



GWEFRU  
**DRAGON**  
CHARGING

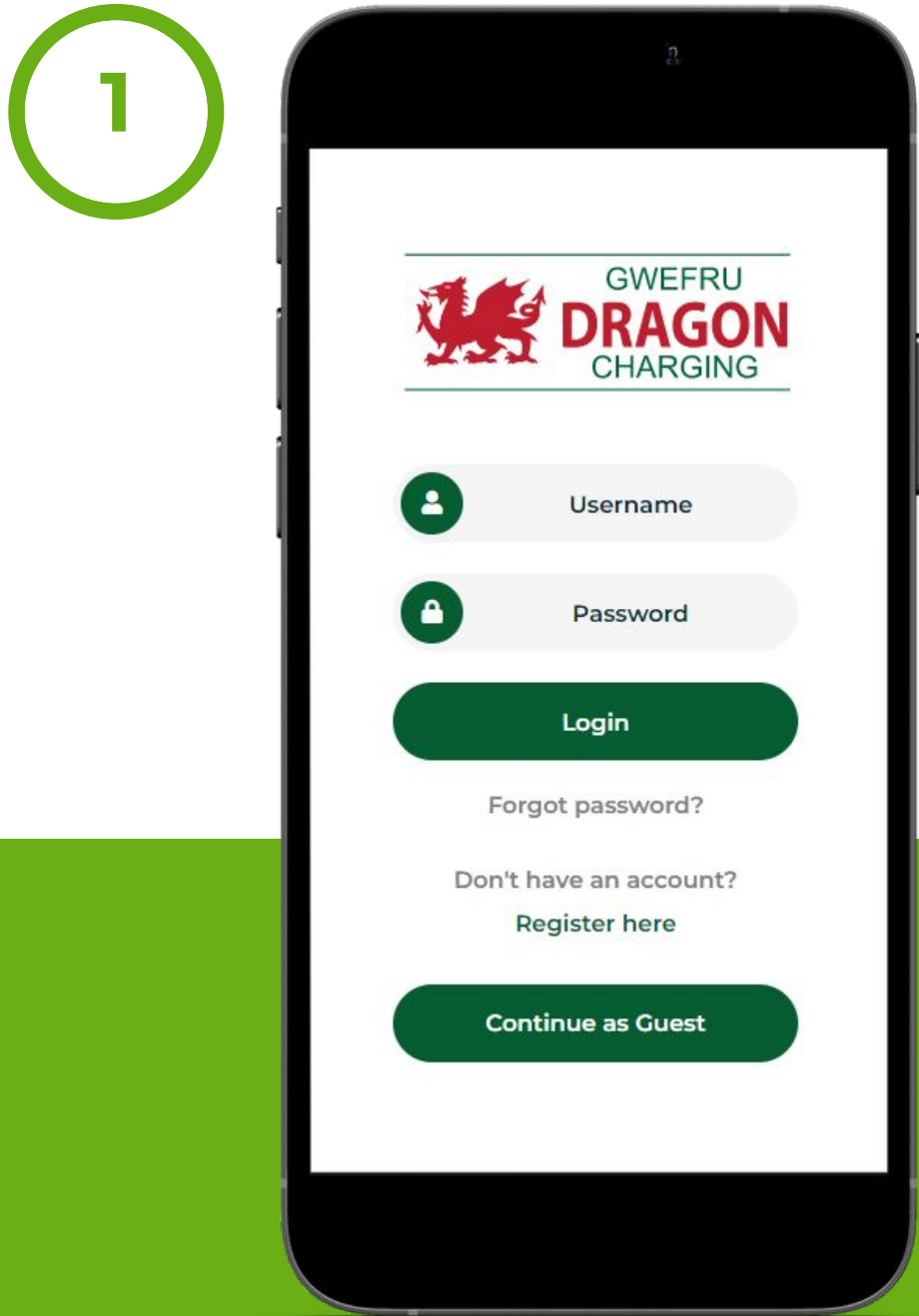
**FIRST TIME SET-UP AND  
CHARGING**  
FOR EV DRIVERS





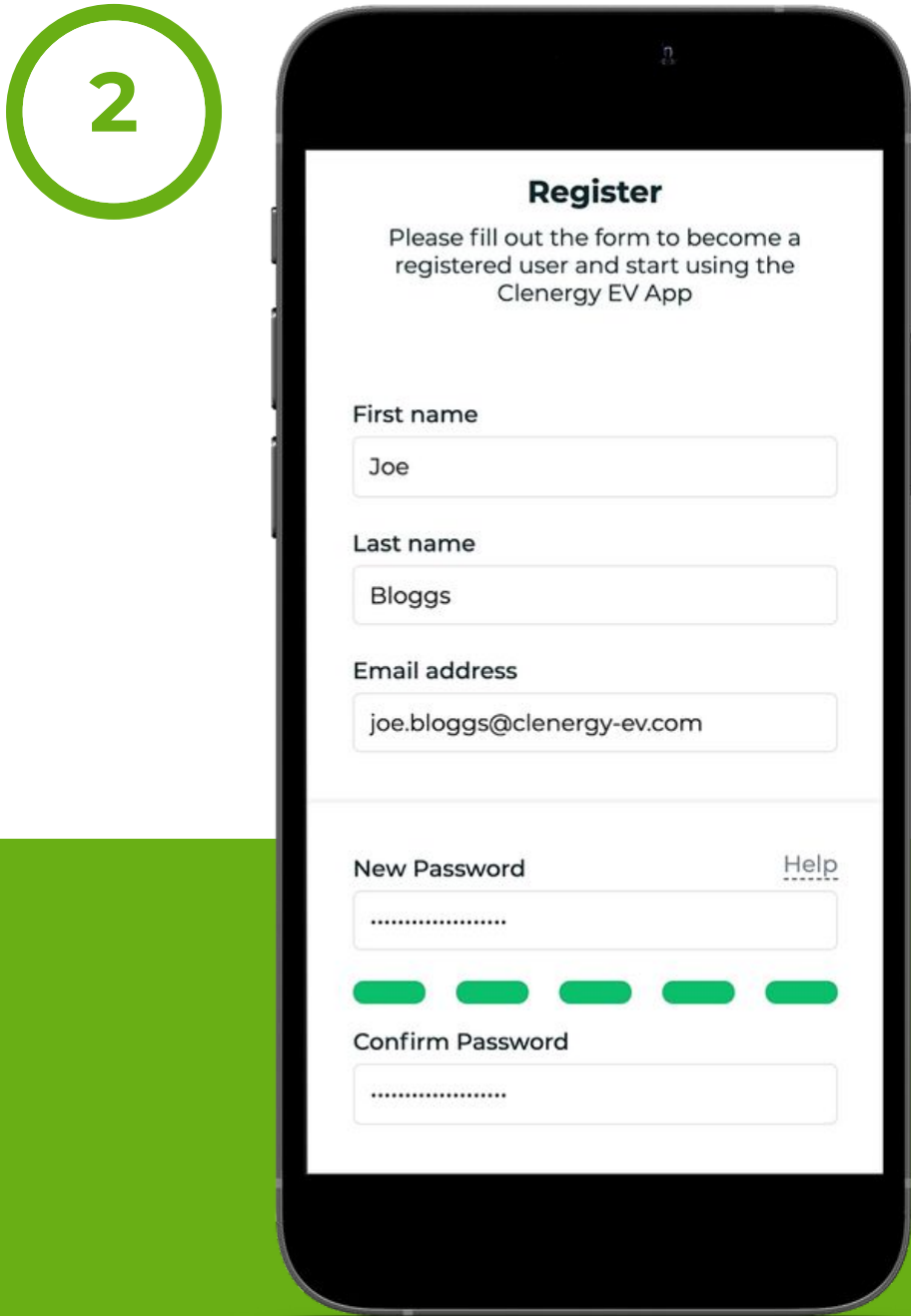
# Setting Up

## Download & Register



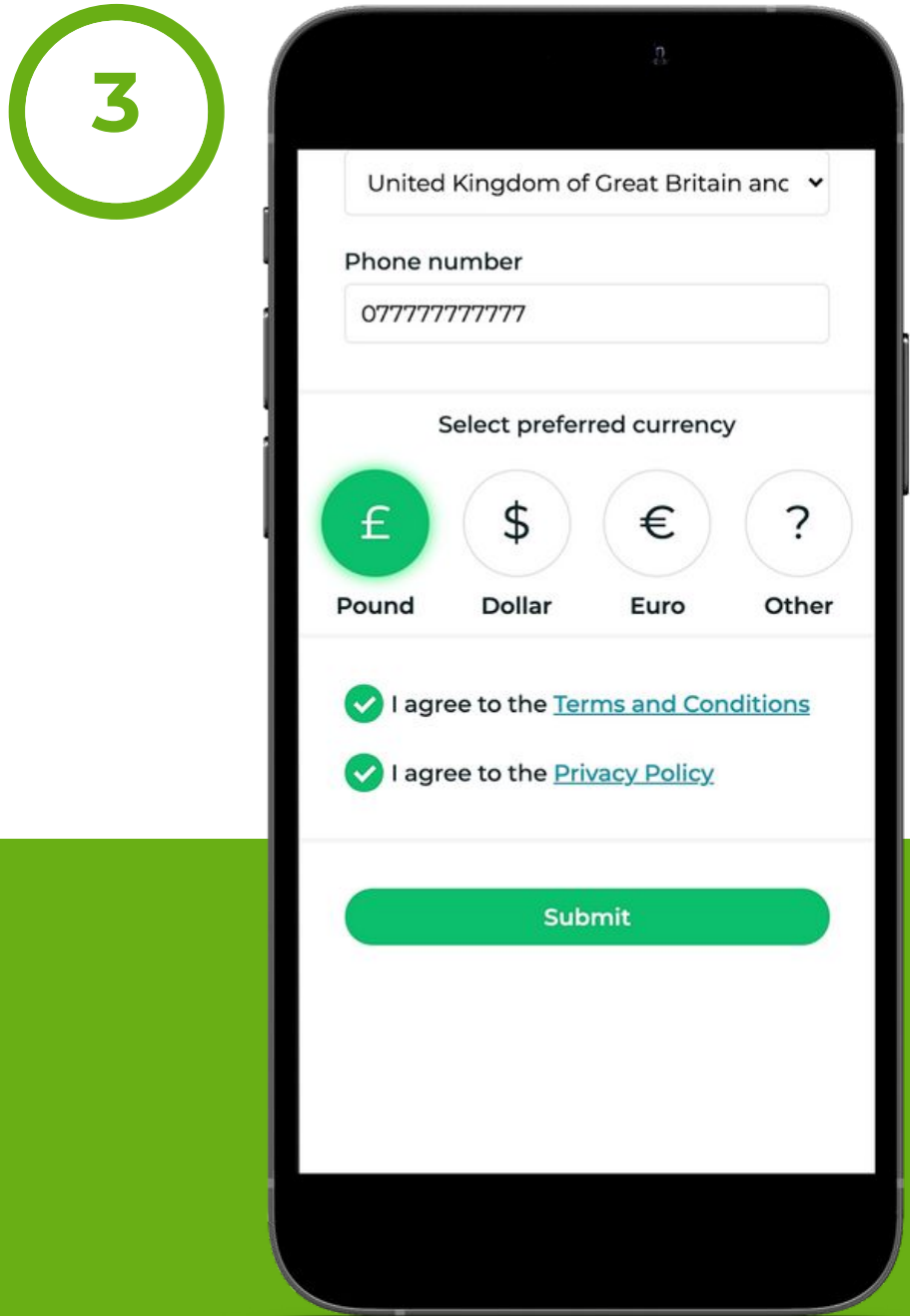
### Step 1

Download the Dragon Charging app from the Apple App Store or Google Play store. Once completed, click **Register here**.



### Step 2

Enter your registration details, using your email address.



