EV DOCK ®

Steps to Charge Your EV through UPI Using EV Dock Charger

Tritan Dreams Thane (W), DC 60 kW Dual Charger

Step 1: **Before starting:** Please ensure your vehicle is securely locked.

Step 2: **Connect the charging gun:** Firmly attach the charging gun to your vehicle.

Step 3: **Scan the QR code:** Each charging gun has a unique QR code. Scan the first QR code for Gun-A and the second QR code for Gun-B.

Gun CCS2 – A	Gun CCS2 – B

Step 4: Start charging:

   Scan the desired QR code using any UPI or Bank app. Ensure the payee name is **"EV Dock"** only. Enter the amount you wish to charge your EV and proceed with the payment. Please try to make the payment within 60 seconds after the gun is connected to the vehicle.

The charging process will begin for the selected gun once the payment is successful.

Step 5: Wait for confirmation: Please wait 2-3 minutes for the EV charging to start. You can check the charging status on the respective gun icon displayed on the charger screen.

Step 6: **If charging does not start:** Disconnect the charging gun. Reconnect it and repeat steps 2, 3, 4, and 5.

Step 7: Important: After connecting the charging gun, please scan the QR code and complete the payment within 60 seconds. If the payment is not completed within 60 seconds and charging does not start, the amount will be automatically refunded.

❖ Notes:

1. **Verify Charger Status**: Before scanning the UPI code, ensure the charger is online and verify it is functioning properly by checking the charger display screen.
2. **Payee Name Check:** After scanning the QR code, make sure the payee name is **"EV Dock"**. If the payee name is different, please do not proceed with the payment. If you pay to a different payee, we will not be able to refund the amount. Please double-check before scanning and paying. This is very important—please be careful.
3. **Minimum Charge Amount:** The minimum charge amount is ₹500.
4. **Charging Amount and Units:** If your vehicle is fully charged before the entered charging amount is used, the remaining amount will be refunded.
5. **Refund Process:** If the charge amount is less than ₹500, the refund will be processed automatically within 2-3 business days.
   - If the charge amount is ₹500 or more, the refund will be processed immediately.
   - If charging does not start, please wait 6-7 minutes for the refund to be processed automatically.
   - If you do not receive your refund, please contact us, and we will prioritize the issue and resolve it as quickly as possible.
6. **UPI-related Issues:** For any UPI-related issues, refunds, or concerns, please contact our support team during working hours. Our support is available from Monday to Saturday, 10 AM to 8 PM.
7. **Terms & Conditions:** For more details, please refer to the terms and conditions available on our website tritanev.com or the EV Dock App.

   Please note, that we are unable to provide support on government or public holidays. However, you can email or WhatsApp us, and we will check your query on the next working day and resolve it as soon as possible. We appreciate your understanding.

For any assistance please write to us at *evdockin@gmail.com* or call us at *+919903910391*

Enjoy your charging session! See you again soon.