



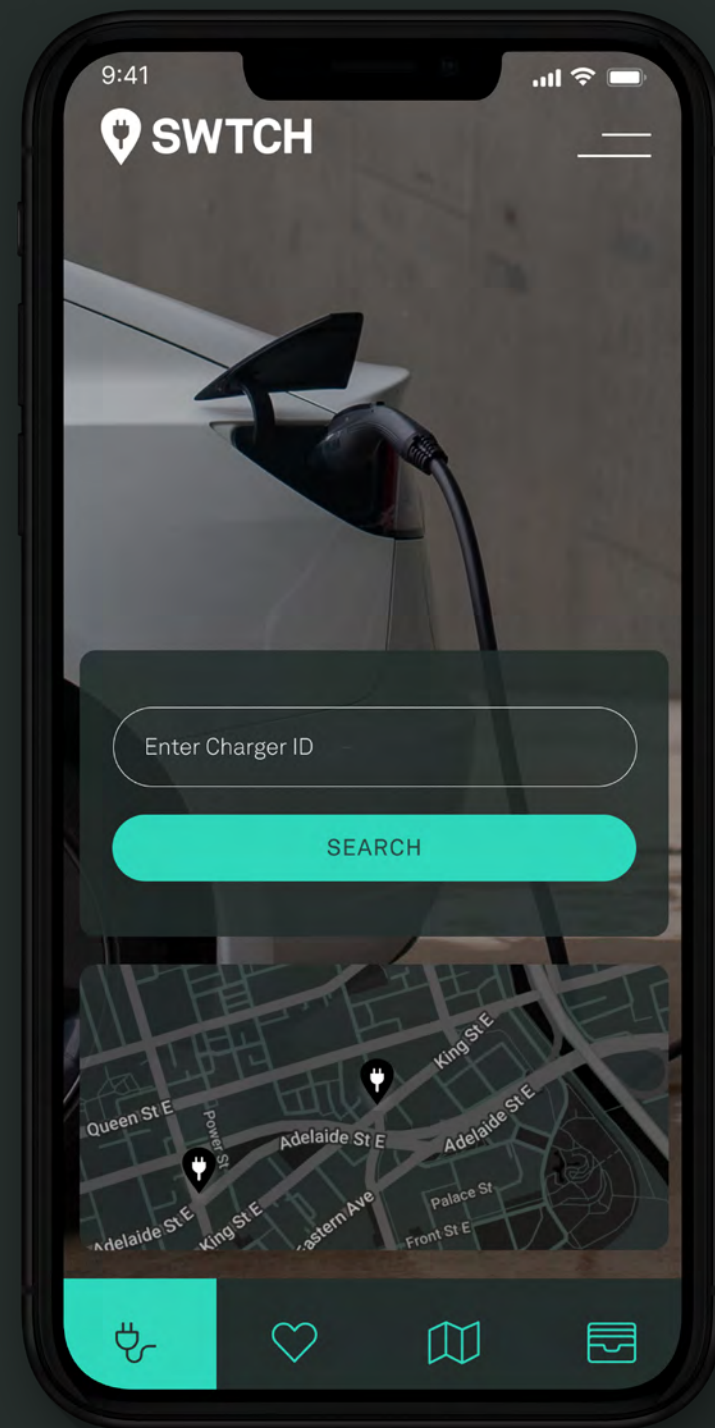
START CHARGING WITH SWTCH

SET-UP GUIDE



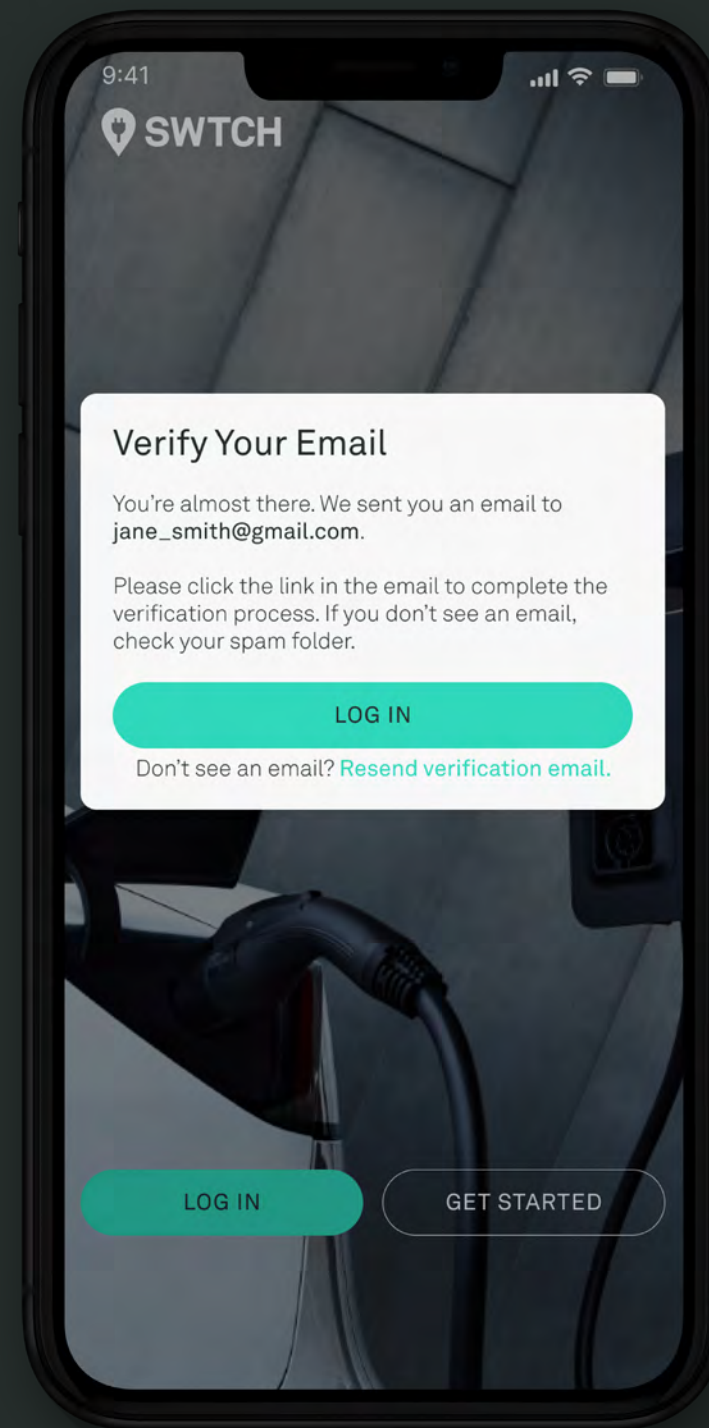
Download the SWTCH App

Available through the iPhone and Andriod app stores or visit charge.swtchenergy.com to charge app-free.



