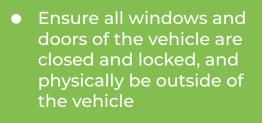


EV Site problems Cable Unlocks

If unsuccessful the APCOA Customer service team will attempt to remote unlock the cable from the EV Point





 When done push the cable fully into the EV Point to ensure it is seated correctly

 Then lock and unlock the car to see if this releases the cable

> If this fails, APCOA will remote reset the EV Point and then attempt to remote unlock the EV Point

If the issue still persist a call will be made to the on-site team to get one of them to attend and attempt to remove the cable from the EV Point

In the worst case scenario if the cable is still locked to the EV Point, APCOA will call out an engineer from the EV Point manufacturer to attend and resolve