

centrica

Electric Vehicle Services

**Guest Charging
Instructions**

About Centrica Chargers

All our chargers are operated using the free [Centrica EVS app](#).

What our charger connector indicators show:

- GREEN** Socket is available for charge
- BLUE** Socket is in charge mode
- RED** Socket is in fault mode
- NO LIGHT** Charger is switched off

Please Note:

If the indicator lights at the top left and right of the charger are showing **red** or are switched off, please contact [support](#).



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Downloading the FREE App

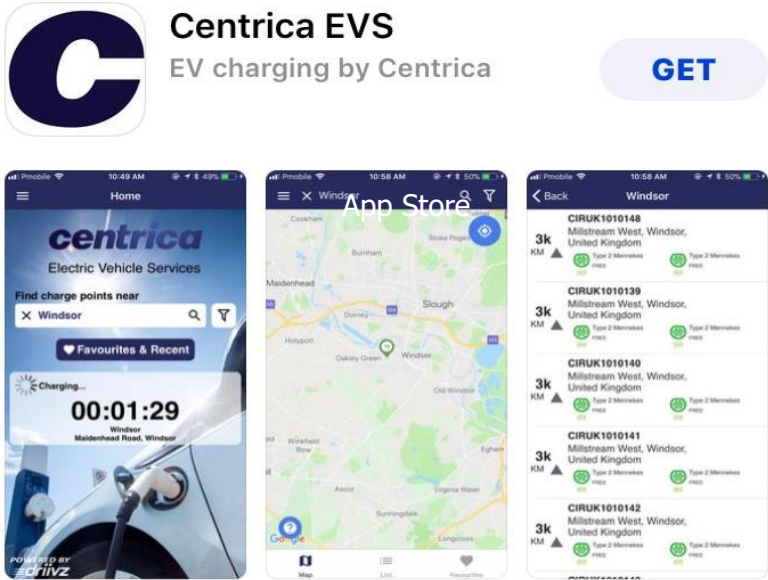
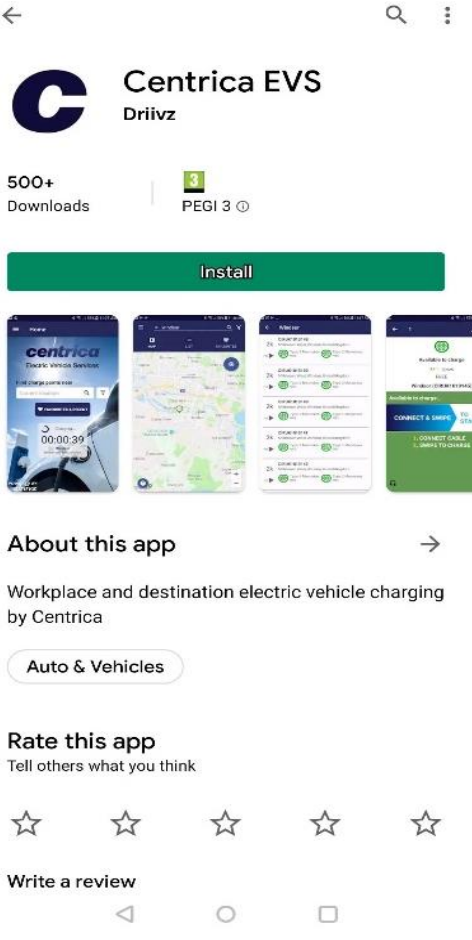
Android

- Android users go to Google Play store, in the search bar type **Centrica EVS**

iPhone

- iPhone users go to the App Store, in the search bar type **Centrica EVS**

Once you have located the App, please install.



Frequent Users

- Frequent users may want to register for charging and should install the app in advance in case any issues arise on the day. Any issues can be reported on the helpline in advance of arriving on site for a charging session.
- We recommend infrequent or one off users carry out the Guest Charging procedure.

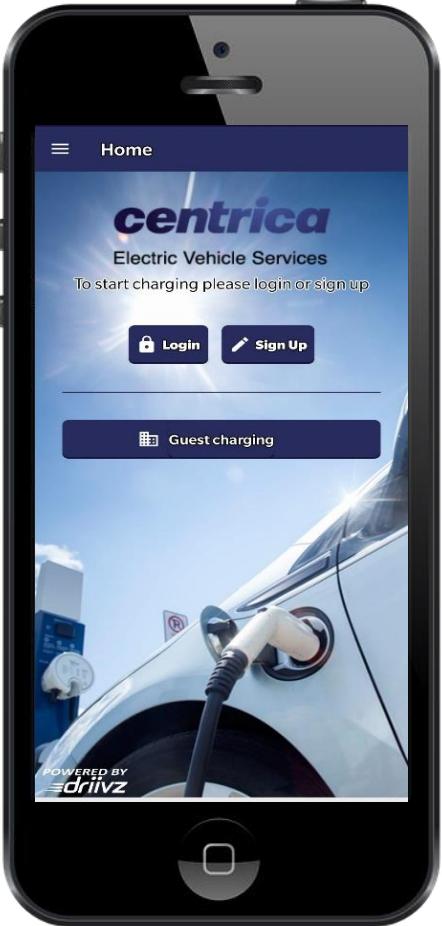
Start a Charge using the Centrica EVS App

