

PROVISION OF HERON PULSE E-MOBILITY SERVICES VIA APP (FOR MOBILE DEVICES)

1. CONTRACTUAL RELATIONSHIP

- 1.1. This document (together with any other document referred to herein) establishes the Terms (hereinafter the “**Terms**”) that govern the provision of e-mobility services, as well as the User's access and use of any applications, websites, content, products, and services available through the HERON PULSE App (hereinafter the “**Services**”). These Terms are accessible via the HERON PULSE Application (for mobile devices) and the HERON Website (www.heron.gr), where they can be downloaded in PDF format.
- 1.2. **We ask that you carefully read these Terms and only use the HERON PULSE Services if you agree to them.** By using HERON PULSE Services, you agree to the Terms and declare that you are at least eighteen (18) years old, have the legal capacity to enter into binding contracts, and have the ability to accept the Terms. By using the Services, you establish a contractual relationship with HERON ENERGY S.A. (hereafter referred to as the “**HERON PULSE Services Agreement**” or “**Agreement**”). The Terms, together with the Annexes attached to them, form a single instrument and are an integral component of the Contract you enter into with HERON ENERGY S.A., covering both existing and future contractual responsibilities on both sides.
- 1.3. HERON ENERGY S.A. reserves the right to modify the Terms at any time, and the changes will take effect on the date they are published on the Application and the Website of HERON. We advise you to review the Terms on a frequent basis since continuing to use our Services after making any changes to the Terms means you accept such changes.

2. OUR DETAILS

HERON PULSE Services are rendered by the société anonyme under the name "HERON ENERGY SERVICES SOCIETE ANONYME" and trading as "HERON ENERGY S.A.", which is registered in the General Commercial Registry (G.E.MI.) of the Union of Hellenic Chambers of Commerce of the Ministry of Development with number 05805601000 and headquartered in the Municipality of Athens (Address: 85, Mesogeion Ave, P.C. 115 26), duly represented, (hereinafter referred to as “**HERON**”).

3. SCOPE OF THE CONTRACT - HERON PULSE SERVICES

As part of the Agreement and in compliance with the Terms, HERON:

- 3.1. Grants you a license to use the HERON PULSE App, which is limited to the Greek Territory, non-exclusive, personal, non-transferable, without the option of further sub-concession, and is subject to the restrictions listed below. **ANNEX I - SPECIAL TERMS** provides detailed instructions for **installing and using the Application** and
- 3.2. Enables you to use each (re)charging point of the Network to conduct charging sessions for your electric vehicle, subject to the provisions of **ANNEX II - SAFE CHARGING RULES**, as well as e-mobility services through special functions, such as planning a travel route with recommendations for intermediate recharging stops, connecting your electric vehicle to the App in order to monitor the charge rate of your vehicle's battery in real-time and receiving relevant automatic updates.

4. DEFINITIONS

- 4.1. **Force Majeure:** any incident that is outside the will and area of influence of HERON and cannot be avoided through care and prudence, such as (including but not limited to) war, earthquake, fire, flood, disease, strike, and so on. For the duration of the Force Majeure Event, HERON is not liable for any failure to meet its obligations under the Agreement.
- 4.2. **Network:** all HERON (Re)charging Points with distinctive features and the HERON PULSE trademark (hence referred to as the “**HERON PULSE Network**”) that the User can use to charge his or her electric car via the HERON PULSE App.
- 4.3. **Guest User:** A user who has installed the HERON PULSE App, registered an account with it and has

access to the HERON PULSE Network's (re)charging stations and can proceed to (re)charging sessions with the basic charges of the applicable Billing Policy listed on HERON website (www.heron.gr).

