Frequently asked questions EV drivers TU/e:

**Where are the charging points of TU/e located?**
At present there are two charging points at the Auditorium, two at the MultiMediaPaviljoen (near the fire brigade), two on the parking lot between Gemini and MetaForum and two at Flux. In addition, two charging points are available at the MMS site (for TU/e employees). The points can be recognized by the special traffic signs and markings on the ground.

**Can I use the TU/e card?**
No, unfortunately this is impossible. The charging pass that you use for other public charging points can be used here as well.

**I am a visitor, where should I go?**
Every visitor can use their charging pass at every TU/e charging point to charge their vehicle without any need for extra registration.

**How fast can these chargers charge my vehicle?**
It depends on the type of car you drive. In principle the charging points have high power (11kW, 3 phases, 400V, 16A) but not all cars are suited for charging at this high power. For many cars the maximum charge is 3.5kW. Example: at 3.5kW a Nissan Leaf will charge fully in about 7 hours, and this will allow you to cover 160km at the most. A car that can charge at 11kW with these 3-phase chargers will charge 3x as fast.

**The charging pole is not functioning, what should I do?**
First call someone at the service number: 020-7708713. From a distance they can remedy certain malfunctions. If there should be a physical problem with the pole, a mechanic will still have to be called in.

**What does it cost to charge an electric vehicle at a TU/e charging point?**
Charging at this charging point costs €0.24 per kWh, which is exclusive of the charging pass. This is about the same rate you pay for your electricity at home as a consumer.

**What is meant by ‘driving on solar power’?**
On the roof of the MMP 60m2 of solar panels have been laid out. These generate enough energy to provide the 4 charging points (6 before long) with power all year round. Although the solar panels and the charging points are not linked directly, it is safe to say that enough energy is generated by means of sunlight to charge the electric vehicles.

**I have a general question about charging points and solar panels. Who should I turn to?**
EV Box is the party that takes care of the invoicing and sends the bills to the owners. On www.ev-box.nl you will find more information.
Generic information about the charging point

- On the TU/e site there are now 10 charging poles (2 at Auditorium, 2 at MMP, 2 on the parking lot between Gemini and MetaForum and 4 at Flux). There are 2 more charging points on the MMS site (only for TU/e employees).
- EV Box charging station, 3-Phase/16A, Mode 3 controller, 2x Type 2 socket, 2x Ground fault circuit interrupter, 2x Circuit breaker, 2x kWh meter, GSM/GPRS/GPS/RFID controller
- Check out www.EV-Box.com for more information.

How is the charging point switched on and off?

- The device is switched on/off by means of a reed switch. As long as the device is switched off, there is no power on the sockets. It is switched on by means of an authorized RFID card. This is the charging pass which all users have in their possession.

LED indication and meaning

- An LED ring has been mounted around the socket. This ring indicates the status of the device, so that the user sees in which mode the device is.
- GREEN: Standby or ready for use. Blinking: busy with verification/communication.
- BLUE: Busy charging.
- RED: Error or switched off.

Complaints and malfunctions: the customer reports that the charging point is not functioning, someone has driven off without disconnecting the cable, someone has crashed into the pole etc.

- The charging point is not functioning: if the LED ring is illuminated green, check whether the person has held the charging pass against the pole long enough. The pole needs some time to establish contact.
- If the charging pole then still does not function and/or if it shows a red LED ring, phone the EV-Box Customer support: 088-7755450. This number can also be found on the poles themselves. From a distance they can remedy certain malfunctions. If there should be a physical problem with the pole, a mechanic will be called in who will then carry out the required repair.
- If the malfunction is not in the charging point but in the underlying infrastructure of TU/e, EV-Box will contact the Front office of Real Estate Management (or the Central Communications Room after 17:00 hours). The Technical Service will solve problems with the TU/e infrastructure further.

Are there going to be more charging poles and/or solar panels?
The market for electric vehicles keeps growing. This makes it very likely that there will be more charging poles on the TU/e Campus, possibly supported by solar panels.

It is monitored carefully how many charging poles are being used, which ones are used most, how much is being charged etc. On the basis of this information it will be reviewed every six months whether more points should be added.