Charge My EV
F.A.Q

1   Quick assistance

1.1   I have registered a new account but I can't log in to the app.

Please check that you have confirmed the activation link in the e-mail sent to your registered e-mail address.
You will be able to log in once you have confirmed the activation link.

1.2   An error message is shown when I start the charging operation.

Sometimes a charging station may experience a delay if it is in stand-by mode or if internet reception is poor. If this happens, you will see the error message "Command could not be sent to charge spot." It's a good idea to first simply try to start the charging operation again via the app; you do not need to reconnect the charging cable.

If the error message still appears, please contact the charge point operator. You will find the phone number in the app next to the charge point information.

1.3   What do I do if an error message appears on the dash before I start charging?

Such a notification indicates a charging error. Bosch will automatically delete it within two days.
The user will not be responsible for any costs.

1.4   I have trouble finding the charging station shown on the app.

If you are having difficulties, we recommend using the app's built-in navigation to find the charging point. Don't search for it by address (street name and house number), as the geopositioning used by the Charge My EV app is much more precise. Therefore, it is possible that while you might not be able to find the street address, the navigation function is sure to guide you to your destination.

In addition, it may be that your own GPS position is not displayed very precisely in the app. Depending on which smartphone you are using, you can probably adjust GPS accuracy in the settings.

1.5   Charging does not start.

First make sure the charging cable is connected correctly to the vehicle and to the charging station, and the charging station is on (the screen should be lit up). If your vehicle has a loading hatch, it should be closed. Also check that your charge request has been accepted by the operator (the color of the light changes, e.g. to blue, or the light flashes).

Otherwise restart the application using the app. If charging still does not start, please contact our Customer Service via email or call one of the following support hotlines:

Germany: +49 391 8322 9822
France: +33 186995689
Austria: +43 12 060 92058
Switzerland & Liechtenstein: +41 44 511 2279
Belgium: +32 270 06 269
Luxembourg: +352 3420808757
Ireland: +353 156 21376

1.6   My vehicle is not charging, or charging is interrupted.

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2   General information

2.1   What is Charge My EV?

Charge My EV is a free smartphone app that makes it much easier to charge electric vehicles. It also provides greater convenience in finding and using almost all web-enabled charging stations in Germany, France, Austria, Switzerland, Belgium, Luxembourg, Liechtenstein and Ireland, regardless of region or provider.

Rounding off the service is the Charge My EV charging card (RFID). You simply need to register and have a PayPal account or a credit card.

2.2   What services does the app offer?

▶ Using the app on your smartphone, you can find charging stations and check their availability as well as start and stop the charging process. This makes it possible to use many public charging points, for charging all-electric vehicles or plug-in hybrids on the spur of the moment or on a regular basis. By including various charge point operators, coverage includes almost all web-enabled and public charging points. The card function displays available charging points and lets you activate them.
▶ After completing the simple charging process, payment is made securely and transparently via PayPal or credit card. The best part is that there is no need to commit to a contract period and no basic fee. Before the payment transaction initiates directly in the app, you will receive an overview of the terms and conditions offered by that charging station's operator. The app's logbook provides a clear and complete list of all your charging operations, which can be easily accessed at any time.

2.3   What are the most important functions of the app?

▶ Map and search functions to locate charging points
▶ The app gives access to about 40,000 web-enabled public charging points.
▶ Displays charging station availability
▶ Filter option (e.g. plug type, charging output)
▶ Starting / Stopping the charging process
▶ Detailed information about the charging point, such as type of access, restrictions on access (e.g. on plant premises), plug type, charge capacity, and price overview
▶ Cashless payment (PayPal, credit card)
▶ Logbook with overview of charging times and costs
▶ Possible to give feedback on charging stations
▶ Managing Charge My EV charging cards (RFID)

2.4   What makes the app special?

The app offers access to nearly all public charging points in Germany, France, Austria, Switzerland, Belgium, Luxembourg, Liechtenstein and Ireland that are web-enabled and accessible by smartphone.

Moreover, Charge My EV offers attractive usage conditions with its flexible and transparent billing process as well as no need to commit to a contract term and no basic fee. Having a different contract with each of numerous individual providers and varying fees is now a thing of the past.

2.5   How large is the Charge My EV network of charging stations?

Charge My EV includes 40,000 connected charging stations in Germany, France, Austria, Switzerland, Belgium, Luxembourg, Liechtenstein and Ireland. We are working to systematically increase the number of available charging stations. By integrating various charge point operators, it will be possible to offer access to nearly all public web-enabled charging points.

The network is being continually expanded as we gain new charge point operators as our partners throughout Europe.

2.6   In which countries can I use the app?

The app is currently usable in Germany, France, Austria, Switzerland, Belgium, Luxembourg, Liechtenstein and Ireland, and is only available in German app stores.

