



TELEPASS GRAB&GO

User Instructions and Commercial Warranty on the Device Provided by Telepass

1. User Instructions

Introduction

Use this manual to safely install and use the Telepass Grab&Go device, which is aimed at the usage of the services provided within the Telepass Grab&Go contract by Telepass.

To use the device, you must: i) **download the Telepass App** from the App Store (iOS) or Play Store (Android), ii) **subscribe to the Telepass Grab&Go pay-per-use contract**, iii) upon completing the subscription process, **activate the Telepass Grab&Go device via NFC technology** using a compatible mobile device.

Ensure you have one of the following NFC-enabled mobile devices to pair the Telepass Grab&Go device: (a) iPhone 7 (or later) or a device with iOS version 11.0 or later, or (b) a smartphone with NFC technology and Android version Oreo 8.0 or later.

To subscribe to the Telepass Grab&Go tolling contract, follow the procedure available in the Telepass App (during which you will need to provide, in particular, your IBAN or Credit Card details for the payment for the services used, as well as any additional charges), enter the required data, and provide the necessary mandatory and optional consents.

For complete information on the services covered by the Telepass Grab&Go tolling contract, the terms and conditions for finalizing the contract, and the contractual and economic conditions of the services, please **refer to the pre-contractual and contractual documentation available on the Telepass website**.

For more details and information on the Telepass Grab&Go device and its usage, contact customer support at **+39 06.97166669** (or any other number subsequently provided), during the hours and days listed on the Telepass S.p.A. and My World S.r.l. websites (appointed to provide customer support), and follow the instructions provided. Call costs will be determined according to the customer's phone plan.

Activating the Telepass Grab&Go Device via NFC Technology

After completing the subscription process to the Telepass Grab&Go contract via the Telepass App, the customer must activate the Grab&Go device using NFC technology with one of the compatible mobile devices listed above, either personally or with the assistance of authorized Telepass service points, following the instructions in the Telepass App.

Once activated, the Telepass Grab&Go device can be used immediately to access the services available through it. With the device, you can pay tolling, park in off-street parking, and take the Messina Ferry.

When your vehicle enters a "Telepass" lane and approaches the gate, it is recognized by an antenna on the gantry that detects the onboard device and authorizes the charge.



To use other mobility-related services (e.g., on-street parking) included in the Telepass Grab&Go contract and accessible via the Telepass App (or other tools if applicable), you will need to wait a few days after completing the subscription process for data verification. You will receive an email once the verification is complete, and you will then be able to use the additional services included in the offer.

Installing the Telepass Grab&Go Device on the Vehicle

https://redirect.telepass.com/it/tutorial_gg

Make sure the Telepass Grab&Go device does not obstruct the driver's field of vision.

1. Accurately clean the application surface.
2. Remove the protective film from the sticker.
3. Attach the Telepass, preferably on the right-hand side of the rear-view mirror, horizontally with the sticker facing the windshield and label facing downward.
4. Hold down for at least five seconds.

Correct position

The Telepass must be placed at the top-center of the windshield, behind the rear-view mirror. For screened (e.g. heated or heat-resistant) windshields, the device must be placed in the area indicated by the vehicle instructions (normally a dark dotted area behind the rear-view mirror).

Do not place it on the dashboard or on sides next to the posts. This can cause malfunctions.

How to avoid Telepass Grab&Go device damages

Do not submerge in liquids and protect against rain and/or showers. The Telepass Grab&Go device is not waterproof. Do not use solvents, alcohol, petrol or other flammable substances to clean the device.

Keep away from heat, flames and magnetic fields.

Do not place the Telepass Grab&Go device near electric motors or other devices that generate strong magnetic fields.

Prevent condensation from forming on the device. The cab reaches high temperatures in the summer. A quick drop from high to low temperature could generate condensation (water drops) on the device surface. To avoid this issue, place the device in a well-ventilated place and wait for it to adapt to room temperature.

In the event of prolonged disuse, store the device in a dry place not subject to extreme temperature changes.

Behavior to be avoided

Do not use the Telepass Grab&Go device if it appears damaged. Do not use more than one Telepass on the same vehicle. This can cause interference between devices, malfunctions and double toll charges. In such cases, Telepass cannot reimburse the extra amount paid.

Telepass for motorcycles

The Telepass Grab&Go device can also be used on motorcycles with CC greater than or equal to 150 CC in specific lanes, marked with the motorcycle symbol.

Removal warnings


After attaching the Telepass Grab&Go device, wait 12 hours before removing it from the support.

Communication without interferences

Leave at least 10 cm around the Telepass Grab&Go device free from objects such as cell phones, chargers or other electronic devices.

Recognizing buzzers

The Telepass Grab&Go device emits different buzzer sounds in transit in the Telepass lane.

	Transit	Notes
A high-pitched tone before and after the barrier opens	✓	Transit recorded.
A low-pitched tone before the barrier	✗	The barrier does not open. Transit not recorded. Request customer service.
A high-pitched tone before the barrier opens and three or six high-pitched tones after	✓	Transit recorded but battery low. Request a replacement.
No buzzer	✗	The barrier does not open. Transit not recorded. Request customer service

How to cross a Telepass highway toll

For safety reasons, observe the 30 km/h speed limit near toll stations.

Stay at least four meters away from the vehicle in front of you. If the traffic light is red, use another Telepass lane.

