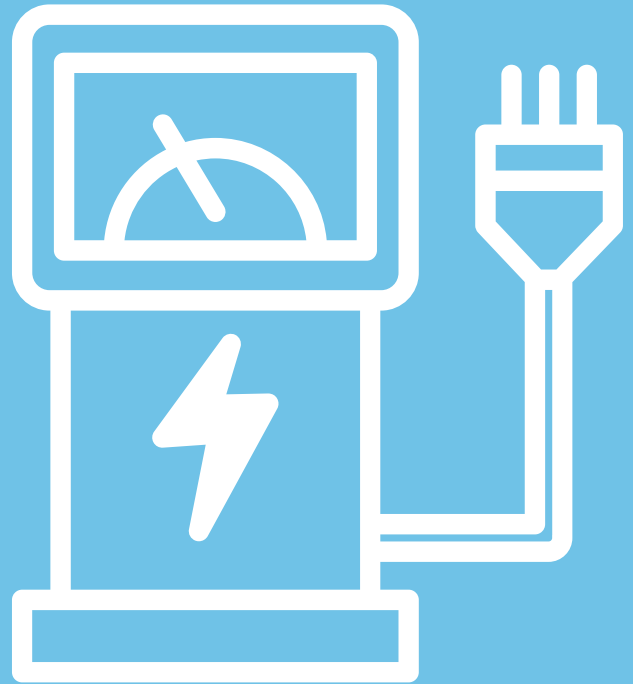


# User Etiquette Guide

To ensure all EV drivers have a great experience when recharging here at Claudelands, we ask that you follow these guidelines.



- 1 Be nice to your fellow EV owners – Good etiquette means good karma!
- 2 Never touch someone else's vehicle or charging cable – Hikotron chargers lock cables into the socket and only the current user can remove them.
- 3 Monitor your charging session on the Hikotron app and if it is complete please move your vehicle so other EV drivers can access the charging station.
- 4 Make sure your charging cable is neatly placed while charging to ensure it isn't a tripping hazard.
- 5 All EVs are equal – whether your vehicle has a small or large battery pack, remember that all EVs have equal right to use the chargers.
- 6 It's ok to ask for help – if you get stuck reach out to Hikotron or the EV community with your question.
- 7 Do plan ahead – check if the charger is available on the Hikotron mobile app before you set off on your journey.
- 8 The red e-stop button is for emergency use **ONLY**. Pressing this button will not end the charging session and the current user's cable will remain locked into the charger. Please only use it in an emergency.
- 9 Look after the chargers and your fellow EV drivers – report any damage to Hikotron via the mobile app.