONITY app. Alternatively, you can scan the QR code on the charger. Doing so will take you to a website where you can enter all your payment details.

4 INSERT AND HOLD THE PLUG FIRMLY

Insert the charging cable in your car and hold the plug firmly. As soon as you hear a clicking noise from the charger, it is safe to let go.

If the charging process still isn't starting or you need any kind of support, please get in touch with our customer service: we are happy to assist you 24/7 in 9 European languages. You will find the hotline phone number directly on the charger.



HOW TO PAY

At IONITY paying is just as hassle-free as charging. Here are your options.

MOBILITY SERVICE PROVIDERS (MSP)

You can charge and pay within the IONITY network via a contract with a mobility service provider (MSP).

As a customer of these providers, you gain access to charging networks for electric vehicles which include but are not limited to IONITY. Typically, you are offered contactless payment options via RFID cards or tokens as well as with smartphone apps.



PLUG & CHARGE

Simply plug the cable of the charging station into your car and charge – this is possible with the new Plug & Charge technology. Car manufacturers gradually provide it in the vehicles. IONITY already offers Plug & Charge to simplify charging and provide a secure and seamless charging experience. Please check with your manufacturer whether the manufacturer has equipped your car with Plug & Charge.

IONITY DIRECT via smartphone

If you rarely travel long distances or want to use our charging stations only occasionally, IONITY DIRECT is the right choice for you: without registration or advance planning, this standard rate enables spontaneous charging and payment via our smartphone app.

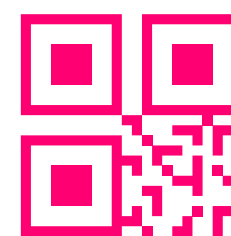


Visit our website for more information about the rates of IONITY DIRECT in your country.

IONITY DIRECT **via QR-Code**

If you prefer not to download our app, you can still use our chargers by scanning the QR code which is available on every single charger.

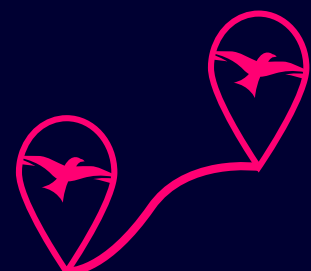
HOW TO START CHARGING VIA THE QR CODE



- » Scan the QR code of the charger with your smartphone
- » Open the website which is displayed
- » tap “start charging”
- » Accept the terms of use and select your payment method

After your payment is confirmed, you can insert the charging cable in your car and the charging session will start.

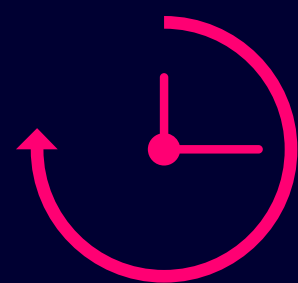
ABOUT IONITY



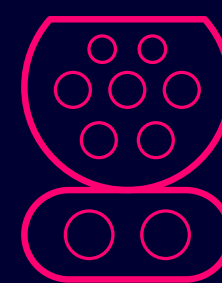
High-Power Charging network for electric vehicles of all brands along highways in 24 European countries.



Charging stations with multiple charging points per location



Chargers with up to 350 kW charging capacity for ultrafast charging



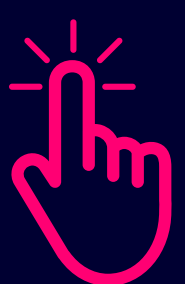
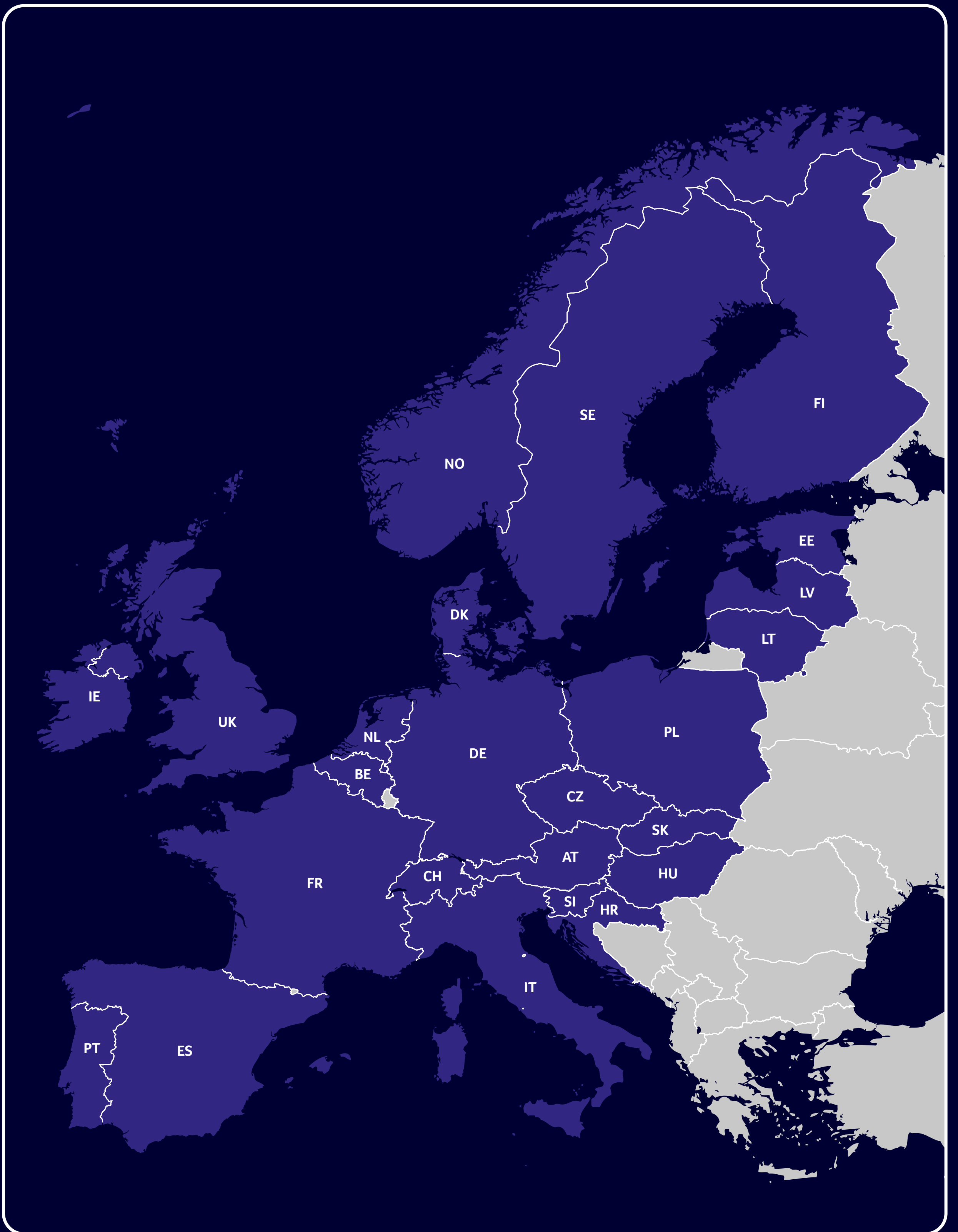
European charging standard CCS for widest compatibility across electric vehicles



100 % renewable energy for carbon-neutral driving

**ENABLING ELECTRIC TRAVEL
FOR EVERYONE**

IONITY – HIGH-POWER CHARGING IN 24 COUNTRIES



Tap on the map to see where exactly in Europe you can find IONITY high-power charging stations.



HAVE A SAFE JOURNEY!

ionity.eu