

FirmEcharge Non-Tesla Vehicle Onboarding Guide

What You Will Need

These instructions assume:

- You are connecting a **non-Tesla electric vehicle**
- You know the **email and password** for your vehicle manufacturer account
- You have access to the **phone or email used for account verification**
- Your vehicle already appears in your manufacturer's mobile app

Examples include vehicles from manufacturers such as **BYD, BMW, Hyundai, Kia, Volkswagen, or Ford.**

✔ BEFORE YOU START

Before connecting your vehicle, please confirm:

- ✓ Your vehicle is already connected to the manufacturer's mobile app
- ✓ You know your account login details
- ✓ You have access to the email or phone used for **2-factor authentication**

Unlike Tesla vehicles:

- You **do NOT need to be near the vehicle**
 - You **do NOT need Bluetooth**
 - You **do NOT need your key or key card**
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◆ STEP 1 – Start the Connection

1. Open **Google Chrome** (or your preferred browser).
2. Go to the FirmEcharge website.

[Home - Smart EV Charging Service](https://www.firmecharge.co.nz)

<https://www.firmecharge.co.nz>

3. Click the **Subscribe** button.
4. Fill in the subscription information.

When you reach the **Supported Vehicles** section:

Select your vehicle brand from the dropdown list.

You will then be redirected to a secure **vehicle connection page**.

◆ **STEP 2 – Sign In to Your Vehicle Account**

You will now be asked to sign in using the account for your vehicle manufacturer.

Enter:

- The **email address** used for your vehicle account
- Your **account password**

This is the same login used for the manufacturer's mobile app.

◆ **STEP 3 – Authorise FirmEcharge**

You will be asked to grant permission for FirmEcharge to access your vehicle's charging information.

This allows FirmEcharge to:

- ✓ Read your vehicle's battery level
- ✓ Detect when your vehicle is plugged in
- ✓ Start or stop charging when required

Click **Allow** or **Approve** to continue.

◆ **STEP 4 – Complete Two-Factor Authentication (If Required)**

Some manufacturers require an additional security check.

You may receive:

- A **verification code by email**, or
- A **verification code by SMS**, or
- A prompt in your manufacturer's mobile app

Enter the code when prompted to confirm the connection.

◆ STEP 5 – Connection Complete

Once the connection is successful:

- ✓ You will see confirmation in FirmEcharge
- ✓ Your vehicle will appear in your account
- ✓ Smart charging can now be configured

You will automatically return to the subscription page.

You can now click **Data Input** to continue setting up your charging preferences.

🔌 After Setup

Once connected:

- Your charging schedule will run automatically.
- You do **not** need to be near your car.
- You do **not** need to keep the vehicle app open.

Your vehicle communicates with FirmEcharge through the manufacturer's secure cloud connection.

🔍 Troubleshooting Checklist

If the connection fails, check the following:

1 Check Your Login Details

Make sure you are using the same:

- Email address
- Password

used for your vehicle's mobile app.

2 Check Two-Factor Authentication

If you did not receive a verification code:

- Check your **spam folder**
- Check your **SMS messages**

- Wait a minute and try again
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3 Confirm Your Vehicle Is Connected to the Manufacturer App

Open your vehicle's official mobile app and confirm:

- ✓ You can see your vehicle
- ✓ Battery status is displayed
- ✓ The vehicle is online

If the vehicle is not visible there, the connection will fail.

4 Try Again

Sometimes the vehicle manufacturer servers are slow to respond.

If the connection times out:

Simply restart the connection process.

⚠ Important Notes

- This process **does not change any settings in your vehicle.**
 - You can **disconnect your vehicle at any time.**
 - FirmEcharge can only access the vehicle permissions you approve.
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