

Dear customer,

We are informing you that 22 kW ELEN charging stations can be accessed via any RFID card operating at the frequency of 13,56 MHz – for example, most of the charging cards from charging station operators in your country should work. Many other contactless cards should work as well (for example, bank cards for wireless payment). We have made this option available so that our customers do not have to depend on ELEN charging cards anymore. We do not collect any personal information this way. That also means that you have to use the same card to start and to stop the charging session.

Charging stations in Zagreb (Stjepan Radic square) and Koprivnica (Ante Starčevića street) can be accessed via the PIN code that is written on the charging stations themselves. Fast chargers (50kW DC/ 43kW AC), like the ones on the highways, are unlocked and free to use without authentication.

In order to charge on the 22 kW charging stations, you need to have your own Type AC Mennekes (Mode 3 Type 2) cable. The 50 kW charging stations are already equipped with their own cables.

At the moment, we are testing a new remote control system for the charging stations which may cause operational instabilities. ELEN still being a project in development as well as free of charge, we ask for your patience and understanding.

Using ELEN stations is still free of charge. We will notify you about any change in terms of use or availability of new features in advance on our web-site..

Full list of our charging stations is available at: <http://elen.hep.hr/> .

**USE OF CHARGING STATIONS:** After the charging on 22 kW charging stations and using the card to release the charging cable, please wait until there are no more new messages on the screen. Then, unplug the cable from the charging station first. As your last step, unplug the cable from the car. Not following this sequence may cause the charging cable to get stuck in the charging station. In case of charging station malfunction, please call the number written on the charging station.

Please direct any additional questions or malfunction reports to [elen@hep.hr](mailto:elen@hep.hr) .

Best regards  
eMobility Team