

# FAQ | Charging with Wattif

☎ 24/7 there for you: +49 531 270 884 66

## What charging options are there?

All you need to charge your vehicle is a smartphone with an internet connection. We offer the following charging options:

- Charging via the Wattif app (with/without registration)
- Charging via QR code scan and your internet browser
- Charging via roaming partner apps

## Where can I find the Wattif app for my smartphone?

Download the Wattif app from the App Store (iPhone) or Google Play Store (Android mobile phone) and follow the installation instructions.

Here you will find the download link:



<https://apps.apple.com/de/app/wattif-destination-charging-de/id1633960361>

<https://play.google.com/store/apps/details?id=com.wattifev.de.app>

Dear iPhone user: The link will take you to the Austrian app. Drivers from abroad can download the app directly from the AppStore. Search for "Wattif".

## Is charging possible via my roaming provider?

Yes, our charging stations are approved for the most common roaming partners and are visible in the corresponding apps. Roaming in the charging area works in a similar way to mobile telephony and allows drivers to use charging points from different operators, while billing is handled by a central contract partner.

## Do I have to use an app to charge?

No, you can also start charging via your internet browser. However, the app gives you the convenience of a customer account, allowing you to enter your desired payment method

and billing address once. This means you don't have to enter your credit card details every time.

## Do I have to register for the app?

No, you can use the Wattif app and your credit card to charge ad-hoc immediately without creating an user account.

## What data is required for app registration?

To register, we need your e-mail address, your contact and payment details. We need your data for billing purposes and to send you an invoice for your charging processes.

## How much does charging cost?

Prices may vary. Call up the desired charging point in the Wattif app/website or at your roaming partner, or scan the QR code of the charging point to see the current prices.

## Is there a blocking fee?

So that as many users as possible can charge, we charge a blocking fee at some charging points after charging. You can find the exact amount of the fee in the app. Roaming service providers may also charge blocking fees, which are determined by your provider.

## What charging capacity can I charge with?

Our charging stations charge with up to 22 kW. The power may vary from station to station. Information on charging power can be found in the app/website.

## How do I find a (free) charging station?

You can find an overview of all charging stations in the Wattif app and on the website: [wattifev.com/charge](https://wattifev.com/charge). You can also find our charging stations at many roaming providers.

## What happens if the charger isn't working?

Check whether you have scanned the correct QR code or entered the ID number correctly. If the charging process does not start:

- If still connected, disconnect the vehicle from the charging station.
- Check that your car is powered down and parked.
- Ensure that you have selected the correct charge point and correct connector for your vehicle.
- Press "start charge" on your phone app.
- Ensure that you have fully plugged the charging cable into the socket.

The charging process should start within seconds.

For further assistance, please contact us +49 531 270 884 66 or [helpdeu@wattifev.com](mailto:helpdeu@wattifev.com).

## Why can't I log into my account?

Check that your e-mail address and password are correct. If your password is incorrect, click on "Forgot password" to receive an e-mail with a new password. Also check the junk/spam folder. If you have any problems, please contact [helpdeu@wattifev.com](mailto:helpdeu@wattifev.com).

## If I have a query or a complaint, where can I write to?

You can reach our call centre around the clock at +49 531 270 884 66. For all enquiries other than for immediate assistance whilst charging please email [helpdeu@wattifev.com](mailto:helpdeu@wattifev.com).