E-GAP F.A.Q.

FOR PHV DRIVERS

The E-GAP service will be available 7 days a week, between 08:00 and 18:00 (excluding UK Bank Holidays) depending on availability.

E-GAP customer services
Phone: (0)20 8135 8459
SMS: 07520690808
Email: customerservice.uk@e-gap.com

General questions

Why has Heathrow chosen to partner with E-GAP for this trial?

E-GAP is the first Electric Vehicle (EV) mobile fast charging solution that delivers your charge on-demand directly to your EV.

E-GAP are committed to helping individuals, businesses, and cities contribute to a future where everyday transport is emission-free, supporting Heathrow's Net Zero Carbon commitments.

How does E-GAP work?

Book your recharge through the E-GAP App, downloadable for free on your smartphone or tablet. Once you have signed up, you will need to insert your AVA affiliate code **HA2AVA** as well as your EV details and payment method and you're ready to request a charge!

Once you have arrived in the AVA, you will be asked to select which recharge service you want to request. Within 90 minutes the E-GAP team will call you to confirm your booking slot and send you an SMS and email with a confirmed recharge slot (please check your junk mail/spam folder). If you need to change the time, you may request this by contacting customer service. Once you have received your confirmation you can follow the advancement of the requested recharge in real-time.

Payment

You submit your payment details in your account on the App; you will only be charged via the App once your recharge has ended.

How do I book the service?

- Download the E-GAP app, available on Apple and Android stores
- Follow the steps to create an account, providing the following information:
    - Your personal details
    - Your vehicle details
    - Your preferred payment method
    - The AVA affiliate code **HA2AVA**
    - Once you have arrived in the AVA, you will be asked to select which recharge service you want to request
- E-GAP will contact you with service details and booking confirmation within 90' of submitting your request; and you will be asked to move to the allocated charging bay – guided by the operator – at the time of your booking slot.
- You will be able to track progress via the App once the booking has been confirmed;

- Payment will be taken once the service comes to an end (when the recharge reaches either the amount of kWh requested or the maximum time specified on the booking).

How much does the E-GAP service cost?

When booking, you can choose from two packages:

- 20kWh or 45 minutes (whichever is reached first) for GBP 17.40 incl VAT
- 30kWh or 60 minutes (whichever is reached first) for GBP 26.02 incl VAT

Electric vehicles are all different in terms of speed of charging and capacity, depending on the model. E-GAP provides a service that is based on the maximum energy delivered or energy delivered in a specific amount of time. Your charge will end once the selected energy or the time allowance is reached, whichever comes first.

Registration

Where can I download the E-GAP app?

From the Apple or Android App store. For reference this is the app icon.

Where do I get my Affiliate Code from?

The affiliate code for AVA is **HA2AVA.**

I didn't receive the verification e-mail from E-GAP, what should I do?

If you haven't received the verification email, we recommend checking your spam folder. If you still encounter difficulties, please contact the E-GAP Customer Service team by email customerservice.uk@e-gap.com, phone (0)20 8135 8459 or SMS 07520690808 for further assistance.

Where can I enter the affiliate code?

In the "Codes" section of the App, or during the process of your first recharge request.

What payment methods can I use?

You need to enter a valid credit card in the WALLET section in order to request a recharge.

Is it mandatory to enter billing information?

To book an E-GAP recharge, it is necessary to provide a payment option. Although this section can be skipped during registration, payment details will need to be added prior to booking the service.

Where can I enter my credit card details?

To enter your credit card details, access the E-GAP app's homepage, and click on the three lines at the top left of the screen. From there, select "ACCOUNT" > "WALLET"

Credit cards - what should I write as my nickname?

The nickname field is optional. However, it can be useful if you have multiple credit cards and want to differentiate them easily when selecting a payment method.

I can't find the model of my car listed, what should I do?

If you can't find your car model in the list, please select "other" in the brand field, and then choose "non-listed model" in the model section. If you continue to encounter issues, please contact Customer Service, and they will assist you in entering your vehicle model.

What happens if I have a Plug-in-Vehicle (PHEV)?

E-GAP's Heathrow trial is exclusively for fully electric vehicles.

My "NEXT" button does not light up, what should I do?

If the "NEXT" button is not lighting up, please ensure that all mandatory fields are filled in correctly. If you continue to experience issues, please contact Customer Service for assistance.

About the E-GAP service

What are the Service Hours?

The E-GAP service will be available 7 days a week, between 08:00 and 18:00, depending on availability.

How do I contact Customer Service?

E-GAP's Customer Service team can be contacted either by email customerservice.uk@e-gap.com, telephone on (0)20 8135 8459 or via SMS on 07520690808

How quickly will I receive confirmation of my allotted timeslot after booking?

This will depend on the operator's availability. You will be contacted via phone to get service timing details and booking confirmation will be sent via SMS within 90' minutes of receiving your request.

Where should I park to receive a recharge?

The service will be delivered in two dedicated bays adjacent to the eHub. Please move your vehicle to one of these bays at your allotted booking time – you will be guided by the operator. Please note that you will be asked to move your vehicle if you park in one of these bays outside of your booking slot.

The APCOA parking policy remains in place and should be always adhered to.

What if the time slot E-GAP allocates to me is too late and I cannot wait for it?

It is highly recommended that you remain reachable, preferably by email or SMS, throughout the booking process in case E-GAP's operator or Customer Service team needs to reach out to you.

If the time slot provided doesn't work for you, you can access the App to cancel the request or contact Customer Services to reschedule.

How much range can I expect on a single charge?

The range can vary depending on the battery capacity of your vehicle.

what is the best practice for EV charging to sustain my battery?

- Avoid letting the battery level drop below 20%
- Where possible charge up to between 80-90%

What is E-GAP charging power?

This depends on the characteristics of your EV. E-GAP's maximum charging power is up to 90kW in DC and 22 kW in AC.

Do I need to bring my own charging cable?

No, that is the beauty of E-GAP's service. We bring our own cables and handle all the dirty work for you, come rain or come shine.

Can I track the progress of my recharge through the app?

Yes, in the MY ORDER section of the E-GAP App.

What do I do if I want to cancel my order after ordering it?

You can cancel it without a penalty up to the moment when status of the order changes to "On the way". If, for some reason, you need to cancel the order after this stage, please get in touch with the Customer Service team by email customerservice.uk@e-gap.com, phone on (0)20 8135 8459 or SMS on 07520690808 for further assistance.

What if the recharge I booked cannot be delivered?

Unfortunately, sometimes that may happen. If that is the case, our Customer Services team will contact you to find an alternative solution.