2.7   Which operating systems are supported by the app?

The app can be downloaded for free at the Apple Store (iOS) or at the Play Store (Android). At the moment, Windows Phone is not supported because it is less popular.

We are keeping a close eye on the situation, however, and may extend the service to other operating systems in the future.

2.8   Which charging stations can I use?

▶ All usable charging stations can be located using the app. Many of them will also display the "intercharge" logo on site.
▶ We have ensured that every AC charging station can be used with a Type 2 (IEC 62196 Type 2) plug carried by the driver. We are planning to add high-speed DC charging stations to the network as well.

2.9   Who is responsible for the app's operation and who should I contact if I have questions?

The app is provided by Bosch. Our customer service department will be happy to answer any questions you have and is available 24/7 by email and our hotlines:

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Please always specify your username when sending us a question. You will find this in the app in Profile Information under the Profile menu.

2.10 Can I use the app for more than one electric vehicle?

Yes, you can charge multiple electric vehicles on the same Charge My EV user account.

Alternatively, if you would like to have separate billing for the vehicles, you can do this by creating more than one user account.

2.11 What happens if I loan my vehicle to someone?

If you loan your vehicle to someone and hand over your log-in data or your Charge My EV charging card (RFID), then the charging costs will continue to be billed to your PayPal account, or respectively your credit card. For reasons of data privacy and protection, we explicitly advise you to always keep your log-in data secret and never to share it with other people; see also the app's Conditions of Use.

Anybody who drives your vehicle can download the app to their own smartphone and create their own user account for charging the vehicle.

2.12 Which charge spot providers are included in the app?

Besides Robert Bosch GmbH charging stations, those of the following operators are beside many others also included:

Allego, BELECTRIC Drive, EMiS, EnBW, E.ON, E-Wald, Ladenetz, innogy, Stadtwerke am See

3 Usage

3.1 How do I find a nearby charging station?

Once you have opened the app, it will then find your current location automatically or you can do it manually by clicking on the icon at bottom center. Once it has your location, the app will find all charging stations within a 100-kilometer radius. Your smartphone's location positioning function needs to be turned on in order to use Charge My EV. You can turn this on at any time under your smartphone's data privacy settings. Charge My EV accesses the positioning function only when you are using the app.

You can also use the search function at any time or move and zoom the map in order to view all charging stations near a location of your choosing. After you select a charging station, the app will display the operator, price information, and exact address. If you need help navigating to the selected charging station, you can ask the app to display directions to the station you have selected.

3.2 Does the app show me whether a charging station is available or in use?

Yes; a glance at the map tells a charging station's current status based on the color of the symbol. Charging stations with a green plug symbol have at least one charging point available, whereas those marked with a red plug symbol are in use. Gray-shaded plug symbols represent those charging stations that have no information on availability (e.g. failure).

Once you have selected a charging station, the app provides details on the operator, price, and address, as well as exactly how many charging points are available.

3.3   Can I reserve a charging station?

At the moment, it is not possible to reserve a selected charging point. This service will be available in the near future, however, insofar as it is supported by the operator's infrastructure.

3.4   What do I do if I discover on arrival that the charging station is out of order or in use?

Please contact our customer service for assistance. They will advise you on the cause of the problem, possible ways to fix it, or alternative stations. You can contact our customer service by email or by calling the following support hotlines:

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3.5   Do I have to bring my own charging cable or are there cables at the charging stations?

Basically you need to bring a charging cable with a Type 2 (IEC 62196 Type 2) plug, as most of the charging stations are not equipped with their own cables.

If you do not have a cable, you cannot charge your vehicle. Only fast charging stations (DC-Charging Stations) are equipped with CHAdeMO and CCS cables.

3.6   Are the smartphone app and the Charge My EV charging card (RFID) card the only ways to start the charging process?

Yes, the charging process can be started only via the app or the Charge My EV charging card (RFID) card. This is for your protection, as otherwise hotline staff would have access to your confidential information.

3.7   How long does the charging process take?

This varies from vehicle to vehicle, depending on the battery and the battery's status.

3.8   How do I start and stop the charging operation?

You can start charging or searching for charging stations directly via the app. Once you reach the charging station, connect the vehicle to the charging point with a cable. Using the app, the driver selects a charging point and enters a one-time confirmation of the payment to be made via the selected method.

Depending on the charge point operator, the process may also be carried out in reverse, since in some cases access to the charging point is locked until usage begins (e.g. at ladenetz.de stations). In this case, simply use the app to first select the desired charging station and initiate the corresponding charging point. The point will then unlock and direct you to plug in the cable.

3.9   When is the charging operation finished?

Charging is complete when you stop it yourself using the app. Charging does not stop automatically when the battery is fully charged.

You should keep in mind that parking at a charging station without using the charging service as stipulated by the charge point operator or by local parking regulations may be prohibited or subject to a fine.

