



START CHARGING WITH SWTCH

SET-UP GUIDE



Download the SWTCH App

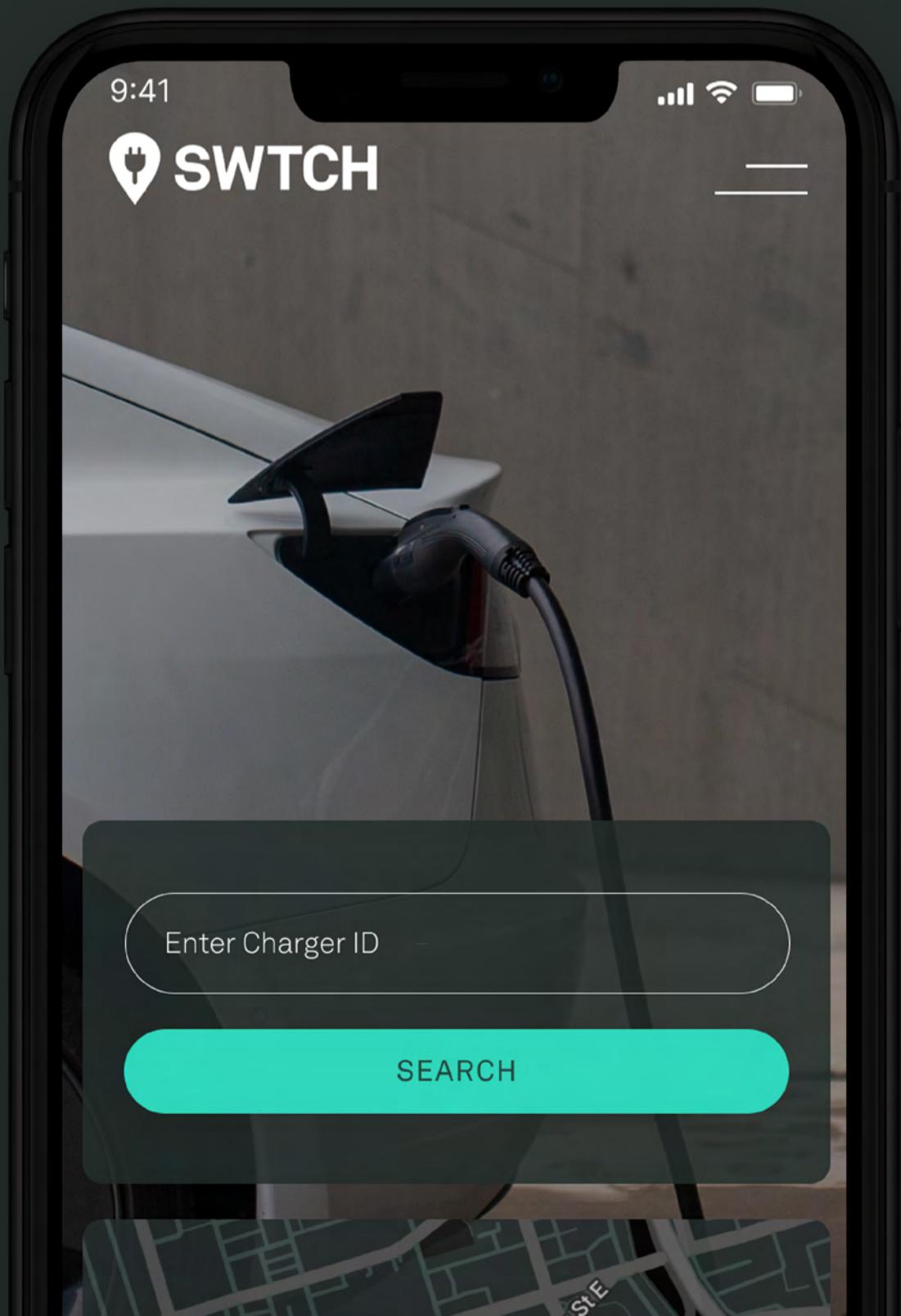
Available through the iPhone and Andriod app stores or visit charge.swtchenergy.com to charge app-free.



