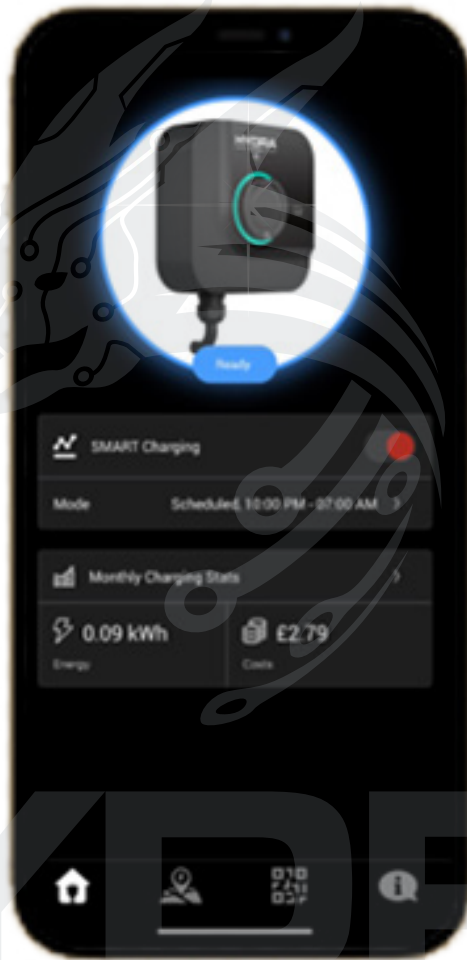




HYDRA[®]

ELECTRIC VEHICLE CHARGERS



HYDRA COMMERCIAL NEXUS USER GUIDE

HYDRA NEXUS USER GUIDE

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DOWNLOADING THE APP

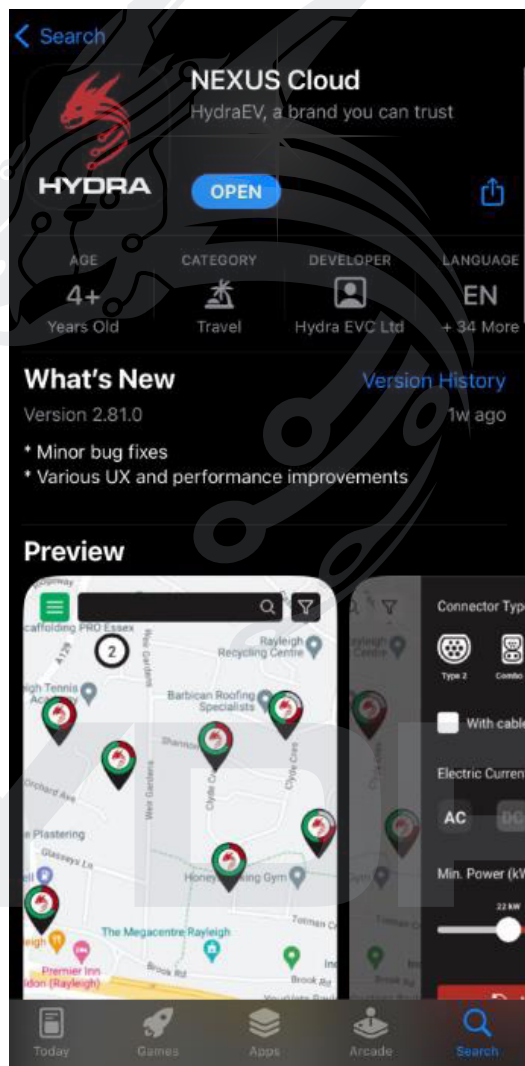


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DOWNLOADING THE APP

To begin a charge, using the QR Code or EVSE ID, you will need to download the app, Nexus Cloud, which is imaged below. For contactless payment this is not needed.

Once downloaded and set up these steps do not need to be repeated as the app will be signed into your account.



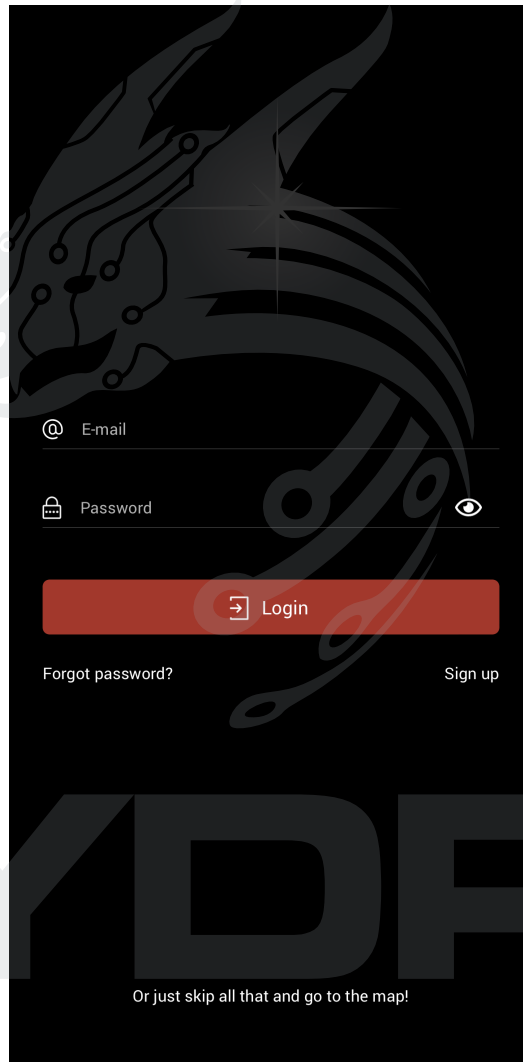
CREATING YOUR ACCOUNT



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CREATING YOUR ACCOUNT

To create your account, press “sign up” on the app and enter your email address and a secure password of your choice.



HOW TO BEGIN A CHARGE



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HOW TO BEGIN A CHARGE

To begin a charge, you have a few options but before anything you will need the car plugged in:

Method 1:

The first option would be to use the app to scan the QR code(s) found on the screen or the side of the charger. If the QR code doesn't work, you can also enter the ID manually. This will be 4 digits and will be found with the QR Code. Then start the charge via the button on the app.



Method 2:

If you have an RFID card you can press start on the Charger, scan the card at the RFID symbol on the charger, this looks like a Wi-Fi symbol. Then press one of the 3 options that you are prompted with.



Method 3:

If the charger has a Nayax Contactless Payment Terminal, then you can press "start charge", select the box on the far left, then hold your credit/debit card to the terminal and after the transaction has been approved then you will be prompted to start via one of the 3 options displayed.

Please note, if the charging session fails you must unplug the vehicle and re-plug to refresh the charger.



METHOD 5 AND SUPPORT



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HOW TO BEGIN A CHARGE

Method 4:

If the charger is connected to a Pensio contactless payment terminal network, then all you will need to do is plug in the car and make note what connector you will be charging at. Please then find where the Pensio is located and select the connector you are using.

You will then be prompted to present your card/smartphone and the cost of the charger will be presented for your information. The charge will then begin, you can check this on the charger and your car to confirm.



SUPPORT CONTACT DETAILS

If you have any issues with beginning the charge, please call 01258 205121 and ask for Technical. Or if it isn't urgent, you can email in at support@hydraev.co.uk.

Thank you for Charging with Hydra.

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