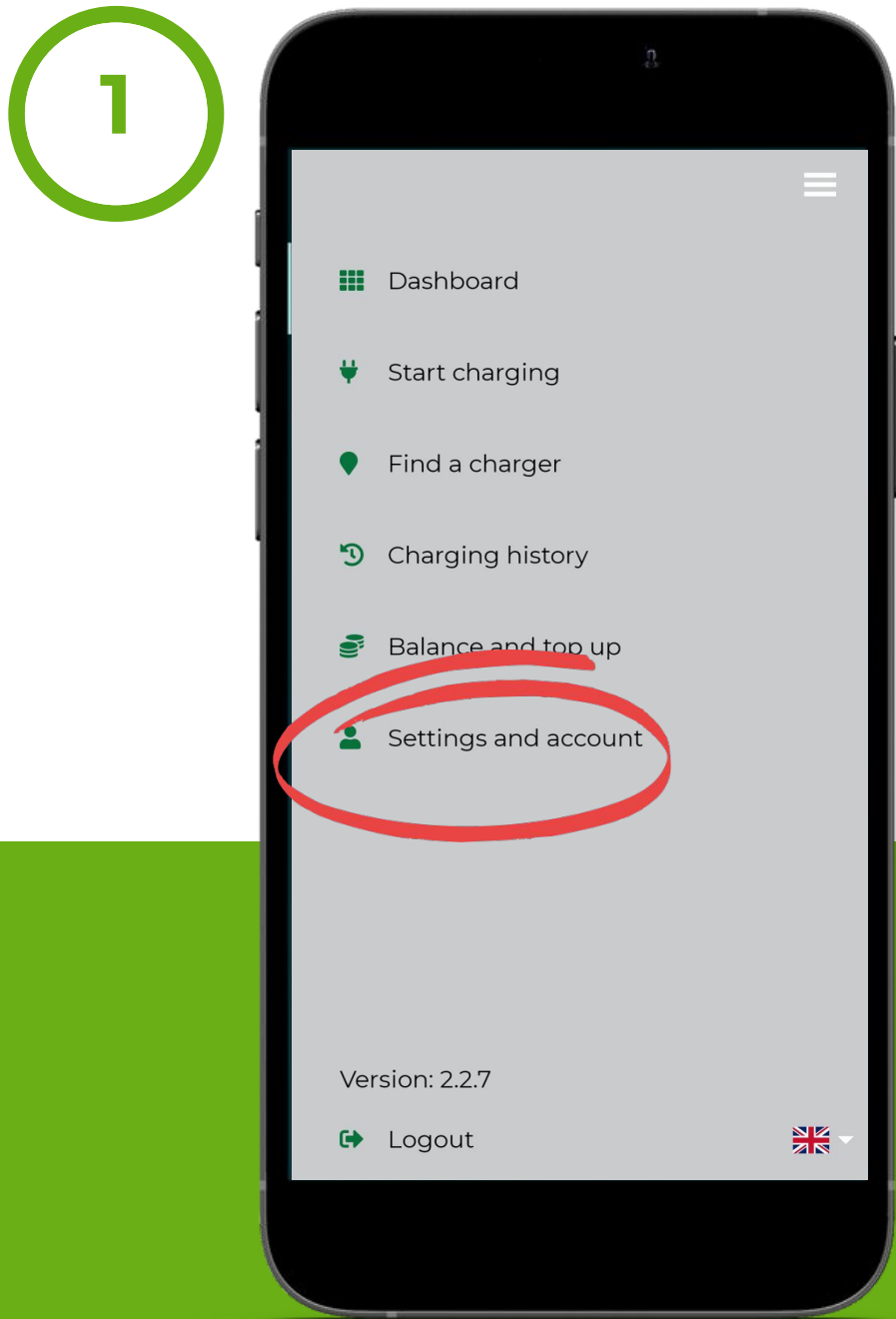
### Step 3

Once completed, **click Submit**. We will send an authorisation email to confirm set up and allow you to login.