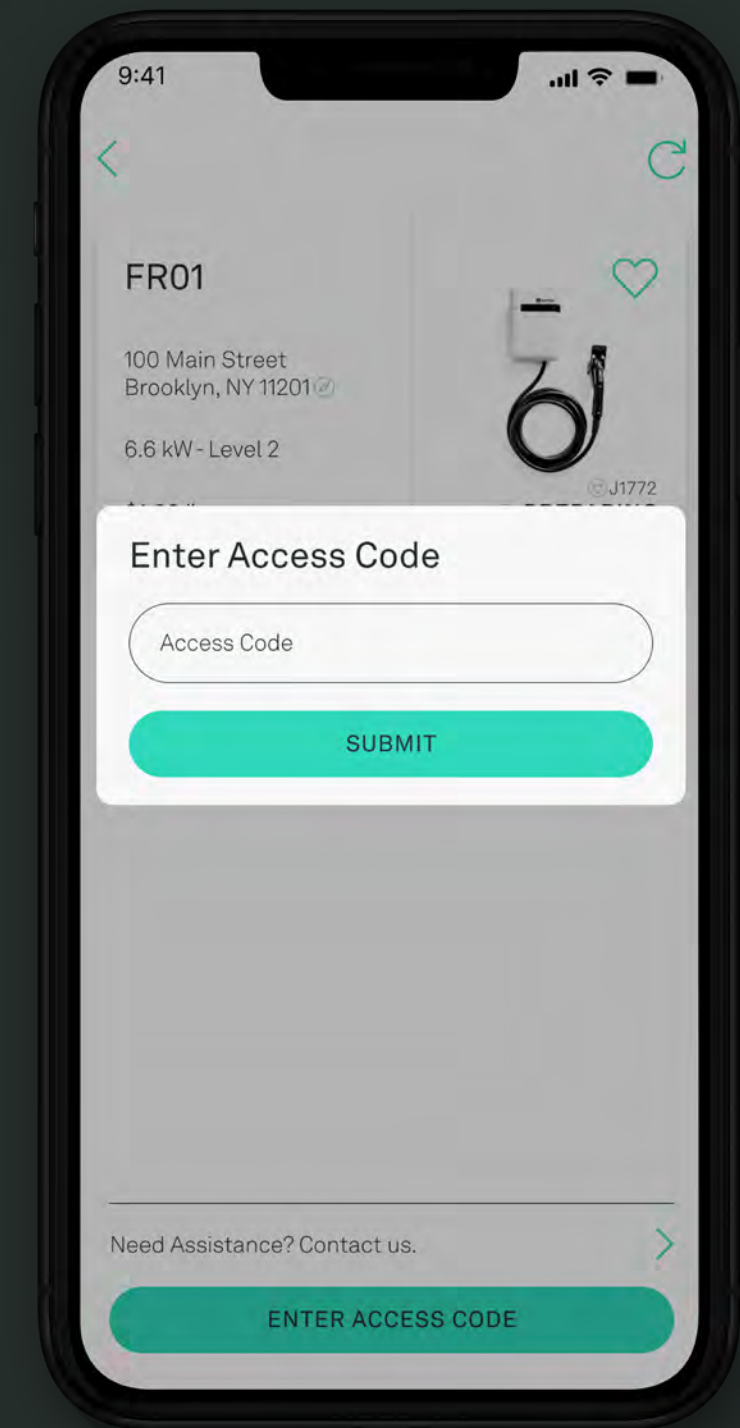
Create an Account

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



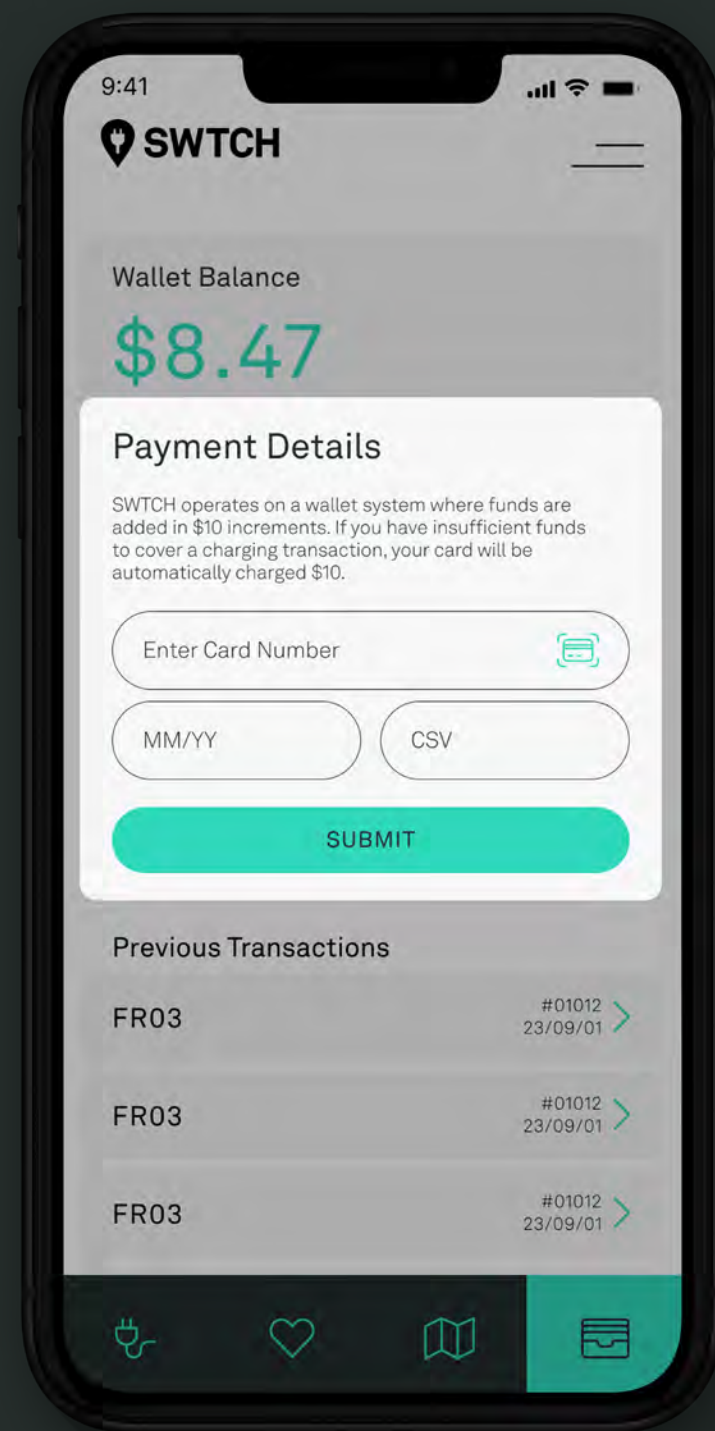
Access your Charger

Before you can charge, you'll be prompted initially for an Access Code - contact your Property Manager.



Add a Payment Method

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



