

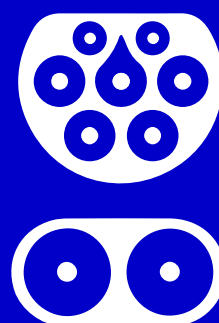


Charge with Mer.

KEMPOWER SATELLITE



We are a European electric charging company owned by Statkraft, Europe's largest renewable energy producer. We are committed to the development of EV charging infrastructure and are building the UK's most customer-centric public charging network. Find out more, visit our website at uk.mer.eco.



YOUR EV CHARGER

Our chargers have CCS and CHAdeMO DC charging connectors, which provide ultra-rapid charging for the vast majority of electric vehicles.

- CCS and CHAdeMO connectors
- Up to 200kW ultra-rapid charger
- 80% charge in < 20 minutes*
- 100 miles in 10 minutes

*Based on 60kWh battery size & starting charge level of 20%

How do I charge?



We aim to deliver a straightforward charging experience for EV drivers, that's why we give you the choice to charge your electric vehicle as a guest user or by registering on our network.

THE MER APP

Download the Mer Connect UK App.



Starting a charge

Once you have downloaded the app, connect the cable to your vehicle. In the app, click on 'Find a charge point', locate the charge point and socket in the app – you can find the socket number on the charger – and swipe to connect. Add your billing details and payment method to start the charge.

If you would like to register with us, click on 'Sign Up' and follow the instructions above. Registering gives you lower tariffs, instant access to charging, charging history, monthly billing and much more.

Stopping a charge

To stop the charge, swipe stop in the app, wait for the charge to end, and disconnect the cable from your vehicle.

MER CHARGE CARD

Mer charge cards can be ordered through the [Driver Portal](#) or you can download the Mer Connect UK App below.



Starting a charge

Connect the cable to your vehicle, follow the instructions on the charger screen, and hold your charge card on the charge card reader underneath the screen to start the charge.

Stopping a charge

Hold your charge card on the card reader underneath the screen, select 'Stop' on the charger, and disconnect the cable from your vehicle.

CONTACTLESS

Starting a charge

Connect the cable to your vehicle, follow the instructions on the charger screen, and hold your payment card on the payment terminal to start the charge.

Stopping a charge

Select 'Stop' on the charger, wait for the charge to end, and disconnect the cable from your vehicle.

Speeds explained.

EVs charge quickly on ultra-rapid chargers – up to about 80% full. From 80- 100% the charging rate is greatly reduced to protect the battery, as when a battery is nearly full, heat builds up in the cells. To keep temperatures down, the car reduces the incoming charge significantly with the last kWh added at very low speeds.



COMMON QUESTIONS

How much does it cost to charge with Mer?

Our tariffs can be found [here](#).

Why am I not receiving the maximum speed?

The charging speed you receive depends on several things including:

- The grid and the availability of power – it may be less efficient to charge at peak times
- Your car battery and the speed of charge it can receive
- The weather – colder temperatures can reduce charging speeds

How do I order a Mer charge card?

You can order a charge card via the App or Driver Portal. Sign up/Log in and click on Cards.

Why have I been charged a pre-authorisation fee?

We put a hold on your payment card (contactless and pay-as-you-charge) to make sure you have the necessary funds to use our network. The payment never leaves your account, but it may temporarily show as a pending payment on your bank account.

How long will it take to charge my car?

You can use the [EV Charging Time Calculator](#) to estimate how long it will take to charge your car according to your battery size, your starting and targeted charge level, and the charging power available.

How do I contact Mer?

Please send any feedback or suggestions to hello.uk@mer.eco. For urgent queries, contact our 24/7 help team on 020 3884 2768.