







# EV Charge Point User Guide

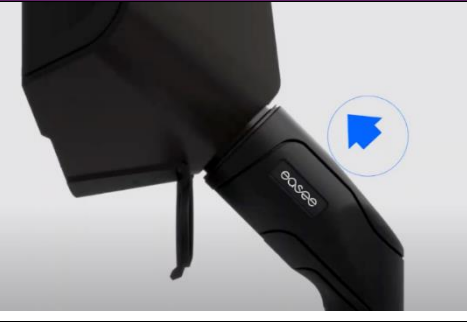
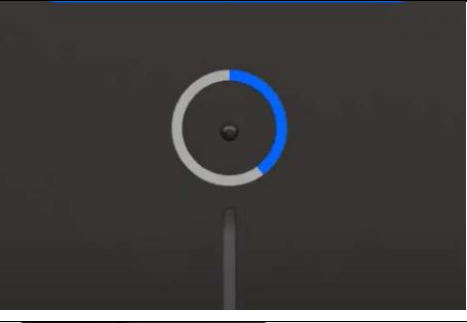

## To Start a Charge

Steps	Example
<p>1st Take the lead out the car and shut all doors and boot lid</p> <p>2nd Plug the lead into the car.</p>	
<p>3rd plug the lead into the charge point</p>	
<p>4th Await charge to commence</p> <p>(please note fees for using the charge points will be introduced soon and will require a fob or app to operate the charge point)</p>	

## To Stop a Charge

Steps	Example
<p>1st Unlock your car</p> <p>(please note fees for using the charge points will be introduced soon and will require a fob or app to operate the charge point)</p>	 A close-up photograph showing a person's hand holding a white, oval-shaped fob. The fob is positioned near a black charging station. A yellow label on the station is partially visible, showing the text 'E.ON' and 'CE'.
<p>2nd UNPLUG THE CAR FIRST</p>	 A photograph of a car's charging port. A blue charging cable is plugged into the port. The car's body is white, and the charging port is black.
<p>3rd Push the cable into socket slightly and then a firm but cautious pull</p>	 A photograph of a black charging cable being pulled from a socket. A blue arrow in a circle points to the right, indicating the direction of the pull. The cable has the 'eosee' logo on it.

## If the cable remains locked in the charge-point

Steps	Example	
Step One: Push the cable slightly back into the socket	 A close-up photograph of a black charging cable being inserted into a socket. A blue arrow points to the right, indicating the direction of insertion. The cable has the 'essex' logo on it.	
Step 2: Hold the touch button for a few seconds	 A close-up photograph of a touch button on the cable. A blue circular highlight is around the button, and a blue arrow points to it, indicating it should be held.	
Step 3: Give a firm but cautious pull	 A close-up photograph of the charging cable being pulled out of the socket. A blue arrow points to the right, indicating the direction of the pull. The cable has the 'essex' logo on it.	

## User / Charging problems

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