

# EV FAQ

## How do I unlock/lock the vehicle?

**Tesla:** Locate the small circle on the side panel to the right of the driver's side door window. Place your key card just below the circle to unlock (and lock) the vehicle.

**Polestar:** Use the key fob provided pushing the buttons on the side of the fob and then open/close the door using the handle on the driver's side. You can also unlock/lock the vehicle by pushing the button on the handle if the remote is in close proximity.

## Turning the vehicle on/off?

**Tesla:** Once you have gained access to the car place the key card below the front row cup holder and press the brake. To Power Off, simply park the car by selecting park, and lock the doors the Tesla will power off automatically.

**Polestar:** To turn the car on, simply sit down in the driver's seat (the key fob needs to be inside the vehicle). Then put the car in Drive or Reverse gears and you're good to go. To turn the car off, hit the 'P' (Park) button, get out of the vehicle and you are set to go. Doors will still need to be locked and windows closed.

## Getting the vehicle into gear:

**Tesla:** Press down on the brake and use the gear selector stalk on the right side of the steering column. Push down for drive and up for reverse. Press the button on the end of the stalk to Park.

**Polestar:** Press down on the brake and use the gear selector in the center console to put the car into gear pushing backwards for drive, and pushing forwards for reverse.

## Operating your windscreen wipers:

**Tesla:** Press the car icon in the bottom left corner and select Controls. You will see wiper choices, including an "Auto" option. You can set the "Auto" mode up before you get on the road. You can also activate the windshield wipers by using the left gear stalk.

**Polestar:** Press the wiper button on the right gear stalk to activate the windshield wipers.

## Adjusting your mirrors:

**Tesla:** Touch the car icon on the bottom left of your touch screen. Select Controls Mirrors. Then use the left track wheel on the steering wheel to position your mirrors. First press down on the left scroll button to choose the side you wish to adjust, then scroll up to move the mirror up or down to move the mirror down. Press the left or right side of the button to tilt the mirror to the left or right.

**Polestar:** On the driver side door panel utilize the toggle after selecting right or left mirror.

## Starting & Parking the car:

**Tesla:** Press down on the brake and set the key card below the front cup holder and center console. It will turn off automatically when you put it into Park, exit the car, remove all key cards and close all doors.

**Polestar:** The vehicle turns on automatically when you enter it with the key fob and turns off automatically when the vehicle is parked and the driver exits the vehicle. The car can also be manually switched off via the center display.

## Braking:

Most EVs utilize regenerative braking\*, which can create the sensation of braking when a driver stops accelerating. Please continue to use the brake pedal for safety.

**Polestar 2** features one pedal drive capabilities with three drive modes for regenerative braking. You may adjust these modes via the centre touch screen by tapping the top car icon.

## Adding & Removing your profiles:

Customers can add their profiles and accounts to electric vehicles. It is imperative that customers remove these by "delete profile" when they return the vehicle.

This secures that customer preferences and potential logins to apps are not kept/stored for other customers.

## What happens if I run out of battery/breakdown?

Please contact Hertz on AU 1800 996 010 or NZ 0800 633 611 for Roadside Assistance support. If towing is required due to insufficient battery charge, associated costs will be the customer's responsibility.

For general information/enquiries please contact the location you collected the vehicle from.

## Emergency door release Tesla 3 & Y

To open a front door in the unlikely situation when Model 3 & Y has no power, pull up the manual door release located in front of the window switches.

Rear doors on the Model Y can be opened by following below steps :

1. Remove the mat from the bottom of the rear door pocket.
2. Press the red tab to remove the access door.
3. Pull the mechanical release cable forward.

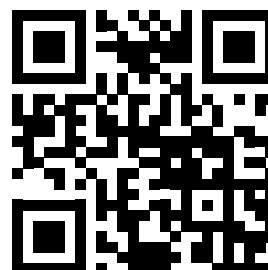
## Charging tips:

How do I see the nearest charging stations?

On the navigation screen, tap the charge button. The screen will show you the list of nearest charging locations

Alternatively, please visit [plugshare.com](https://www.plugshare.com) to locate the closest charging station.

We have provided fobs along with your vehicle key which can also be used with the relevant charging network. If you do choose to use these fobs, we will deduct these costs from the credit/debit card you provided for your rental and these will be visible on your tax invoice.



PlugShare Website

### How do I charge my electric vehicle?

Open the charging port by pressing on the charging flap located on the passenger's side rear quarter panel, and then plug in approved charger.

### How long will it take me to charge my electric vehicle?

The vehicle should only ever be charged to 90% to increase the batteries life.

If charging from a supercharger station will take approximately about 20 minutes to charge to 50%, 40 minutes to charge to 80%, and 75 minutes to 100% on the original 85 kWh.

If it is a normal charging station or at home charging in normal speed, Plug the car into a 7kW home charger and you'll get a full charge in approximately 13 hours.

### Where do I find the charging cable?

Charging cables are in the boot of each vehicle.

### Want to learn more? Need help or support?

We are here to help make your journey a good one. If you need further information, please speak with a customer service representative.

## Tesla Models Available For Rent:



Tesla Model Y

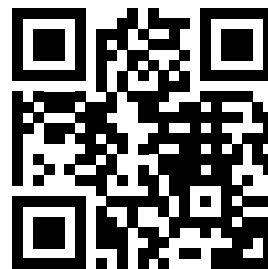


Tesla Model 3

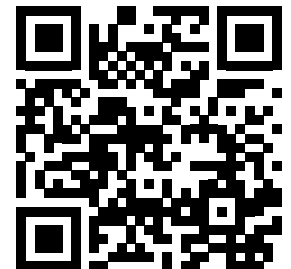
## Polestar Models Available For Rent:



Polestar 2



Tesla Website



Polestar Website