

# Charging solutions with Northe and Ayvens

## Frequently asked questions

Welcome to Ayvens' charging solutions! Here, we've gathered answers to the most common questions and created a step-by-step guide to help you get started with the Northe app, home charging and handling reimbursements. If you have additional questions, feel free to contact us – we're happy to help!

### 1. Getting started with Northe

#### How do I download and activate the Northe app?

1. Download the Northe app from the [App Store](#) or [Google Play](#).
2. Activate your account via the e-mail from Northe. There are two profile types:
  - a. Private profile: This account means that all charging sessions that take place in connection with the home and/or public are registered to you privately.
  - b. Corporate profile: This profile is linked to Ayvens and managed by Ayvens for charging related to company and benefit cars.
3. Add your charging tag (RFID) in the app under "Settings".

Need more guidance? Check out these links:

[Get started with Northe | Fleet drivers](#)

[Get started with Northe | Vehicles](#)

#### What features are available in the Northe app?

#### **Ayvens Sweden AB**

Box 511, 169 29 Solna

Tel: 08-501 122 00 – [customercare.se@ayvens.com](mailto:customercare.se@ayvens.com)

[www.ayvens.se](http://www.ayvens.se)

Org. nr: 556506-1776

- **Find charging stations:** Search and filter public charging points across Europe. You can also save charging stations for easier navigation.
- **Filter charging stations:** Easily filter charging stations based on charging speed, operator and/or country.
- **Real-time information:** See the status of current charging stations and price in real time directly in the app.
- **Start and stop charging:** Control charging sessions through the app.
- **View charging history:** Track all your previous charging sessions.
- **Switch between profiles:** Easily toggle between corporate and private profile.
- **Plan your route:** Optimized charging stops based on your car model.

## 2. Home charging

### How do I order a home charging box?

1. E-mail us at [customercare.se@ayvens.com](mailto:customercare.se@ayvens.com) to place your order.
2. You'll receive a link via e-mail to fill out your details.
3. The charging box will be sent to your nearest delivery point, and an electrician will contact you to schedule installation.

### Can I connect an existing charging box?

Yes! Your current charging box can be connected to Northe, as long as it's compatible with their system. Here are some supported models:

- **Zaptec:** Go, Pro
- **Easee:** Core, Lite
- **Charge Amps:** Halo, Dawn, Aura
- **Defa:** Power
- **Alfen:** Eve Pro-line, S-line *(may require manual conversion depending on model series)*
- **Garö:** GLB+

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In order to be reimbursed for the cost of home charging, you must have a split fuel or fuel benefit and your employer must be connected to Northe via Ayvens. The price for conversion is 499 SEK and is invoiced to the driver. Read more about converting an existing charging station [here](#).

### What's included in the installation?

- **Charging box and installation**
- **Load balancing** (if you have a P1 port on your electricity meter)
- **Optional extras:** Cable holder and charging cable

### 3. Reimbursements and fuel models

#### How does reimbursement for home charging work?

Your employer determines the reimbursement based on the following fuel models:

- **Fuel benefit:** Automatic reimbursement up to the maximum rate (e.g. X SEK/kWh). The reimbursement is paid directly via Northe, with the first payment being made after two months (January's charging sessions are reimbursed at the beginning of March, and so on).
- **Split fuel:** Automatic reimbursement for business use; private charging is billed separately. The reimbursement is paid directly via Northe, with the first payment being made after two months (January's charging sessions are reimbursed at the beginning of March, and so on).
- **Main rule:** No automatic reimbursement. You need to manually apply for mileage reimbursement.

#### Do I need to report my mileage?

- **Fuel benefit and split fuel:** Yes, report your mileage in MyAyvens.
- **Main rule:** No, you don't need to report your mileage.

## 4. Charging tags and sessions

### What should I do when I receive my charging tag?

1. Your charging tag from Northe is already linked to Ayvens.
2. Hold the tag against the card reader on the charging station to start charging.
3. Plug in the cable to your car. Charging will begin within a few seconds.
4. End the session by holding the tag against the card reader again.

Charging history is automatically sent to Ayvens.

**Note:** Some stations require the cable to be plugged into the car before starting a session.

## 5. Common issues and troubleshooting

### What should I do if my home charging station doesn't work?

If you have purchased the charging box via Evify, please contact them directly using the contact details below.

- E-mail: [ayvens@evify.se](mailto:ayvens@evify.se)
- Phone: 010-555 9140

### I lost my charging tag. How do I order a new one?

Contact [customercare.se@ayvens.com](mailto:customercare.se@ayvens.com) and we'll help you block your old tag and order a replacement.

### Charging won't start. What could be wrong?

- Make sure the charger is properly connected.
- Check the app to ensure the station's status is "available".

If the issue persists, contact Northe at [support@northe.app](mailto:support@northe.app).

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## 6. Support and contact information

- **Ayvens:** [customercare.se@ayvens.com](mailto:customercare.se@ayvens.com)
- **Northe support:** [support@northe.app](mailto:support@northe.app) or via in-app support. | Help center: <https://support.northecharge.com/hc/sv-se>
- **Evify:** [ayvens@evify.se](mailto:ayvens@evify.se) | 010-555 9140

**Download the Northe app and start charging today!**