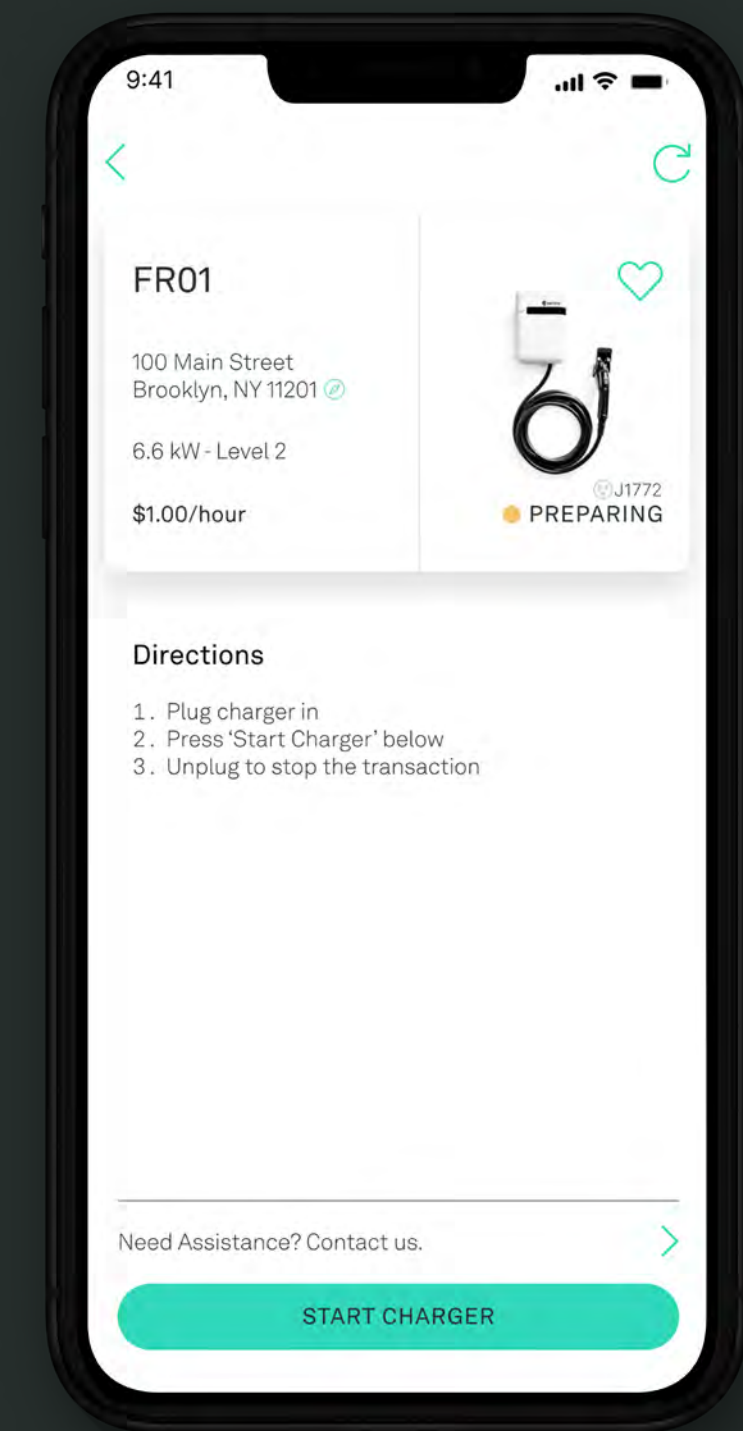
Select your Charger

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 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, 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.

Where do I find my Access Code?

Contact your Property Manager for the Access Code.

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