

FAQ (mobiele) laadpaal

Troubleshooting

My mobile charging station is not working. Who can assist me?

If the mobile charging station does not start a charging session or has a malfunction, you can contact DIC Charging Systems by phone. Contact them at: +31(0)85 401 5425 (have the ID number of the mobile charging station ready, which can be found on the back of the mobile charging station or in the accompanying letter of the charging cards). They are available 7 days a week from 07:00 to 23:00.

Mobile Charging Station ID Number

Where can I find the ID number?

The ID number is noted on a gray sticker on the back of the (mobile) charging station. You can also find the ID number in the accompanying letter of the charging cards.

Opening the Mobile Charging Station

How do I open the mobile charging station to access the switches?

You can loosen 8 screws using a Torx 20 screwdriver, and then unlock the door of the mobile charging station with the key at the back.



Which charging cable should I use?

You will need a Type 2 (MENNEKES) charging cable to connect the vehicle to the mobile charging station.



My Account

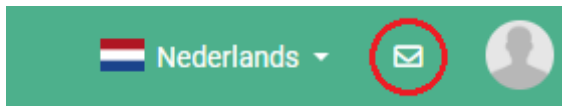
How can I create an account?

Click here to create an account with DIC Charging Systems in order to log in to your own online environment.

How do I link a mobile charging station to my account?

There are 2 ways to link the mobile charging station to your account:

1. While creating the account, you can link the mobile charging station by entering the ID number in the 'comments' text box.
2. When you are logged in, you can add a mobile charging station by creating a ticket.



Click on the envelope icon next to your name in the top right corner, then select the 'type' of message.

Enter the corresponding mobile charging station ID number in the text box.
Click the 'send' button.



Please allow 3 days for processing.

How do I link DIC Charging Systems charging cards to my account?

You can link a charging card once you have an account.

Log in to your account.

Click on 'Cards' in the navigation bar on the left.

Enter the details under 'Add Card'.

Please allow 1 day for processing.

What are the rates and subscriptions

There are 3 subscription options:

1. Service Pack (plug and play charging, plug in the charging station and charging begins).
2. Business Pack for personal use (online insight, automatic reimbursement for business/private use).
3. Business Pack for public use (online insight, set electricity tariff, charging station is public and automatic billing).

Click here for the detailed rates and subscription overview -> [CLICK](#)

Changing the Electricity Tariff and Current Intensity

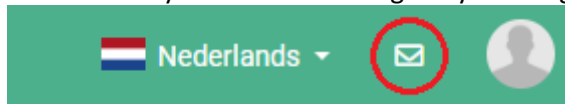
How can I adjust the current intensity (amperes)?

You can request a change in current intensity over the phone. Contact them at: +31(0)742660428.

This service is available Monday to Friday between 9:00 and 17:00.

How can I change the electricity tariff?

The electricity tariff can be changed by creating a ticket through the business account.



The electricity tariff can be changed by creating a ticket through the business account.

Click on the envelope icon next to your name in the top right corner, then select the 'type' of message.

Specify in the 'message' the ID number of the charging point for which a different tariff is to be set.

Provide the tariff to be reimbursed excluding VAT and the start date.

Click the 'send' button.



Please allow 3 days for processing.

Retrospective reimbursement is not possible.