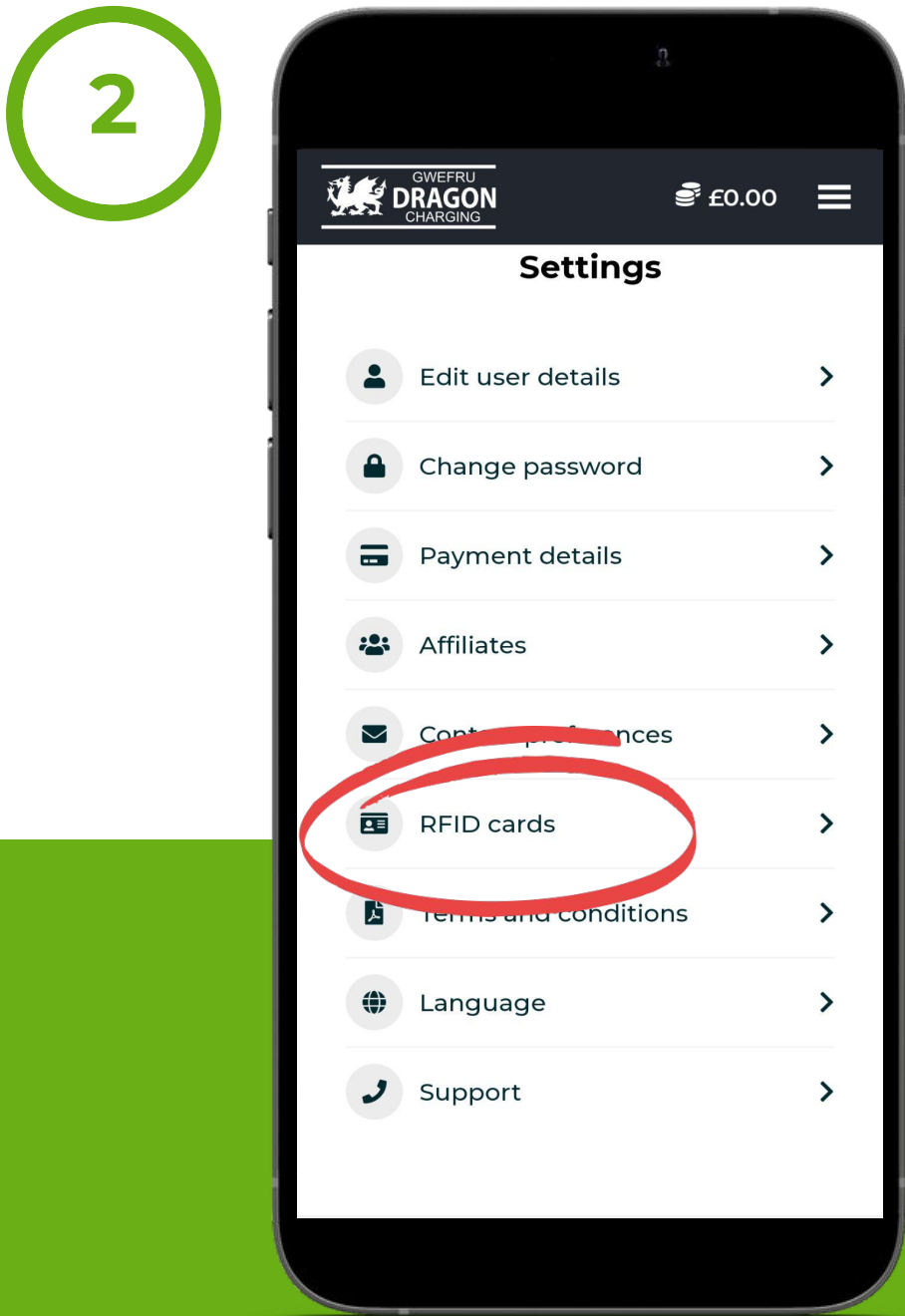
# Assign RFID Cards & Tags

Add RFID cards & tags to your account



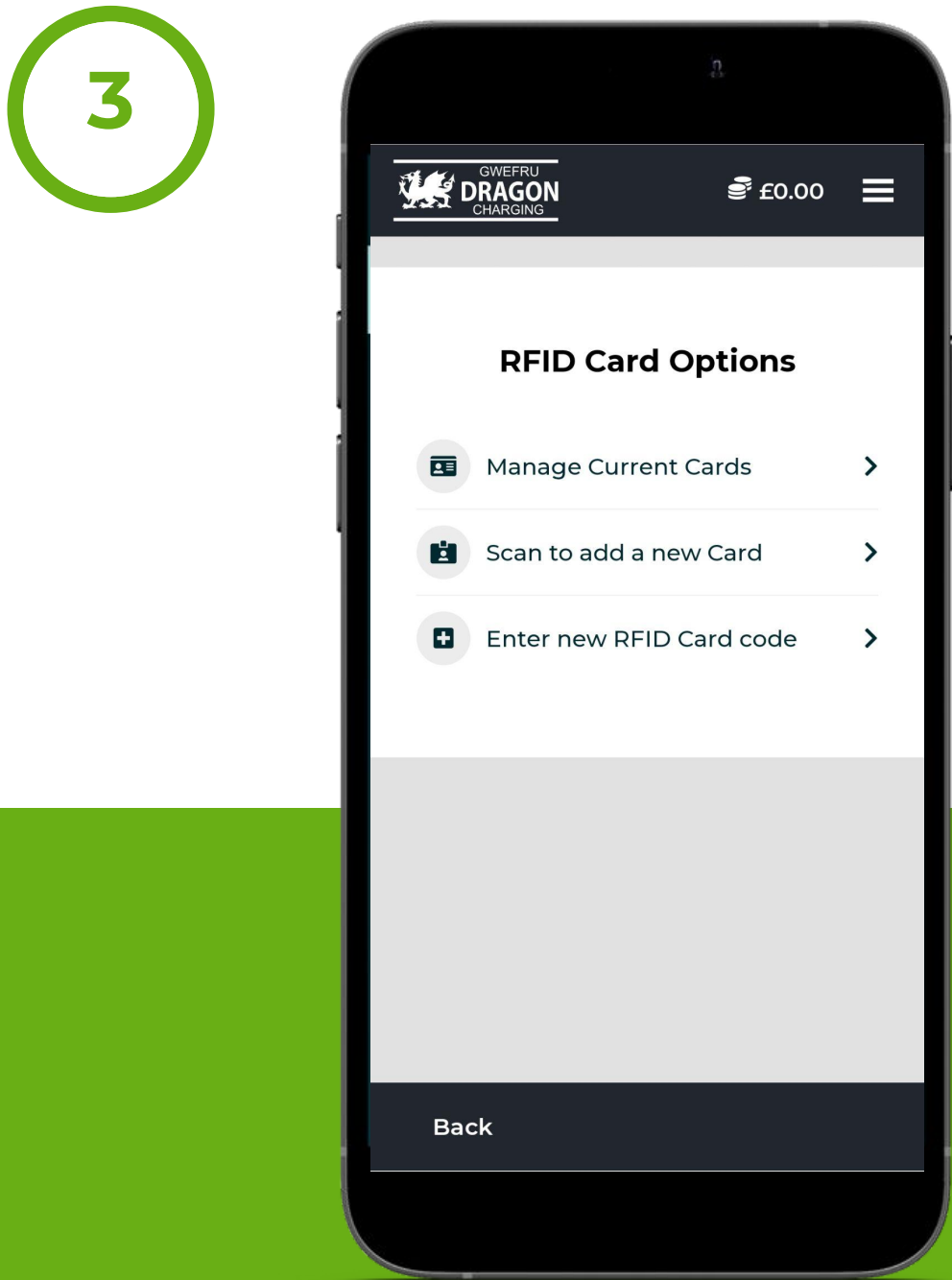
### Step 1

Head to **Settings and Account** on the top right menu of the app.



### Step 2

Scroll down and tap **RFID Cards** on the menu. Select **Enter new RFID Card code**.