3.10 Is it possible to use my smartphone to extend the time of the charging operation?

If the process is interrupted, it is possible to restart it using the smartphone.

3.11 How long do I have after the charging operation has finished to move my car from the parking area?

You need to remove your vehicle from the charging station parking area immediately after the charging operation has been completed. .

Please note that parking your vehicle at a charging station while not making use of the charging service may be prohibited or subject to a fine, depending on the regulations of the specific charge point operator or local parking ordinances.

3.12 How safe is the charging process?

The charging stations in our network are tested by the responsible charge point operator to ensure that they comply with all statutory regulations and thus meet a satisfactory safety standard.

3.13 Why does the app need access to resources such as the phone, camera, and picture gallery?

The app uses those resources only in conjunction with specific functionality when you are running it. It uses the phone, for example, when you want to call the stored hotline number from within it.

The app only accesses your camera (photos/media/files) when you scan your credit card or the QR code from your Charge My EV charging card (RFID) card when selecting a payment method and want to import the data directly from the scanned image.

4   Billing, data security

4.1   Do I have to pay a basic fee and are there any additional costs?

No, you do not pay any service charges for Charge My EV.

Users are billed solely for the number of minutes that elapse between starting and stopping the charging process, irrespective of the amount of electricity actually used (see also Conditions of use).

4.2   How are the prices calculated?

When you call up a charging point on the map, the total price per hour is displayed, including VAT. Pricing is clear and transparent; there are no additional hidden costs.

Price per hour is calculated based on:

▶ The variable price share, calculated individually by each charge point operator. May include expenses in addition to the electricity, such as rental fees for parking spaces at the charging station, statutory electricity tax plus renewables surcharge, costs of the charging station and its installation / maintenance
▶ A €0.70 service fee charged by Bosch for making multiple providers conveniently available on the app, and also covers all applicable roaming fees

▶ 19% VAT(value-added tax). Charge My EV is subject to the German tax system

4.3   Why is a charge of €1 made on PayPal confirmation and then canceled again?

When you give your permission for PayPal payments to be made to Bosch, a charge of €1 is made to your PayPal account and is then immediately credited back to you. You can see this on your PayPal account via the note "Canceled." This allows us to determine that there are no technical problems preventing the integration of your PayPal account and that you can immediately start using Charge My EV with no difficulties.

The €1 cancellation booking is noted in your PayPal account for your information only. It will not be shown in any of the accounts of the payment methods linked to your PayPal account, such as credit card or direct debit.

4.4   How do I cancel my PayPal permission?

If you want to process payments for charging your vehicle using the app, you have to grant permission to be billed via your PayPal account. You can cancel this permission at any time by following this link.

Cancel Permission

4.5   How secure is the payment transaction?

PayPal or credit card payment transactions are secure. As a rule, no data that would allow someone to derive information about your PayPal or credit card account is saved locally to your smartphone.

PayPal has been tested by TÜV Saarland and approved as a secure method of online payment.

4.6   Why are there exceptions where payment is not made directly via the app?

The market for electric mobility is still young and developing continually. This includes expanding the network of web-enabled charging stations. We have included certain charge point operators in the app whose charging stations will be connected soon in the interest of offering charging opportunities in as many regions as possible.

It is true that the status of these charging stations cannot currently be checked dynamically and payment cannot be made via the app. However, we plan to integrate these charging stations into all app functions in the future.

4.7   Do I need to have a contract with every charge point operator?

No, all that's required is a one-time registration with Robert Bosch GmbH.
Bosch maintains contractual relationships with all the various charge point operators.

4.8   Am I committed to a specific contract period or can I be completely flexible?

You are not committed to any contract period and retain complete flexibility in choosing a charging station.

4.9   Can I test out the app and then delete it?

You can uninstall Charge My EV at any time, as there is no contractual commitment and no basic fee.

4.10 When will I receive an invoice and in what form?

The user is billed after the charging process has been completed, usually no more than 48 hours later. Payment is made via the chosen method. An invoice is created for each individual charging operation and sent by Bosch to the email address you provided.
The time it takes for an invoice to be sent may vary depending on which charge point operator was used.

4.11 Who do I contact if I have questions about my invoice?

Our customer service department will be happy to answer any questions you have about your invoice and is available 24/7 – either by email or by calling the following support hotlines:

Germany: +49 391 8322 9822
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Ireland: +353 156 21376

4.12 How secure is my data?

The data from your smartphone is transmitted exclusively in encrypted form and is secured using state-of-the-art protocols.

No data that would allow someone to derive information about your PayPal or credit card account is saved locally to your smartphone.

4.13 What do I do if I lose my smartphone?

Please contact our customer service department and provide your username to request that your account be blocked. Contact us by email or call the following support hotlines:

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