



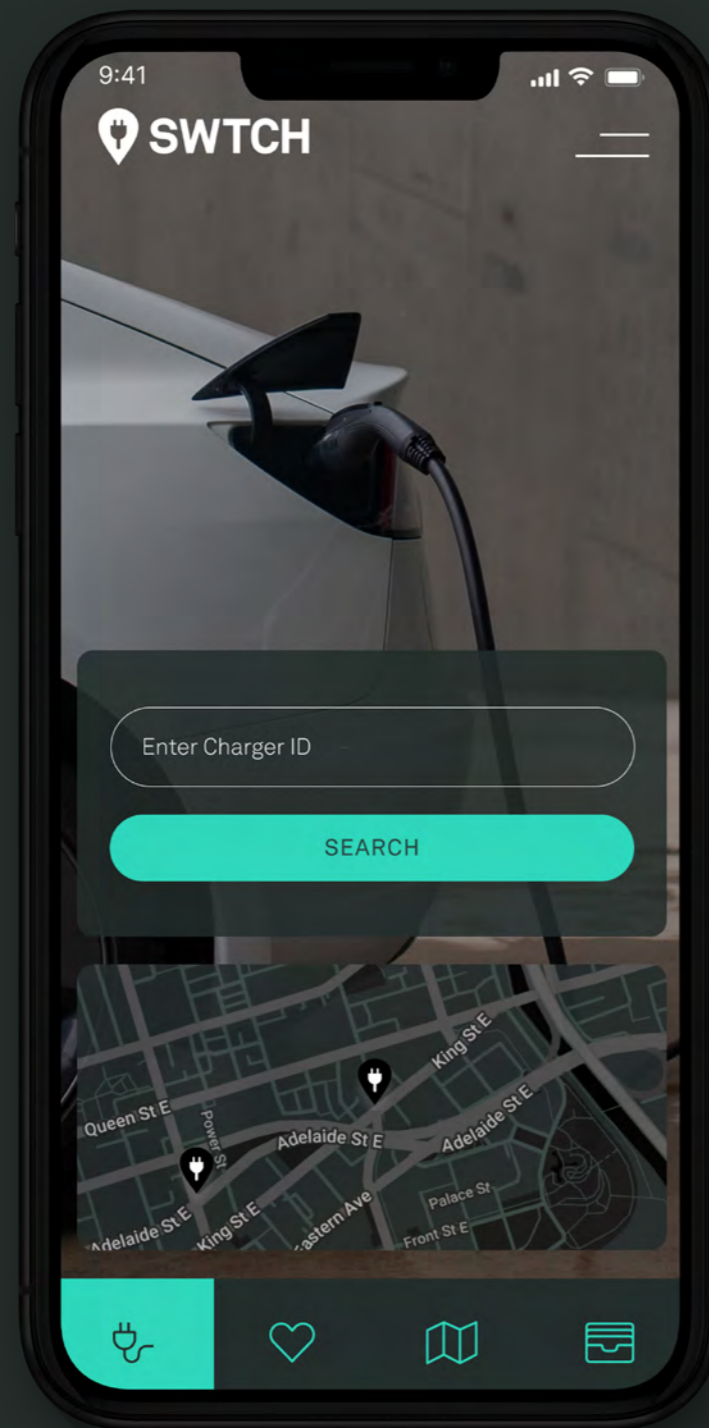
# START CHARGING WITH SWTCH

SET-UP GUIDE



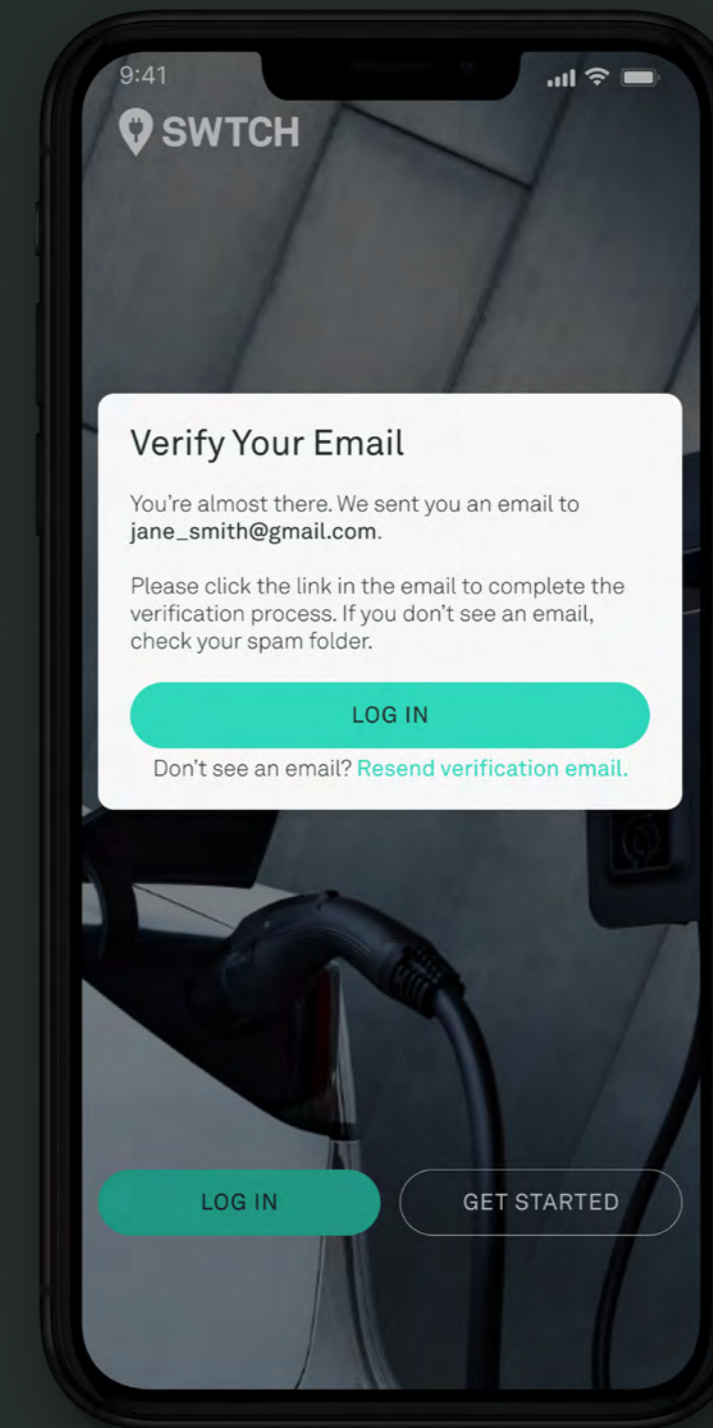
## Download the SWTCH App

Available through the iPhone and Andriod app stores or visit [charge.swtchenergy.com](https://charge.swtchenergy.com) to charge app-free.



