# Clenergy Guide

## To Start a Charge

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| Steps | Example |
| 1st Take the lead out the car and shut all doors and boot lid  **2nd PLUG THE LEAD INTO THE CAR FIRST** | Charging cable in rear or vehicle |
| 3rd plug the lead into the charge point | Charging Points |
| 4th Tap the RFID FOB on the reader or start the charge via the app. Ensure your fob serial number is linked to your account | Motorist using fob at charge point |

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## To Stop a Charge

|  |  |
| --- | --- |
| Steps | Example |
| 1st Tap the RFID FOB on the reader or use the app | Motorist using fob at charge point |
| 2nd **UNPLUG THE CAR FIRST** | Charging cable in rear or vehicle |
| 3rd Push the cable into socket slightly and then a positive pull out | Charging cable attached to charging point |

## If the cable remains locked in the charge-point

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| --- | --- |
| Steps | Example |
| Step One: Push the cable firmly into the socket | Charging cable attached to charging point |
| Step 2: Hold the touch button for a few seconds | Touch button on charging point |
| Step 3: While holding the button give a positive pull | Charging cable attached to charge point |

## User / Charging problems

Call the 24/7/365 helpline on 0330 232 1111

You will need to quote the GGY reference on the charge point when you call ie: GGY029A

**Web:** [www.essex.ac.uk](http://www.essex.ac.uk)