

How can a Powy charging station be used?

To start a charging session with a Powy charger, it is necessary to:

1. Select a payment method (Powy APP, compatible other APPs, QR Codes on the charging station, compatible RFID cards);
2. Select the socket you wish to connect the charging cable to;
3. Start the charging session;
4. Connect the cable to the vehicle;
5. Charging starts automatically, and the display of the charging station provides updates on the charging status, if available;
6. When finished, stop charging via the same method chosen to start charging or via the vehicle controls;
7. Disconnect the cable from the vehicle.

What to do if a customer cannot disconnect the cable from the column or vehicle??

If a customer has difficulty disconnecting the cable, suggest the following solutions:

- Close and re-open the car: ask the customer to close and re-open the car. This may help to release the cable, especially if the charging process has not stopped properly.
- Check the manual release lever of the car: some vehicles have a manual release lever in the trunk or under the bonnet. The customer can pull this lever to release the cable, making sure that the car is switched off and not charging.

What are the typical charging times with Powy chargers?

Charging times vary depending on the power of the station and the type of vehicle. Powy's fast and ultra-fast stations (with power from 50 to 400 kW) can recharge a vehicle from 20% to 80% in about 20-30 minutes, while slower stations (with power up to 22 kW) can take several hours for a full charge.

How can you pay for charging at Powy chargers?

Payment can be made via the Powy Charge app, available for Apple and Android devices, or via other compatible apps. It is always possible to pay via QR code and, in some cases, POS terminals are available. When paying via QR code, a pre-authorisation fee of €75 is required, which is fully refunded if the charging session is not started. Refund times depend on the credit card circuit.

How do I receive a receipt for the recharge made?

After completing the payment, the user will receive a confirmation and an electronic receipt via the payment app used or by e-mail, depending on the settings chosen.

Who is in charge of the maintenance of the chargers?

The chargers are maintained by Powy, which carries out regular checks and rapid intervention in the event of faults to ensure optimal operation.

What types of vehicles can be charged at Powy stations?

Powy chargers are compatible with almost all electric cars, as well as many electric motorbikes, scooters and commercial vehicles. It is important to check the compatibility of the vehicle with the technical specifications of the chargers.

How to contact Customer Support in case of problems?

Powy customer support is available 24/7 via 800596704 (calls from Italian numbers) and +390289739915 (calls from foreign and Italian numbers). Users can contact support via the support number, email assistenza@powy.energy or through the Powy Charge app to resolve any issues.



What advantages Powy charger offer compared to other operators?

Powy chargers offer advantages such as 100% power supply from renewable sources, ease of use, integration with e-mobility apps and 24/7 customer service via 800596704 (calls from Italian numbers) and +390289739915 (calls from foreign and Italian numbers).

What benefits does the Powy Charge app offer to customers?

The Powy Charge app allows users to easily find the nearest charging stations, start and monitor the charging process in real time and conveniently pay via smartphone, making the experience simple and intuitive.

Does the Powy Charge app offer trip planning tools??

Yes, the app is designed to support journey planning for electric vehicles. Users can enter destinations and receive suggestions on where to charge along the way.

Contact and Support

- Support numbers: 800596704 (calls from Italian numbers) and +390289739915 (calls from foreign and Italian numbers) - available 24/7.
- Support Email: assistenza@powy.energy (Please note: email support may have longer response times than phone support)
- Administrative or commercial issues:
 - o Amedeo Borchini: amedeo.borchini@powy.energy
 - o amministrazione@powy.energy