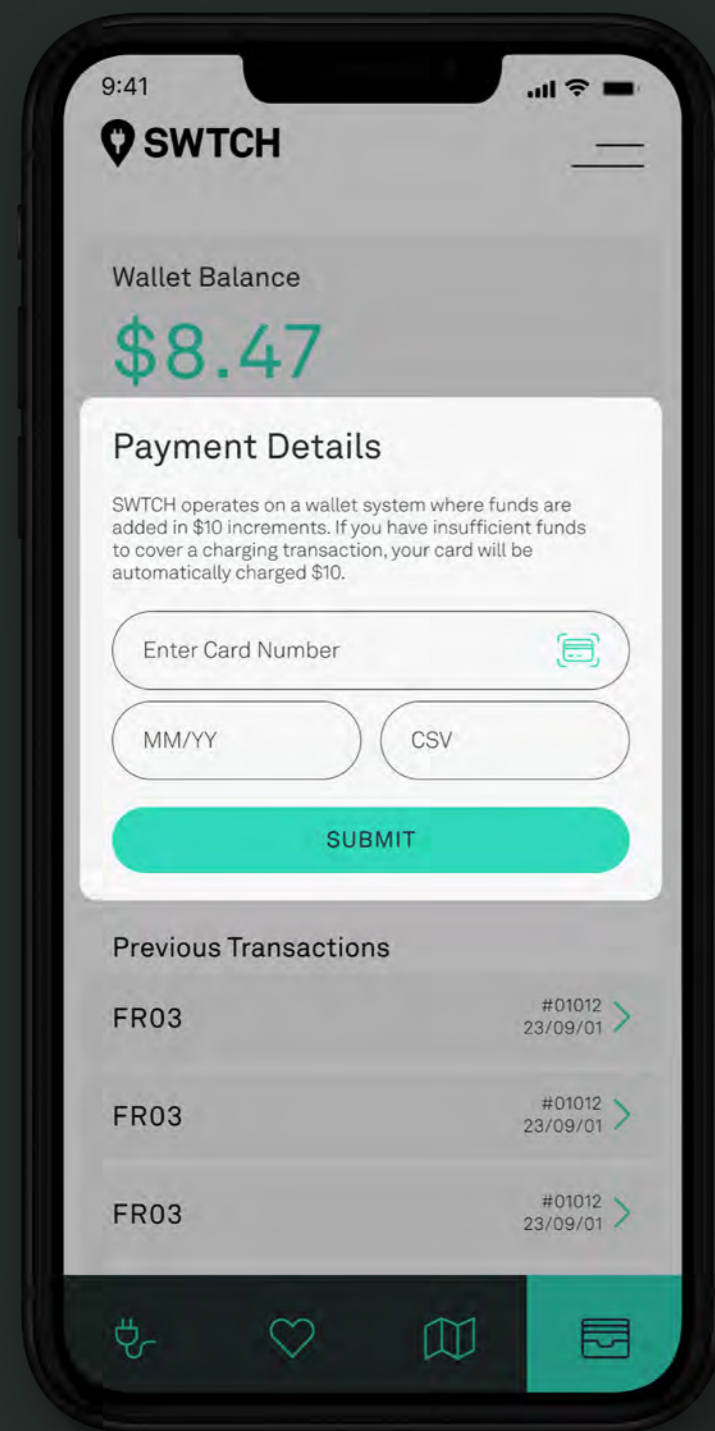
## Create an Account

To complete the process, check your inbox to verify your email.



## Add a Payment Method

As a first time user, you'll be prompted to add a credit card to your account.