- 4.4. HERON PULSE application:** the IOS and Android mobile software application, provided by HERON, which allows the user to access the Charging Infrastructure and use the Services. The application is compatible with any mobile electronic device that has internet connectivity.
- 4.5. Electric Vehicle or "EV":** a motor vehicle with a transmission system that comprises at least one non-peripheral, external, auxiliary electric motor serving as an energy converter, as well as an electric re-chargeable energy storage system that is recharged externally.
- 4.6. HERON Services Website:** the (www.heron.gr) **Error! Hyperlink reference not valid.** webpage where potential consumers can learn more about the HERON PULSE Network and the e-mobility services offered by HERON.
- 4.7. Operational Charging Point:** the (re)charging point of the HERON PULSE Network, as shown on a map of the HERON PULSE App, where the function can be enabled.
- 4.8. Account:** a feature of the HERON PULSE App that is only available to HERON PULSE Service users. If the User creates an Account: (a) he/she must identify his/her Account details when entering the HERON PULSE App and during a (Re)charging Session, (b) he/she benefits from preferential charging rates throughout the HERON PULSE Network based on the relevant Billing Policy in force and posted on HERON's website, and (c) payment of his/her charging sessions is made easier with access to various payment methods. (d) access to the HERON PULSE App's functionalities for offering specialised e-mobility services is granted.
- 4.9. Member:** the User who has installed the HERON PULSE App while also creating an Account and choosing to use a digital wallet in it in order to proceed with (re)charging sessions, based on the applicable Billing Policy, and to benefit from the privileges of using functions of the HERON PULSE App linked to the Account (hereinafter referred to as "**Member**" or "**Registered User**").
- 4.10. Non-Functional (Re)Charging Point:** a (re)charging point of the HERON PULSE Network that is visible in the HERON PULSE App database but cannot be enabled for whatever reason.
- 4.11. Terms:** These Terms, along with any other documents linked to herein, govern the User's access and use of any applications, websites, content, products, and Services accessible under the distinctive characteristics and trademark of HERON PULSE by HERON.
- 4.12. E-mobility Service Provider or "E.S.P.":** sole proprietorship or legal business engaged in the provision of e-mobility services to users, such as HERON, which operates the (Re)charging Infrastructure.
- 4.13. Billing Policy:** the policy applied by HERON for the charging of HERON PULSE Services, which is published from time to time on the official website of HERON Pulse (www.heronpulse.gr) and reflects the applicable costs relating to the HERON PULSE Service used by the User.
- 4.14. (Re)charging point:** an interface that can charge at least one (1) EV at a time.
- 4.15. Charging Station/Infrastructure:** all electrical equipment capable of charging a EV battery, including the hardware, software, name, distinctive features, and marks of HERON or a third natural or legal person, as well as all supporting equipment and constructions, such as floor coverings and protective gear.
- 4.16. HERON PULSE Services Agreement:** the Terms (including the APPENDICES) that you accept in order to receive HERON's HERON PULSE Services via the HERON PULSE App.
- 4.17. (Re)charging session:** the time it takes to recharge an EV at one of the HERON PULSE Network's Operational (Re)charging Points using the HERON PULSE App.
- 4.18. HERON PULSE Services:** all services to users provided by HERON through the HERON PULSE App, relating to the recharging of EVs and the pricing of the e-mobility service, as well as the optimal service to users and the supply of additional e-mobility services.
- 4.19. User:** the person who makes any use of the HERON PULSE Services.

5. CONTRACT TERM

The use of HERON PULSE Services is contingent upon your prior acceptance of the Terms, which remain in effect until HERON amends them.

6. TERMINATION

HERON has the right to terminate either all or any part of the HERON PULSE Services and/or the HERON PULSE App at any time in accordance with the terms and conditions set forth below.

7. CREATION OF A PULSE APP ACCOUNT AND CHARGE.

- 7.1.** To use the HERON PULSE App, you must first create an account.
- 7.2.** To create an Account, log in to the HERON PULSE App using your Apple or Google account, or enter your email address and create a username and password to access the Account.
- 7.3.** By registering a Member Account, you will be able to benefit from the prices provided for your EV's (Re)charging Sessions, as outlined in HERON PULSE Services' applicable Billing Policy. Furthermore, you will be eligible for special discounts on the pricing set by the applicable HERON PULSE Services Billing Policy, which is published on HERON's official website.
- 7.4.** As a Member you can benefit from the additional privileges provided through the HERON PULSE App, such as additional payment options and the ability to book (Re)charging Sessions at HERON PULSE Charging Stations.
- 7.5.** The HERON PULSE App allows you to easily update the information you provided during registration and account creation, except for your email address.
- 7.6.** You can delete your Member Account at any time using the HERON PULSE app.

8. CHARGING

- 8.1.** The HERON PULSE App allows you to start, pause, and pay for recharging your EV at (Re)charging stations. You are required to abide by all applicable regulations concerning the EV (re)charging process when using the (Re)charging Points, including those set forth by HERON and the Safe Charging Rules. In any event, the use must be suitable and avoid creating nuisance, disturbance, or material damage to the (Re)charging Station/Infrastructure or nearby facilities.
- 8.2.** Subject to the terms of article 12 below, HERON will make every possible effort to guarantee that the (Re)charging Points are always operational, with no interruptions or failures, and available for recharging. Otherwise, you will be notified via the HERON PULSE app.
- 8.3.** HERON reserves the right to discontinue the operation of one or more (Re)charging Points at any time and will make every attempt to update the Application quickly.