Download on the
App Store

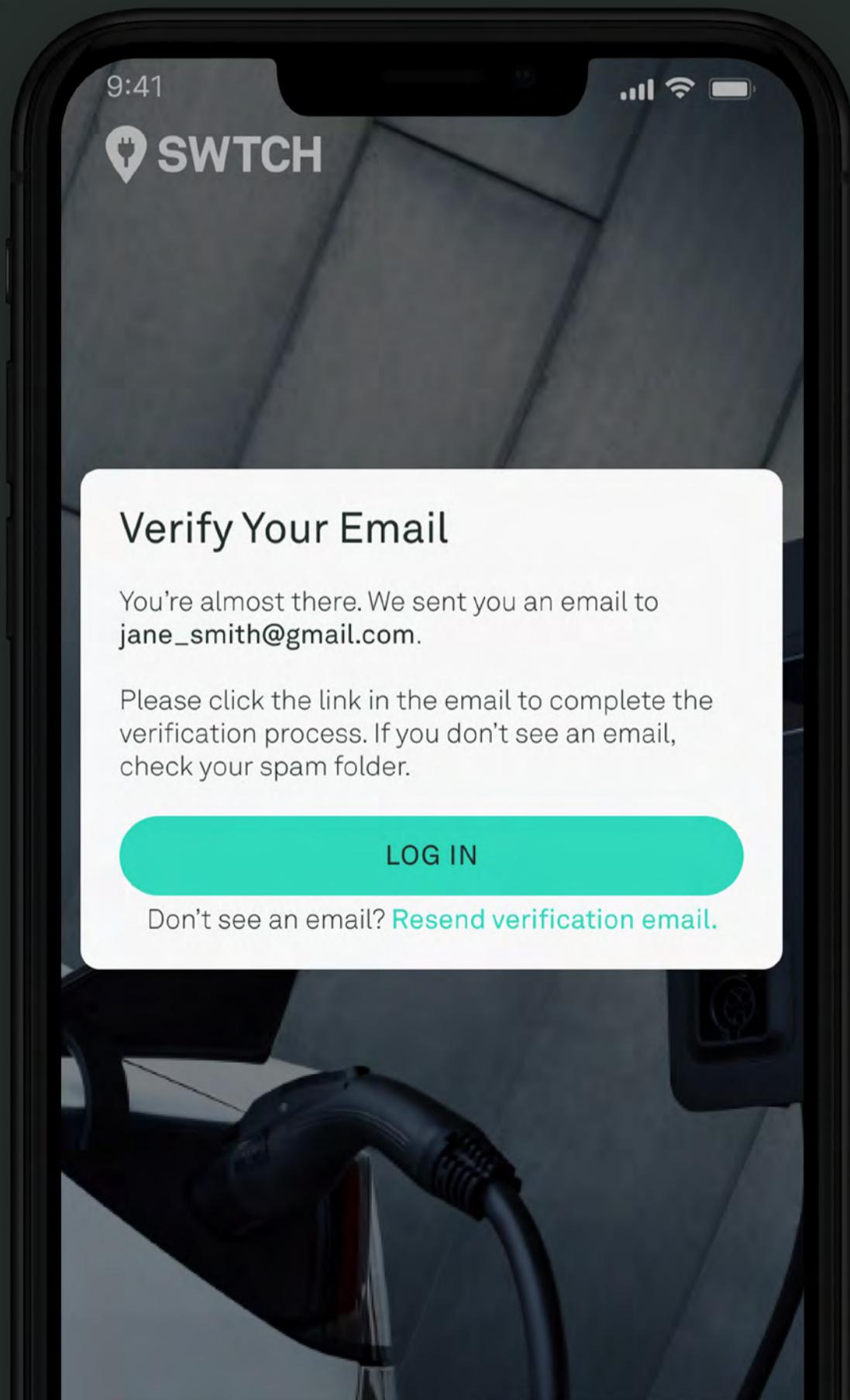


Available on the
Google Play



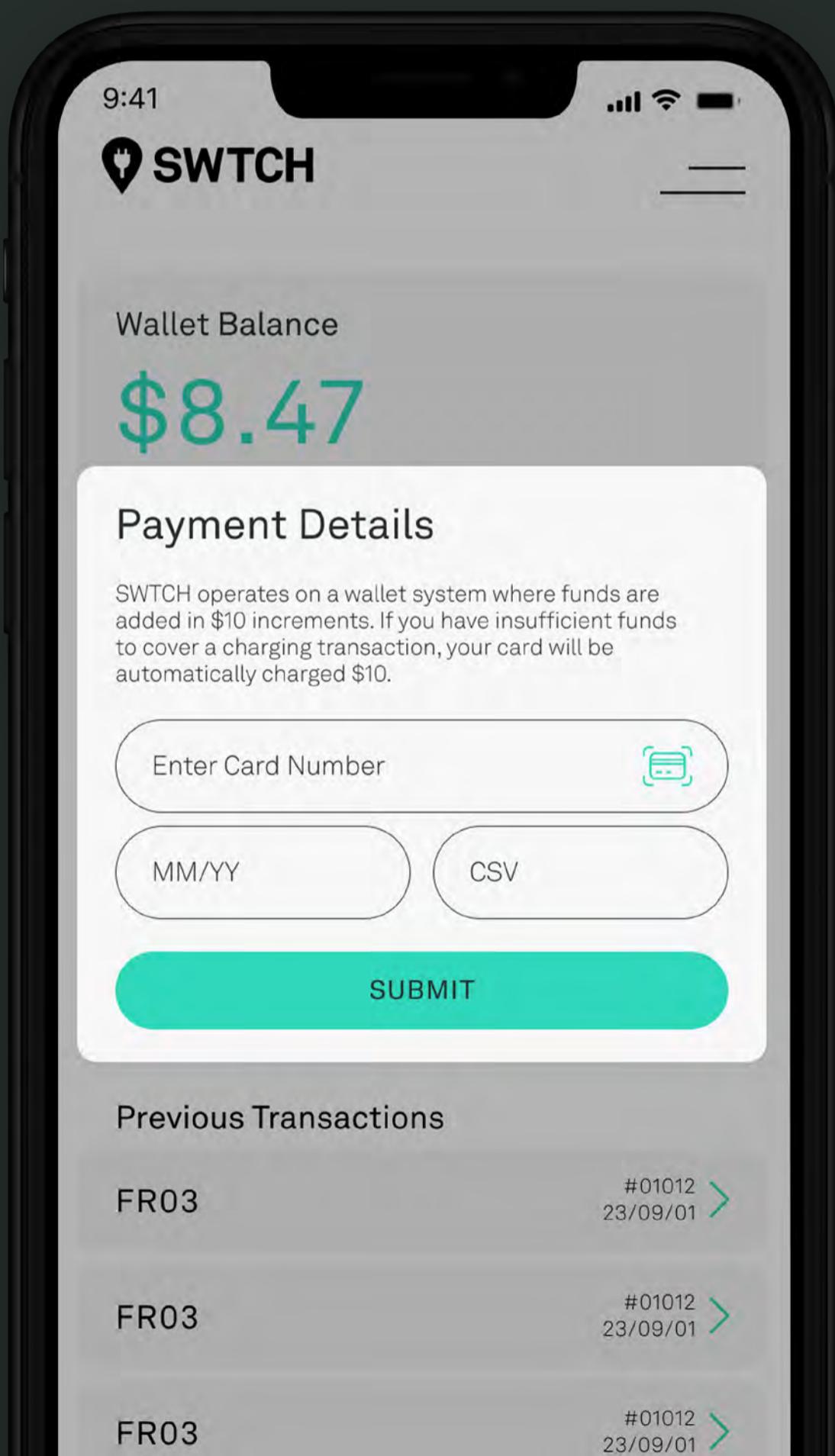
Create an Account

To complete the process,
check your inbox to verify your email.



Add a Payment Method

As a first time user, you'll be prompted to add a credit card to your account.