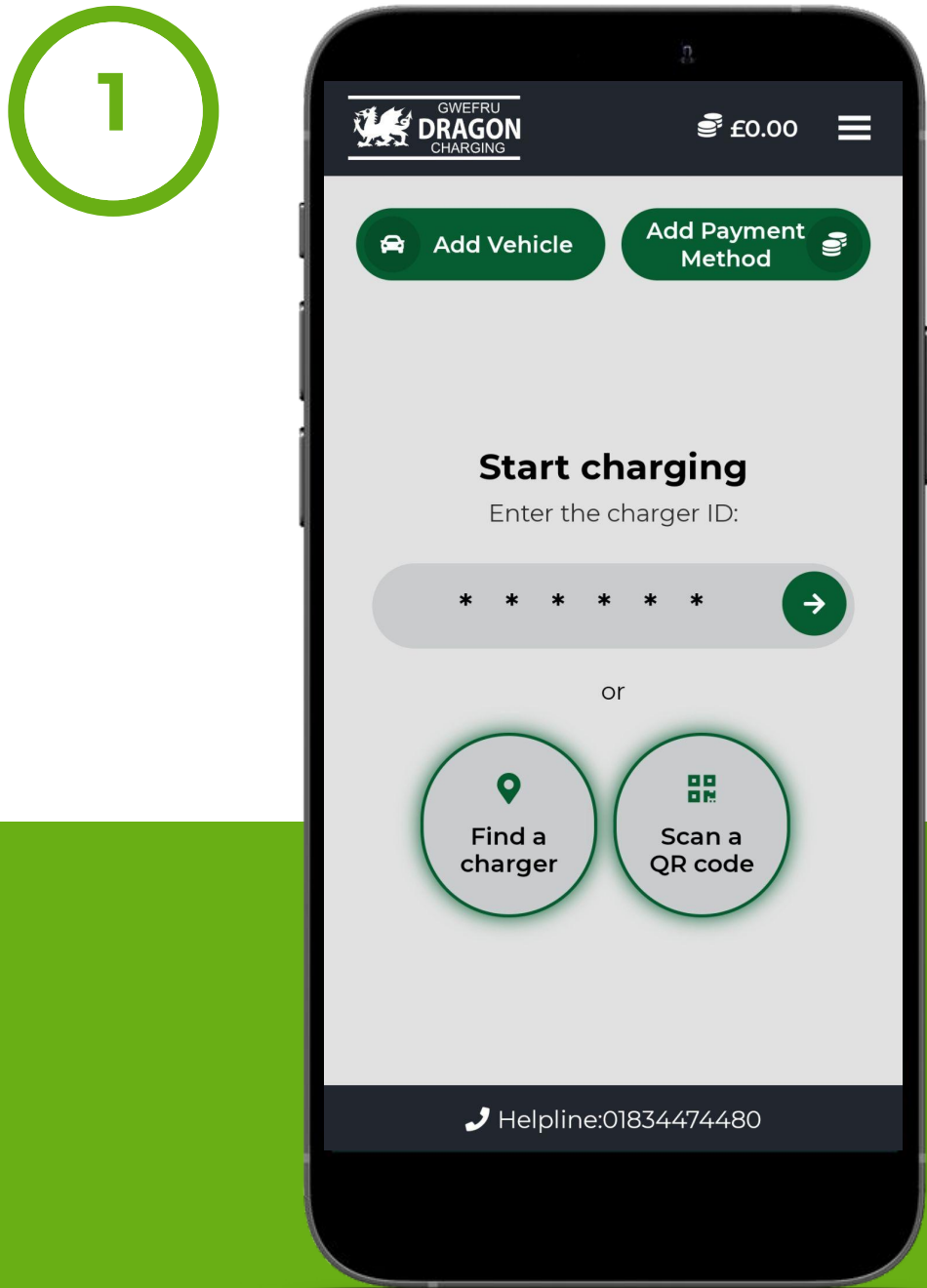


### Step 3

**Enter the unique number** displayed on your card or keyfob. You can also scan a card to your account if required.

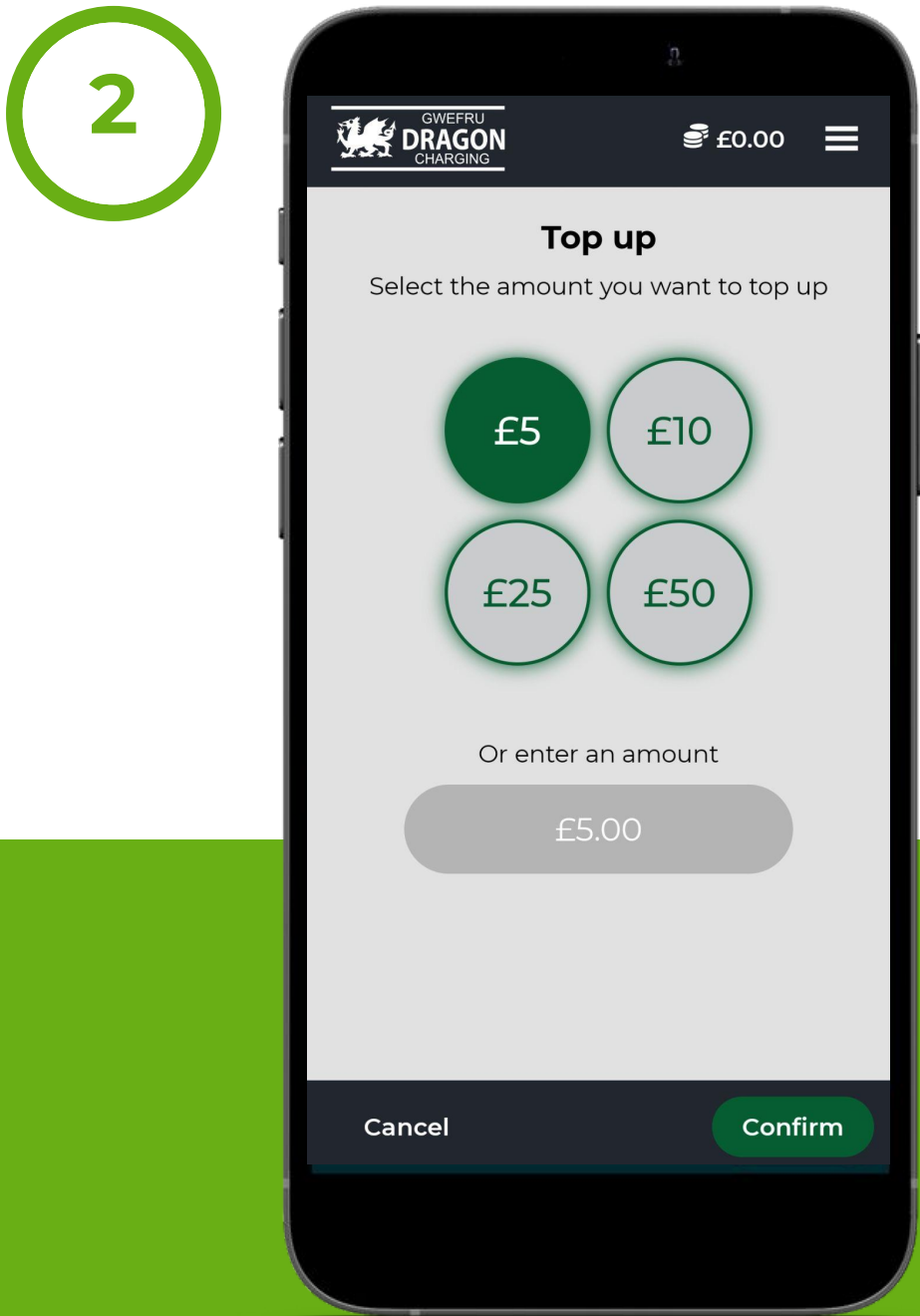
# Top-Up Your Account

Charge on-the-go



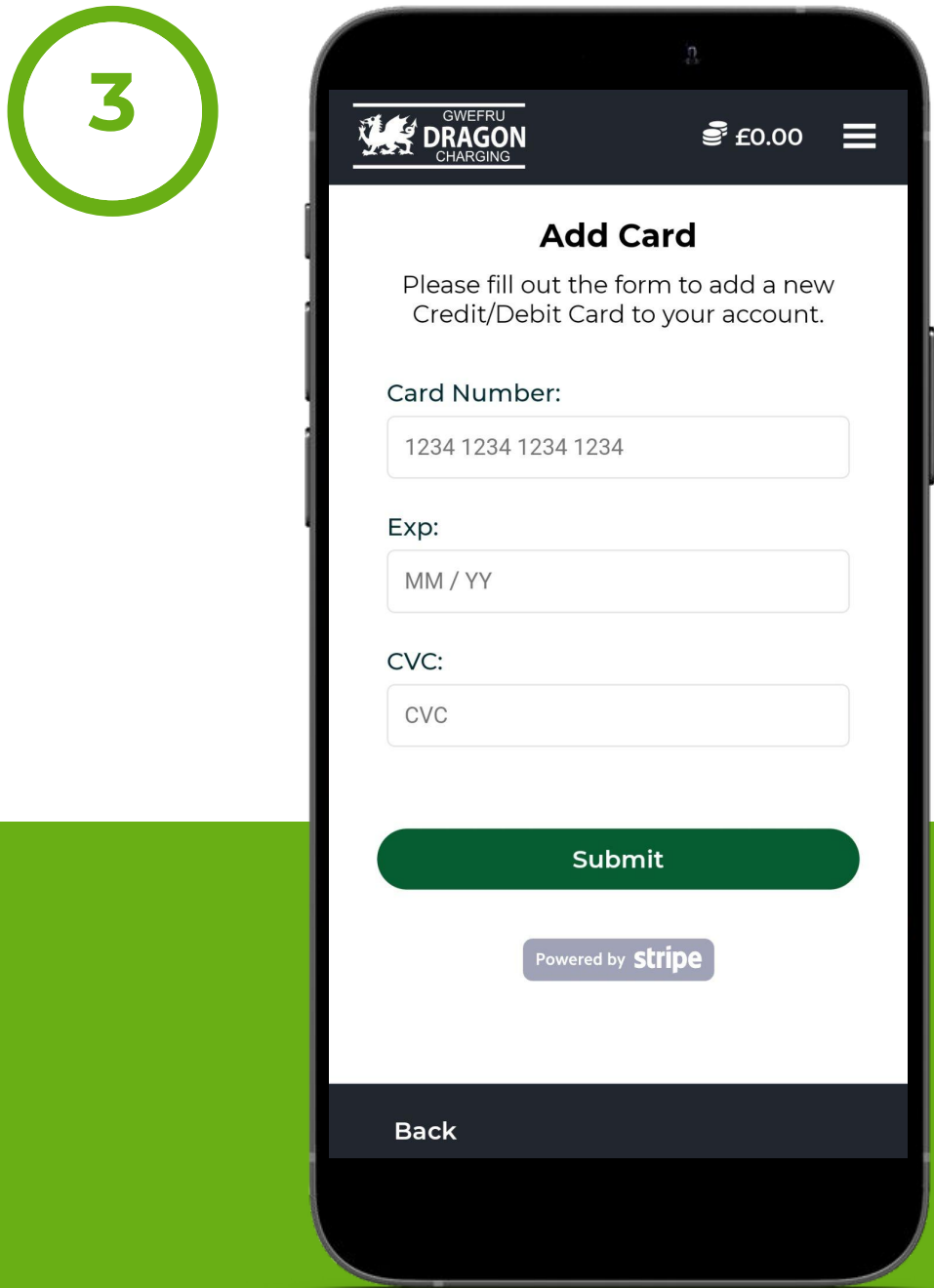
## Step 1

When logged in, **click the £0.00 wallet** at the top right corner of the screen.