9. CONDUCTING A SESSION – PAYMENT METHOD – BILLING

- 9.1.** The HERON PULSE App is available for free download and use by all users.
- 9.2.** The use of HERON PULSE Services is subject to the charges listed above. The HERON PULSE (Re)charging Points are priced based on the amount of energy absorbed by the EV during the (re)charging process, which is measured in kilowatts per hour ("kWh"). The Billing Policy, which is available on HERON's official website, specifies the charges for the (Re)charging Services. In the event that the Billing Policy of HERON PULSE Services is changed, you will be notified in accordance with the requirements of Term 1.3.
- 9.3.** Billing support, payment processing, and relevant invoicing are carried out by our authorised partners in the HERON PULSE App, as detailed in article 1313 of the Terms below.
- 9.4.** To perform a (Re)charging Session, select the preferred method of payment and enter your current bank card number (including but not limited to: MasterCard, American Express, Visa). By adding and

charging a bank card, you authorise the issuing credit institution to debit your bank accounts.

- 9.5.** Before the Recharging Session begins, the sum of fifteen euros (€15) will be taken from the bank card you have entered as payment method to ensure that it can be debited and so that the Session can start. After completing the (Re)charging Session, the amount of fifteen euros (€15) is released, and the whole value of the (re)charge is charged. Our authorised partner for making electronic payments shall release the sum of fifteen euros (€15) immediately. However, the time when the release transaction appears on your bank card differs depending on the issuer of your bank card and the settlement time provided. The (Re)charge Session shall not begin if the bank card registered in the Application does not have a balance of at least fifteen euros (€15). For any disputes or questions about charges to your bank card, please contact [within thirty (30) days after the date of the charge] the HERON PULSE Service Line at +30 216 001 0100 free of charge from a landline or mobile phone, or from a mobile phone abroad.
- 9.6.** Members, in particular, have the option of making advance payments of certain amounts that they specify, which are intended solely for the future processing of (Re)charging Sessions (“**digital wallet**”). The Member activates the digital wallet by making an advance payment of selected amounts (in €) and charging his/her bank card accordingly. In this case, registering a bank card each time is not necessary when conducting Recharge Sessions with an active digital wallet; instead, the availability of a minimum amount of five euros (€5) may be verified as confirmation that there is enough balance to begin the Recharge Session. Additionally, the Member's Account in the HERON PULSE App provides constant information on the digital wallet's balance for appropriate management. The App also sends information about the minimum balance needed to start charging and the interruption of charging in the event that the digital wallet's balance is insufficient.
- 9.7.** To ensure that the (Re)charge Session payment procedure is completed correctly, charging will be stopped when the User's available balance in the digital wallet surpasses the minimum available amount of five euros (€5). The User will not be able to begin the next charge unless their digital wallet has more than five euros (5€) of balance.
- 9.8.** When a HERON PULSE App Member's Account is removed from service, all remaining funds (in €) in an active digital wallet are returned to the bank card used to activate the digital wallet.
- 9.9.** The Member always has the option not to use the digital wallet, in which case the (Re)charging Services are charged in accordance with the Terms 9.4 and 9.5.

10. ADDITIONAL SERVICES PROVIDED TO MEMBERS VIA THE HERON PULSE APPLICATION

In addition to (re)charging and invoicing features, the HERON PULSE App provides Members with access to the “**History**” of transactions, allowing them to view the complete history of their (re)charging sessions and charges, as well as receive relevant special reports and infographics.

11. ADDITIONAL SERVICES PROVIDED TO VISITOR USERS VIA THE HERON PULSE APPLICATION.

Similarly, in addition to the (re)charging and invoicing capabilities, Visitor Users have access to the “**History**” of transactions via the HERON PULSE App, which allows the Member to view the full history of the Member's (re)charging sessions and charges, as well as receive relevant special reports and infographics.