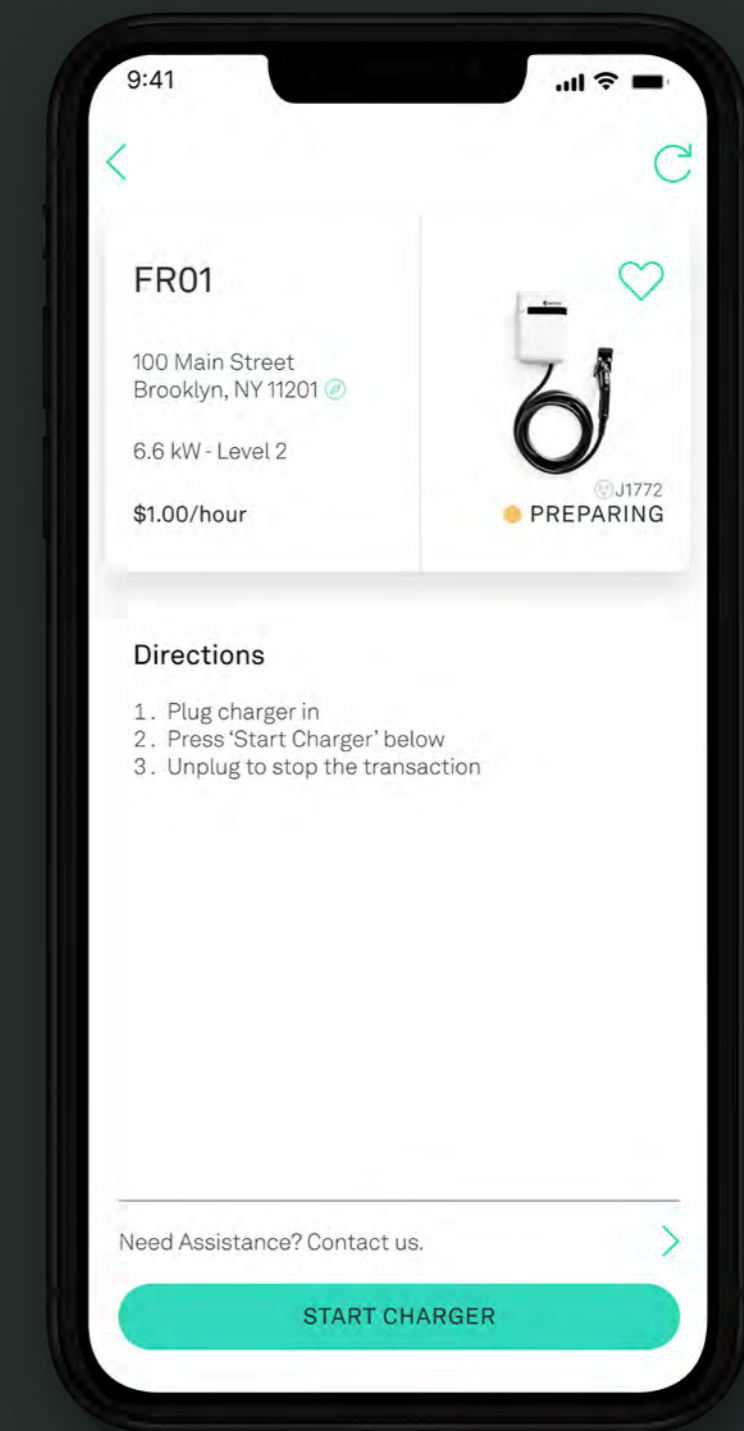
## Select your Charger

To charge, enter in the Charger ID located on the front of the charger.



## Start Charging

Review the details, click START CHARGER, and you're all set!



## No Cell Service, No Problem!

For locations with low cellular reception, request a Charge Card from the app so you can tap and go.



## Frequently Asked Questions

### How do I create a SWITCH account?

Download the SWITCH mobile app on Google Play (Android) or the App Store (iOS). Alternatively, you may register by going to [charge.swtchenergy.com](https://charge.swtchenergy.com) on a web browser.

### What is a charger ID and how do I locate it?

Every SWITCH charger has a unique ID indicated on the front face of the physical machine. It should be 4-6 characters long (e.g., SH45).

### How do I request a SWITCH Charge Card / RFID?

Open the SWITCH mobile app and press 'Request Charge Card' in the drop-down menu at the top right. If you're using [charge.swtchenergy.com](https://charge.swtchenergy.com), press the Menu > Settings > Request charge card.

### How do payments work?

SWTCH operates on a wallet system where minimum \$10 is added upon your first charging transaction. If your wallet balance falls below zero, \$10 will be auto-added.

### How much does it cost to charge?

Hourly usage rates vary by location. You can find out the price of a specific charger by searching by charger ID on the mobile or web app.

### Why won't my car start charging?

Check to make sure the charging cable is securely connected to your vehicle, and make sure your charging schedule is disabled.

## Support 24/7/365

If there's an issue with your account or issue while charging, please call us or email us, 24/7 at 1-844-798-2438 or [support@swtchenergy.com](mailto:support@swtchenergy.com)