## Step 2

**Select an amount** to add to your Clenergy EV account.



## Step 3

**Enter your payment details** - you should get a success message when completed.

A close-up photograph of a person's hand inserting a black charging cable into a vehicle's charging port. The image is overlaid with a semi-transparent green filter. The text 'How To Charge Your Vehicle' is centered in white, bold font.

# How To Charge Your Vehicle



# Locating The Charger ID

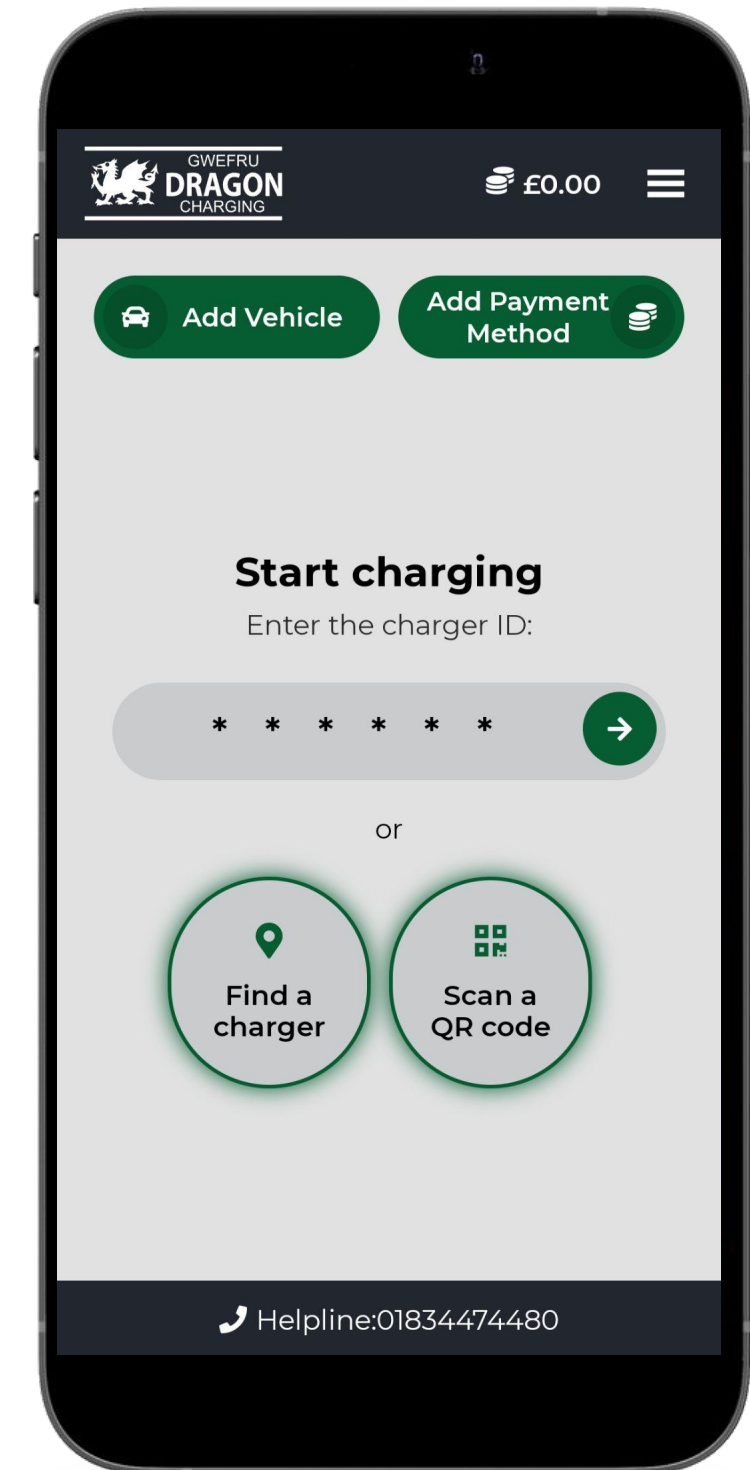
## Using a QR Code or ID

Each charge point will have a sticker on it, which includes a Charger ID and QR code.

To charge your vehicle, you can either:

- **Scan the QR Code** in the app
- **Enter the Charger ID** in the app

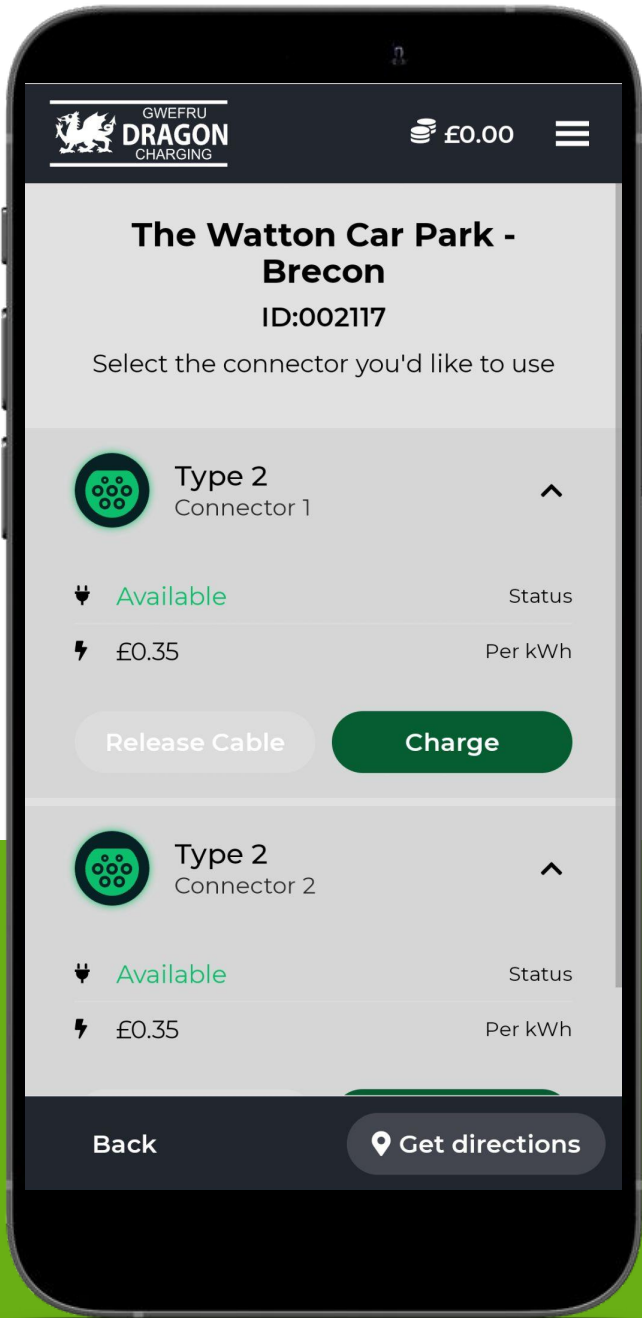
Topped-up your account? You can also tap your card on the RFID reader icon - do this to activate the charge point, then plug-in.