12. LIABILITY AND LIMITATION ON LIABILITY

- 12.1.** HERON PULSE Services are provided in compliance with the Terms. HERON is accountable for all representations and responsibilities explicitly included in the Terms. Similarly, by using the HERON PULSE App and Services, you are assuming responsibility for the declarations and obligations you enter into.
- 12.2.** HERON declares that the provision of the HERON PULSE Services and the App is also dependent on third parties, and thus cannot guarantee that they will be delivered constantly and uninterruptedly, free of mistakes and/or interruptions (for example, from the energy and telecommunications networks). The HERON PULSE App's quality and effectiveness also rely on how you use it.
- 12.3.** HERON is not liable for any disruptions, delays, or faults in the (re)charging of EVs, smooth use, non-

functionality of the Application, or other technical problems or damages caused by issues with the use or operation of the HERON PULSE Services.

- 12.4.** The operation of the necessary telecommunications infrastructure, such as mobile telephony and other internet connections, is a prerequisite for the Recharging Points to work. HERON assumes no responsibility for the inability to access and use the (Re)charging Points or the HERON PULSE App due to technical issues caused by malfunctions or failures in the respective telecommunications network.
- 12.5.** HERON shall not be liable for any damage or loss you may experience as a result of attempting to recharge the EV or from using or operating a (Re)charging Point, provided that the failure is not solely the fault of HERON. HERON shall not be held liable if the EV cannot be safely (re)charged owing to a flaw in the EV or any auxiliary equipment you use, such as charging cables.
- 12.6.** To prevent damage, or if damage has occurred or is likely to occur, HERON will take any steps required by law to avoid it or reduce the level of damage.
- 12.7.** HERON is not liable for the performance of any duty in the event of force majeure, or generally in the event of occurrence of any force majeure event, or if any incident occurs outside of its area of responsibility.
- 12.8.** As a User of the (Re)charging Infrastructure, you are solely liable for any damage or loss to the (Re)charging Infrastructure that occurs as a result of your use of a Recharging Point, and you shall reimburse HERON and any third parties if the damage or loss is attributable to them.

13. PERSONAL DATA PROTECTION

- 13.1.** The information and personal data you provide to HERON (Data Controller) through the use of the HERON PULSE App are processed, in the context of the performance of its contractual obligations, by both HERON and the following authorised and legally licensed companies that support the support services of the Application's functionality, billing, payments, pricing, issue resolution, and other e-mobility services provided through the HERON PULSE App:
 - α. "HERON ENERGY S.A.", an e-mobility service provider, headquartered in Greece.
 - β. "HERON ENERGY S.A.", a digital platform installation and support service provider, headquartered in Greece.
 - γ. "DTWise S.A.", provider of digital platform services and of the Application, headquartered in Greece, <https://www.dtwise.com/>.
 - δ. "ICAP", a user service provider, headquartered in Greece, <https://icap-outsourcing.com/en/privacy-policy/>.
 - ε. "Stripe Payments Europe Ltd.", a payment platform service provider, headquartered in the U.S.A., <https://stripe.com/en-gr/privacy/>.
 - σ. "NETCOMPANY-INTRASOFT", an e-invoicing service provider, headquartered in Luxembourg, <https://www.netcompany-intrasoft.com/privacy-notice>.
 - ζ. "Amazon Web Services", an email service provider, headquartered in the USA, <https://aws.amazon.com/privacy/>.
 - η. "Amazon Web Services", an email notification service provider, headquartered in the USA, <https://aws.amazon.com/privacy/>.
- 13.2.** Database – Cybersecurity Policies:

All User and Recharging Station data are stored in databases that adhere to all security measures established by HERON's IT Department.
- 13.3.** For detailed information on the protection of personal data by HERON, please refer to the applicable Privacy Policy (www.heronpulse.gr).

14. INTELLECTUAL PROPERTY

You acknowledge and agree that all intellectual property rights, trademarks, and all other intellectual property rights in relation to all material, content, and information provided as part of the HERON PULSE

App, including but not limited to processes, working methods, software, designs, texts, design, and know-how, are owned by HERON or its licensors at all times. You may use this material only to the degree specifically approved by HERON or its licensees.

15. VIRUSES, PIRACY AND OTHER CYBERCRIMES

- 15.1.** It is prohibited to misuse the HERON PULSE App by deliberately transmitting viruses, worms, and other malicious software or materials that are malicious or technologically harmful. Furthermore, you are not permitted to attempt unauthorized access to the HERON PULSE App and its server, or to any other server, computer, or database connected with the HERON PULSE App. You agree not to launch a denial of service or distributed denial of service attack on the HERON PULSE app.
- 15.2.** Violation of the aforesaid obligations under Term 15.1 may be considered a criminal offense under applicable laws. Any such violation will be reported to the competent prosecuting authorities, with whom HERON will cooperate and give all required information for identifying the identify of the electronic offender.
- 15.3.** Similarly, if such a violation occurs, your right to use the HERON PULSE App would be terminated immediately.
- 15.4.** HERON shall not be liable for any technological damage, loss, or damage caused by a denial of service attack, viruses or other malicious software, or technologically harmful material that may infect your computer, its components, data, or any other material as a result of your use of the Application or the downloading of material contained therein or similar material from another website to which the HERON PULSE App links.