1 Open the Centrica EVS App and select 'Guest charging' found in the home page

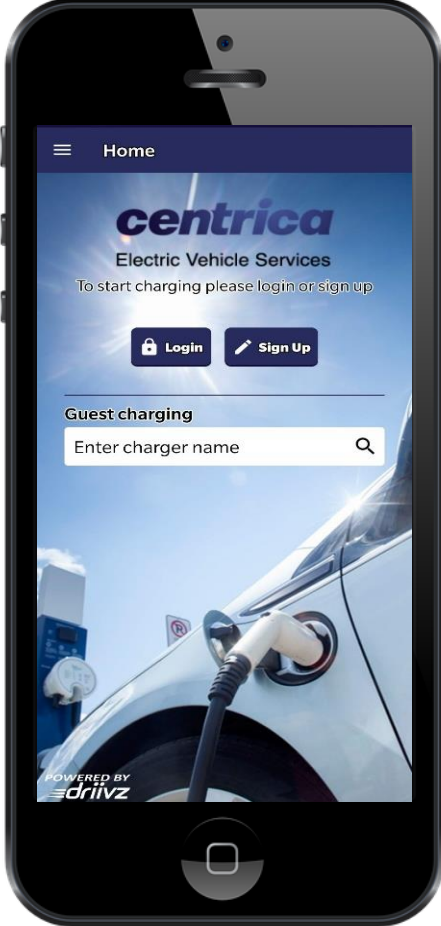
2 Enter the charger name which is found on the top right of the charging point

3 Select the connector that you would like to charge from

1



2



3



Start a Charge using the Centrica EVS App (cont.)

4

Plug your charger into the selected connector

In the Centrica EVS app swipe right to start the charge. The indicator light above the socket should change from **green** to **blue**. If the charge is crucial to your return journey then wait at least one minute to ensure the indicator light is still blue and charging before leaving your vehicle

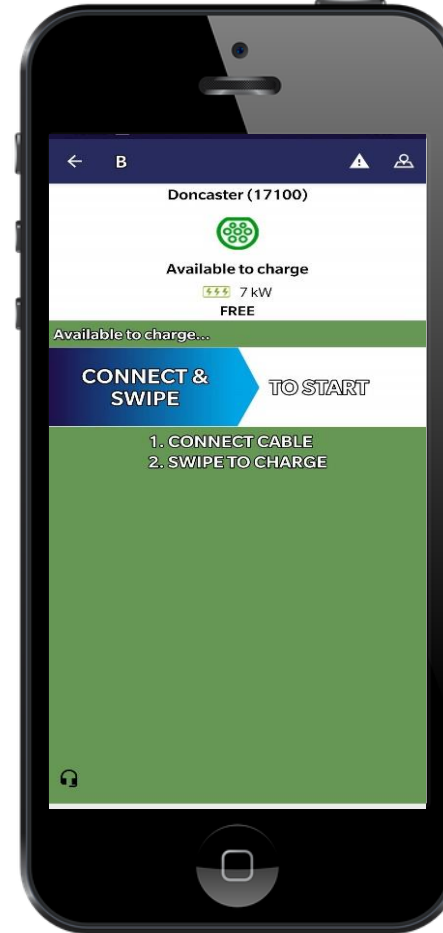
5

On the Centrica EVS app swipe left to stop the charge

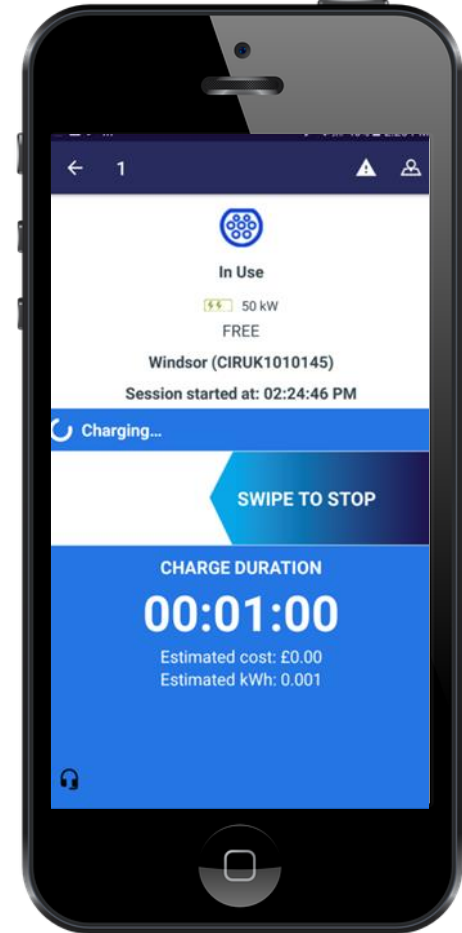
4



5



6



Troubleshooting

Charge won't start.

Check the socket indicator light. If the light is red contact support.

Cannot remove charger cable from socket.

Stop the charge using the Centrica EVS App. If this is not possible follow these steps:

- 1) Unlock your vehicle.
- 2) Remove the plug at the vehicle end.
- 3) Wait until the light on the charger turns from blue to green.
- 4) Remove the plug at the charger end.

If this procedure doesn't work please contact support.

Under no circumstances should you try to remove the plug from the charger if the indicator light is blue. This can result in the locking pin becoming jammed in the plug and you will need to contact support for remote assistance.

Charger name not found.

Check that you have entered the charger name correctly. The charger name can be found at the top right of the charger sticker. If you require further assistance please contact support.

Troubleshooting (cont.)

Charger indicator light is red

The charger socket is in fault mode. Please contact support with details of the charger name and which socket(s) is effected. **Do not attempt a charge on this socket.**

Charger indicator lights are off/screen is off

Charger is switched off. Contact support for further assistance.



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Support

If you have any queries or require any further assistance then please contact the Centrica Electric Vehicle services team on:

Phone - 01302 341386

Email - Electricvehicleservices@centrica.com

Opening times

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00
Saturday	Closed
Sunday	Closed