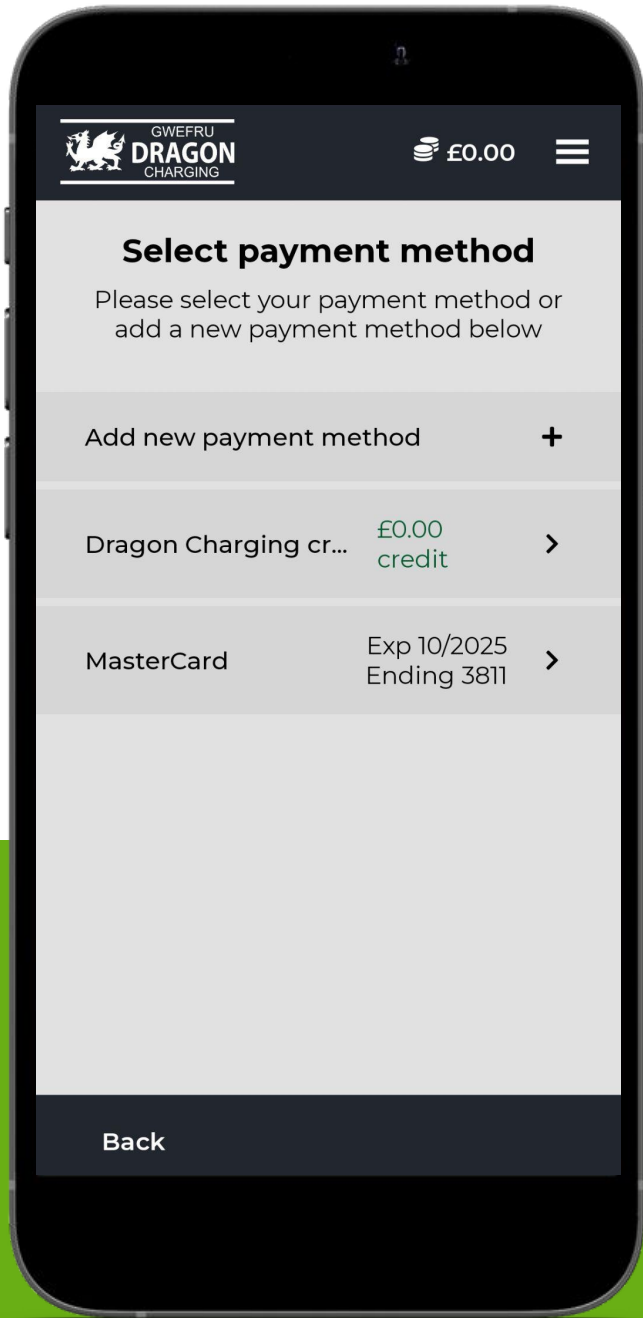
# Registering Your Charge

Using multiple payment methods

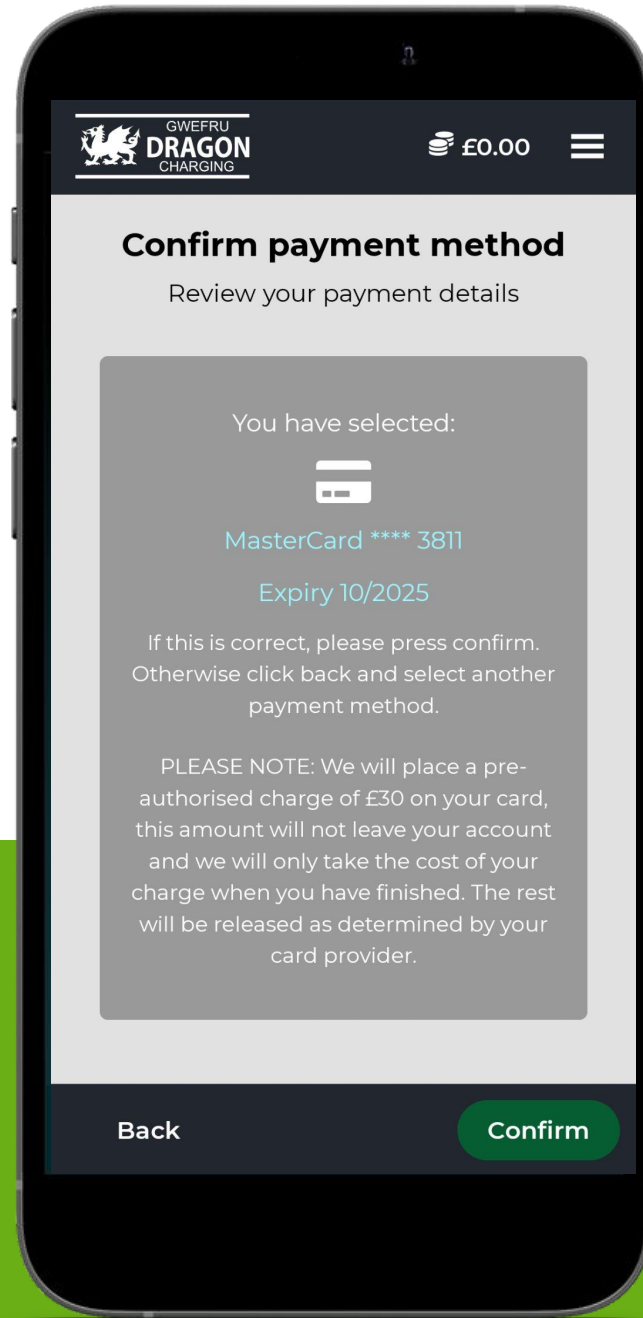
1



2



3



## Step 1

Select the correct charge point and the correct socket (if applicable). **Press Charge**

## Step 2

Choose your preferred payment method. You can also tap your registered RFID card to start charging with your account balance.