16. IN-APP LINKS

The HERON PULSE App may include links to third-party websites and resources. These links are provided solely for informative purposes, and the content of these websites or resources is not under the authority of HERON. Consequently, HERON assumes no responsibility for any loss or damage resulting from the use of these links.

17. APPLICABLE LAW – JURISDICTION

The use of the HERON PULSE App and the contracts for the provision of HERON PULSE Services are governed by Greek law. Any dispute or claim arising from or relating to the use of the HERON PULSE App and/or these Agreements is subject to the exclusive jurisdiction of the competent courts of Athens.

18. OTHER TERMS

- 18.1.** The Terms constitute the entire agreement between HERON and you about its subject matter.
- 18.2.** Any invalidity in one of the Terms does not invalidate the others, and the HERON PULSE Service Contract continues to bind the contracting parties in its whole.
- 18.3.** The contracting parties agree that neither of them relied on any representation, commitment, or guarantee made by the other party in order to conclude the HERON PULSE Service Agreement.

ANNEX I
SPECIAL TERMS

1. Special Terms of Installation, Operation, and Use of the HERON PULSE App

- 1.1.** The HERON PULSE App is available for free through Application stores.
- 1.2.** The HERON PULSE App is available for download on any compatible mobile electronic device running iOS or Android software.
- 1.3.** The Terms of Service for the App are available on the HERON PULSE App and the HERON Website. Before using the Application, you must read and understand its Terms (of Use).
- 1.4.** The application indicates in a clear and precise manner all the actions that need be performed as well as the information that should be submitted for its proper use. Instructions for using HERON PULSE Services can also be found on its website (www.heronpulse.gr).
- 1.5.** The HERON PULSE App cannot be used unless you authorise access to your location. The Application's access to your location via geolocation data transmission is solely made for the purpose of locating the nearest Operational Charging Point at any time and initiating your EV's charging session. It should be noted once you have finished using the application, the corresponding geolocation data will be removed.
- 1.6.** You are authorized by HERON to use the HERON PULSE App for an unlimited period of time in order to:
 - α.** Identify and evaluate the position of the HERON PULSE Operational And Non-Operational (Re)Charging Points;
 - β.** gain access to Operational Charging Points;
 - γ.** pay for each (Re)Charging Session of your EV and
 - δ.** access additional e-mobility services using the App's specialised functionalities.
- 1.7.** By using the HERON PULSE App, you agree to:
 - α.** refrain from making deceptive or fraudulent statements;
 - β.** provide HERON with true and correct information and update it without delay, it any time that any of its contents change;

- γ. strictly adhere to the Safe Charging Rules, as outlined in the ANNEX II Terms, and ensure that the equipment you use (including the EV) meet all of the technical requirements for using the HERON PULSE Electric Mobility Service and carrying out each (Re)charging Session.
 - δ. comply with these Terms and the appropriate regulations, and inform HERON immediately if you observe any problem or error when using the (re)charging Point;
 - ε. notify HERON via any proper methods if you become aware of any unauthorised use, illegal storage, processing, or exploitation of the HERON PULSE Application and/or Services.
- 1.8.** HERON reserves the right to temporarily terminate your access to the HERON PULSE Services and/or the HERON PULSE App for system maintenance and/or updating, as well as for other reasons specified in the applicable Terms. Furthermore, HERON reserves the right to immediately discontinue the use of the HERON PULSE App without justification or prior notice or penalty for any reason it deems appropriate, including compliance with any court or arbitration decision or as required by applicable law. HERON will try its best to notify you in advance if any of the aforementioned situations ever occur. Exceptionally, if your culpable act or omission causes an interruption in access to the HERON PULSE Services, you shall be bound by the duties resulting from the applicable Terms.
- 1.9.** Communication between the contracting parties in the context and for the purposes of using the HERON PULSE Services, and therefore the execution of the HERON PULSE Services Agreement, will be carried out using any appropriate methods. HERON may communicate and inform you in the context of providing the HERON PULSE Services via the Application and/or the HERON Website (www.heron.gr). As soon as an update shows on the Website and Application, it will be deemed received.
- 1.10.** You can uninstall the HERON PULSE app at any time.

