

Open-Access

Restricted

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Welcome to ChargeUp!

Download our **ChargeUp Driver App**



Available for IOS and Android devices

Begin by **Creating an account**



Using your email and phone number

Add funds and **Begin charging**



Scan the QR Code on the charger

We are happy to bring to your property an all-new **Electric Vehicle charging station** conveniently accessible at any time.

How do I begin charging?

Start a session by opening the app and scanning the QR Code included on the charger's panel.

Can I pay with a credit card?

Yes! You may use a debit or credit card by going into the app and adding your preferred payment method.

How much does it cost to use?

Rates for charging are set by the station owner. Detailed session fees are listed within the app once the QR Code has been scanned. All fees, if any, will be listed for you to review before beginning your charge.



Need help? Got questions?

Our NovaCHARGE customer care team is available to assist drivers 24/7 and can be reached by calling **1 (833) 789-1400**.

FOR SITE OWNERS

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Electric Vehicle Charger Troubleshooting (Level 2 & DC Fast Chargers)

Thank you for purchasing your charger(s) from NovaCHARGE. NovaCHARGE is a full service provider of electric vehicle charging stations and is your contact for all charger related service issues. Below is a quick troubleshooting guide and maintenance tips for your Level 2 or DC Fast Charger. Contact customer support at 866-417-9995 or support@novacharge.net with any service questions or issues.

Troubleshooting:



In many cases, before you even notice an interruption in service, NovaCHARGE is already aware of the situation and working on the issue. Here's what you can do to help us when you see a unit is not operating properly.

Inoperable Unit, or Service Light Indicator on Display:

1. Disconnect Power to the EV Charger by turning power breaker OFF
2. Wait 15 seconds
3. Turn Power Breaker back ON
4. This should reset the unit and put it back into operation

If the unit does not reset properly, contact NovaCHARGE at 866-417-9995.

Please have the following information available when calling:

1. Charger type: Level 2 or DC Fast Charger
2. Message on unit display
3. Any LED's lit on unit display

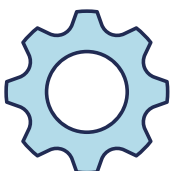
Contact NovaCHARGE immediately in the case of:

- Vandalism
- Damaged cords or other visible unit damage

Scan QR Code



Charger Maintenance:



EV Charging units require very little maintenance:

- Simply wipe down the unit with a damp cloth
- Inspect the unit for any visible damages to the cord, connector or housing
- Check pedestal to ensure it is solidly affixed to the ground
- Inspect the unit and surrounding area for ants and bees and treat as needed