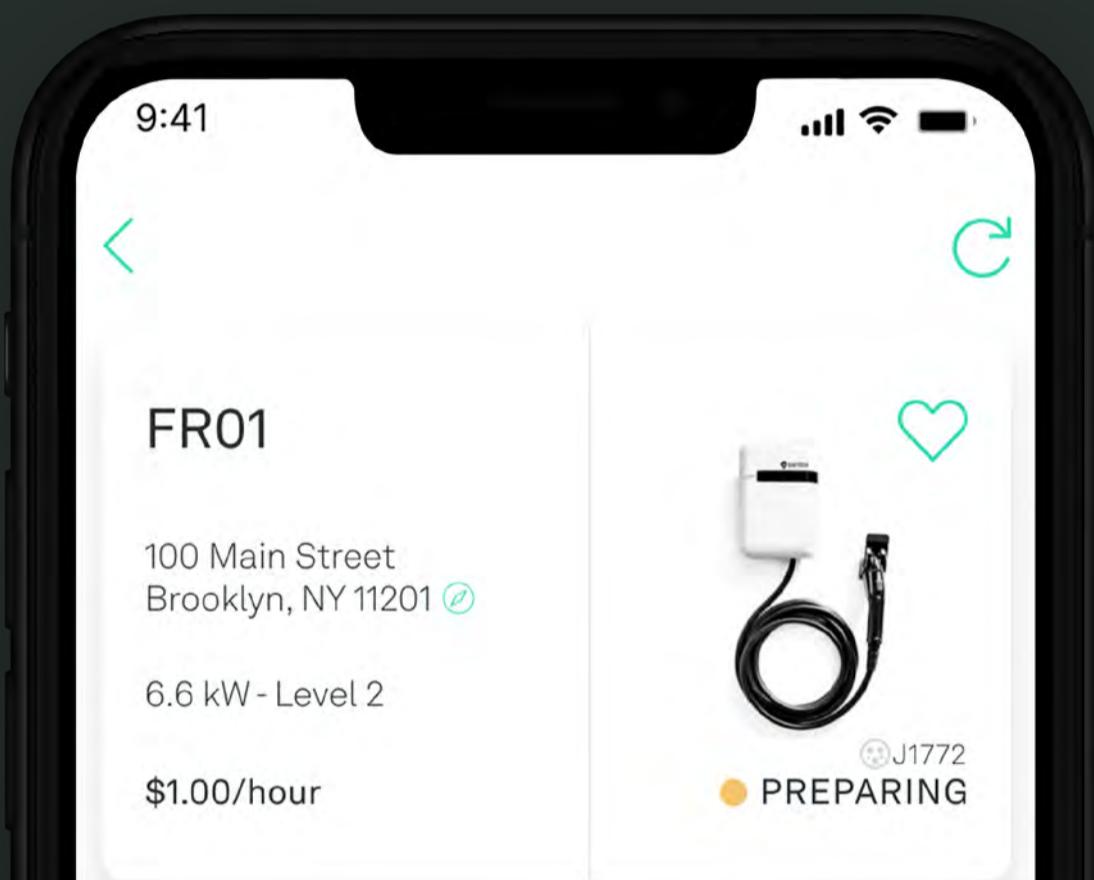
Select your Charger

To charge, enter in the Charger ID located on the front of the charger.



Start Charging

Review the details, click START CHARGER,
and you're all set!



Directions

1. Plug charger in
2. Press 'Start Charger' below
3. Unplug to stop the transaction

Need Assistance? Contact us. >

START CHARGER

No Cell Service, No Problem!

For locations with low cellular reception, request a Charge Card from the app so you can tap and go.



Frequently Asked Questions

How do I create a SWTCH account?

Download the SWTCH mobile app on Google Play (Android) or the App Store (iOS). Alternatively, you may register by going to charge.swtchenergy.com on a web browser.

What is a charger ID and how do I locate it?

Every SWTCH charger has a unique ID indicated on the front face of the physical machine. It should be 4-6 characters long (e.g., SH45).

How do I request a SWTCH Charge Card / RFID?

Open the SWTCH mobile app and press ‘Request Charge Card’ in the drop-down menu at the top right. If you’re using charge.swtchenergy.com, press the Menu > Settings > Request charge card.

How do payments work?

SWTCH operates on a wallet system where minimum \$10 is added upon your first charging transaction. If your wallet balance falls below zero, \$10 will be auto-added.

How much does it cost to charge?

Hourly usage rates vary by location. You can find out the price of a specific charger by searching by charger ID on the mobile or web app.

Why won't my car start charging?

Check to make sure the charging cable is securely connected to your vehicle, and make sure your charging schedule is disabled.

How do I reach SWTCH customer support?

We're available 24/7 at 1-844-798-2438 or support@swtchenergy.com

Support 24/7/365

If there's an issue with your account or issue while charging, please call us or email us, 24/7 at 1-844-798-2438 or support@swtchenergy.com