2. Special Terms for Appropriate Use of the HERON PULSE App

- 2.1.** Appropriate use of the HERON PULSE App is defined as any use of the App that does not violate the rights of HERON or one or more third parties, even if not specifically stated in these Terms. Improper use of the App may be considered to be a criminal offense committed via electronic means, and may be reported to the Police or another public authority at any time.
- 2.2.** The license for using the HERON PULSE App is non-exclusive, personal, non-transferable, and cannot be sub-licensed. When using the application, the following acts are prohibited:
- α. sale, concession, transfer, distribution, lending, use, lease, or in any way making available to the public the Application, and/or the software, or any part thereof, to any third party not authorized by HERON;
 - β. making the Application available to third parties via peer-to-peer or another network or otherwise, as well as framing and/or mirroring the Application, software, or any part thereof;
 - γ. copying, reverse engineering, or making any other changes to the HERON PULSE Application.
- 2.3.** If you breach the terms mentioned above under 2.2 or make improper use of the Application, HERON has the right to withdraw your licence to use the HERON PULSE Services immediately and without prior notification.

ANNEX II

SAFE CHARGING RULES

The interface at each (Re)charging Point (charger) is designed to (re)charge only EVs that are compatible with Mode 3 AC Charging or Mode 4 DC Charging. The User must follow the following criteria for smooth and safe operation during each charging session:

- 1.1** The use of an EV charger by anyone under the age of eighteen (18) is prohibited, as is the presence of minors in EV charging stations without the supervision of their parents or guardians.
- 1.2** During an EV (Re)charging Session, you are not permitted to engage in any other activity other than charging your EV.
- 1.3** It is essential to read the instructions provided on each (Re)charging Point and complete each step individually before beginning the (re)charging process. Before starting the (Re)charging Session, it is advised that you review the instructions for using your EV.
- 1.4** Each (Re)charging Point can only be used if it is in excellent working order and the HERON PULSE App indicates that it is ready for usage.
- 1.5** If you arrive at a (Re)charging Point and find damage or a malfunction with the charger or related facilities, do not (re)charge your EV. Leave the (Re)charging Point and call the HERON PULSE service line free of charge at +30 216 001 100 from a landline or mobile phone, or from a mobile phone abroad.
- 1.6** It is strictly prohibited to connect electrical or other devices or instruments of any type to the charger. It is not permitted for any other device to interfere with the cable connecting your EV to the charger.
- 1.7** Use the cable of the manufacturer of the EV, or another supplier of the suitable type according to the specifications of the manufacturer of the EV, with CE certification.
- 1.8** Before beginning the (Re)charging Session, properly inspect the charging cable for any damage or defects. The cable's contact surface should never come into contact with heat, combustible materials, or water.
- 1.9** No extension cables should be attached to the charge cable.
- 1.10** Always disconnect the charging cable from the connector handle of the charging cable. Please do not tug on the charging cable.
- 1.11** Handle the charging cable with care, and avoid touching it or the charger with moist hands.
- 1.12** Avoid attempting to touch the charger recess with your fingers or any other item.
- 1.13** Do not attempt to remove the charging cable with any items or tools.
- 1.14** The use of defective, worn, or unclean sockets, plugs, or charging terminals is prohibited.
- 1.15** Do not attempt to start the EV's motor while it is connected to the charger.
- 1.16** Before relocating your EV, make sure to remove the charging cable.

- 1.17** After completing a (Re)charging Session, remove your EV from the (Re)charging Point and do not park unnecessarily at the charging spot. The (Re)charging Point must remain available for use by the next EV driver.
- 1.18** Each Charging Point that uses Mode 3 AC Charging does not have an independent power switch that the User can access. The line switch of the power cable serves as the power failure installation.
- 1.19** Each (Re)Charging Point using Mode 4 DC Charging) has an emergency STOP switch for the charging procedure. Furthermore, there is no independent power switch available to the user. The role of the power failure installation is performed by the line switch of the power cable.
- 1.20** No arbitrary intervention, alteration, or attempt to repair the (Re)charging Point or (Re)charging Stations is permitted unless performed by HERON's authorised and fully trained workshop.
- 1.21** Instructions, safety markings, technical characteristics, etc. may not be removed from the (re)charging station or the complete (re)charging infrastructure.