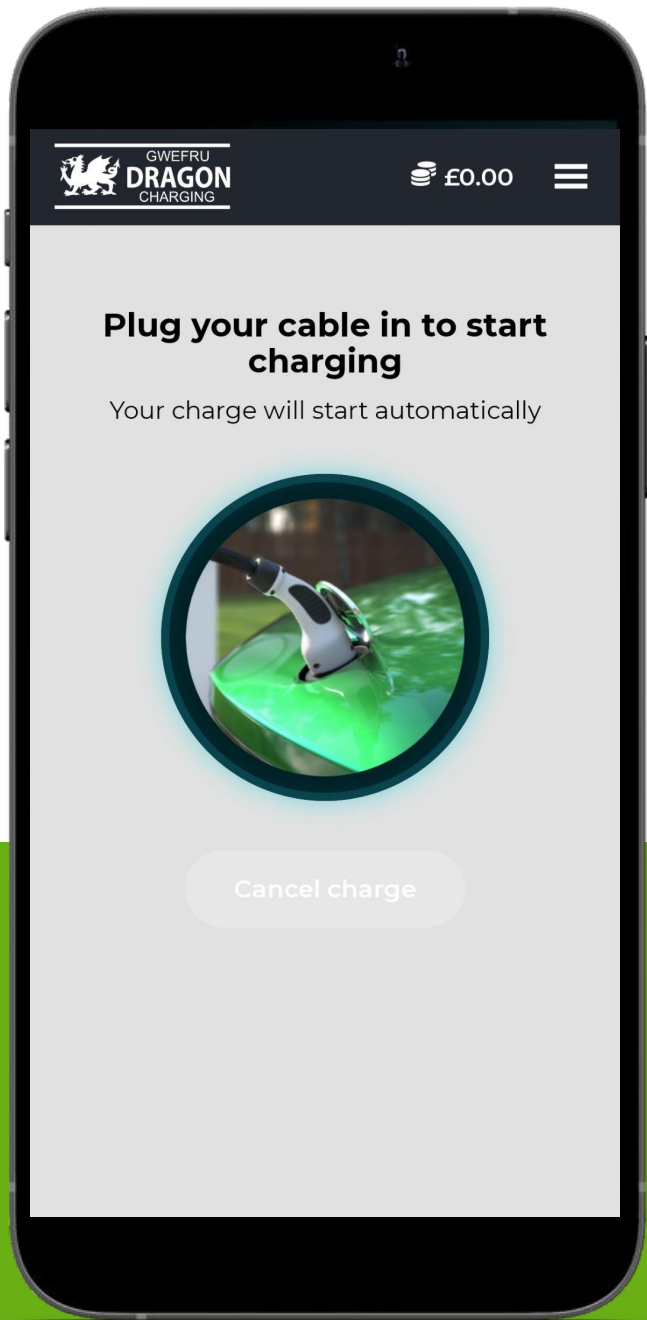
## Step 3

**Select Confirm** to finish your payment.

# Charging Your EV

## Plugging in and Starting a Charge

1



### Step 1

**Plug in your cable** and charging will start automatically.

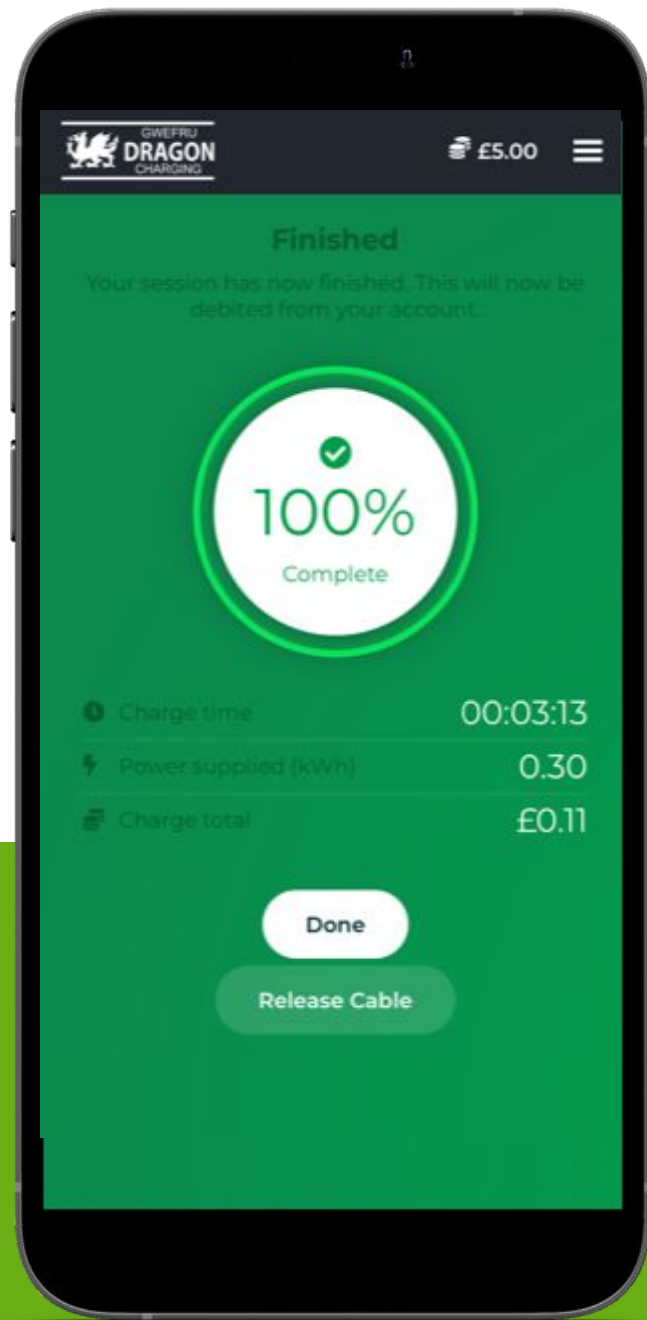
2



### Step 2

The charge will be displayed live on your app screen. If needed, press **Stop Charging** to abort charge.

3



### Step 3

When the charge is completed, an overview will be displayed. **Click done** to finish!





# Common Faults and Issues

# What charger unit are you using?

The Dragon Charging network contains multiple types of charge points, made by several different manufacturers. They all have slight variations which can lead to common issues.

To the right is the most common types of chargers on our network and some common issues that appear.



Ensto Fast Chargers - plug cable into connector on either side of post

Start charge with Dragon Charging App, [dragoncharging.online](https://dragoncharging.online) or RFID card

Be patient, it can take a moment or two for the charge to start



ABB Terra Rapid Chargers - follow the instructions on the screen.

Do not plug the cable into your vehicle until instructed to do so.



# Why is the charge rate lower than advertised? Can I speed it up?

There can be many different reasons for this-

The first issue is that all cars charge at different rates. For instance, **PHEVs will never charge higher than 3.7kWh. For fully electric vehicles, the maximum charge rate can vary from model to model.**

You may see some ultra-rapid chargers can charge up to 350kWh. But no car can currently take on a charge that powerful.

Another consideration is your battery percentage rating. On Rapid chargers, you will get a fast charge rate up to 80% of battery capacity - after this, your EV will intentionally slow down charge speed not to overheat your battery. This maxes out at 22kWh.

Lastly, your charging cable may only allow a certain charge rate to be used safely. Check this with your car dealership or cable manufacturer.



# My charge won't start - have I done something wrong?

Probably not! Sometimes so many interlocking systems don't work after the first attempt. Below are some of the most common issues that can cause a charge to fail first time around, with troubleshooting suggestions:

- **Do you have a charging schedule on your car?** This will override your attempts to start a charge via the Dragon Charging app. Make sure you amend any settings on your car dashboard.
- Similar to the above, **some cars have location settings for charging.** Make sure this is turned off or changed if the charge isn't registering
- Try **resetting your car dashboard** to see if it registers the cable - a quick reset is all that's needed sometimes.
- Cars usually need to be locked to charge.
- Sometimes **proximity keys can unlock the car and thus cause charging to stop.** Try moving away from the vehicle.

You can always check your car charging rate by using the Dragon Charging app, or your car's phone app if it has one. You can also stop a charge and release the charging cable, safely, by using the application.







**THANK YOU FOR USING  
DRAGON CHARGING  
NETWORK POINTS**

**NEED ADDITIONAL SUPPORT?**

[support@dragoncharging.co.uk](mailto:support@dragoncharging.co.uk)

[www.dragoncharging.co.uk](http://www.dragoncharging.co.uk)