What to do if the barrier does not open

Should the barrier not open, request customer service by pressing the specific button. The operator will photograph the license plate for further checks and will allow you to leave immediately. In no case should you put your car in reverse or leave it to reach toll personnel on



foot. This behavior is dangerous, in addition to being prohibited by Traffic Code Art. 175, paragraph 6.

Cleaning warnings of Telepass Grab&Go device

Use a soft cloth, dampened with a multipurpose detergent. Do not spray detergent directly on the device.

Technical specifications

Average battery life	5 years
Working temperature	-25 °C - +85 °C The device should not be subject to a temperature of 85°C for more than four hours a day. Avoid exposure to temperatures over 85°C.
Frequency bands	5725 MHz-5875 MHz
Rated RF output power	Under 21 dBm

Manufacturer's data

MOVYON SpA Via A. Bergamini, 50 - 00159 Roma - Italia www.movyon.com

Conformity

The manufacturer MOVYON S.p.A. declares that this radio device TLPV5.1 NFC meets directive 2014/53/EU. The complete text of the EU Declaration of Conformity is available at the following website: <https://www.telepass.com/it/truck/supporto>. Telepass devices may be subject to refurbishment.

Customer Support

For assistance with the following cases, contact customer support at +39 06.97166669 (or any other number subsequently provided by Telepass), during the hours and days listed on the Telepass and My World S.r.l. websites (appointed to provide customer service), and follow the instructions provided:

1. Support for the subscription to the Telepass Grab&Go contract or activation of the Telepass Grab&Go device via NFC technology and association of the device to the contract.
2. Request for replacement of the Telepass Grab&Go device due to malfunction occurring within 2 years from the date of purchase, under the commercial warranty provided by Telepass, in the cases and under the conditions set out in the warranty (included at the end of this document).

Note: Proof of purchase will be required to claim the Telepass commercial warranty.

3. Request for clarification and support in case of impossibility to subscribe to the Telepass Grab&Go contract, particularly due to credit checks carried out by Telepass.
4. Request to withdraw from the Telepass Grab&Go contract.

The cost of the call to the support number will be determined according to the pricing conditions of the customer's phone plan.

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2. TELEPASS S.P.A. COMMERCIAL WARRANTY for the "NFC Telepass Grab&Go" Device

This document sets out the terms and conditions of the commercial warranty provided by Telepass S.p.A., VAT no. 09771701001 (hereinafter "Telepass"), in favor of the customer, qualified as a consumer under applicable law, in relation to the NFC Telepass device intended for use with the Telepass Grab&Go Service (the "Device"), owned and physically held by the customer.

IMPORTANT - This warranty is a commercial warranty provided by Telepass (the "**Commercial Warranty**") that supplements, without replacing, the legal warranty of conformity for consumer goods provided under Articles 128 et seq. of Legislative Decree no. 206/2005 ("**Consumer Code**"), and therefore does not prejudice, limit, or exclude the rights that the consumer may exercise against the seller of the Device under the aforementioned legal warranty.

This additional Commercial Warranty, not required by law and granted by Telepass at its sole expense, is subject to the conditions set out below. Telepass reserves the right to fulfill the obligations of this Commercial Warranty through a specifically authorized third party.

In the event of malfunction, defect, or non-conformity of the Device (including the installed battery) during the Warranty Period (as defined below), the customer wishing to benefit from the Commercial Warranty must request its activation under the terms and conditions set out below. In such cases, Telepass (or the authorized third party) will, upon return of the defective Device by the customer, repair (if possible) or replace the Device under the conditions described below, at no cost to the customer.

You are therefore invited to read carefully the terms and conditions of this Commercial Warranty.

Conditions, Warranty Period, Limitations, and Exclusions of the Commercial Warranty

Telepass guarantees to the customer, qualified as a consumer under applicable law and owner of a Device in their possession, that: (i) the Device (including the internal battery) is free from defects in operation, manufacturing, or design and conforms to the specifications indicated in the user manual provided with the Device; and (ii) the Device is suitable and functional for use with the Telepass Grab&Go Service, for a period of **2 (two) years from the date of purchase of the Device ("Warranty Period")**. Requests for activation of the Commercial Warranty submitted after the Warranty Period will not be accepted. Any repair or replacement of the Device does not extend the duration of the Commercial Warranty, which will remain valid only until the end of the original Warranty Period.

This Commercial Warranty **does not apply** in cases of defect, malfunction, or failure of the Device: (a) attributable to the customer or due to negligence in use; (b) resulting from abnormal, improper, or non-compliant use of the Device contrary to its intended purpose or the instructions in the user manual, technical specifications, or other guidance provided by Telepass; (c) due to repairs or maintenance performed by unauthorized parties or improper maintenance not in

accordance with Telepass instructions; (d) due to incorrect installation or failure to follow Telepass installation instructions.

Cosmetic damage, including but not limited to scratches and dents, is not considered a defect, malfunction, or failure covered by the Commercial Warranty.

Malfunctions caused by incidental circumstances or external factors (e.g., incorrect installation/use by the customer; failure to comply with rules for using highway or other infrastructure such as entry/exit barriers, access gates, etc.; malfunction of third-party systems on such infrastructure) are not covered by the Commercial Warranty.

How to Request Warranty Service

To fulfill the obligations of this Commercial Warranty, Telepass has appointed **My World S.r.l.**, VAT no. 07722441008 ("**My World**"), as the authorized third party to carry out, on behalf of Telepass, the necessary activities and services for customers wishing to use the Commercial Warranty. Customers must contact My World at the **Support Number +39 06.97166669** (or any other number subsequently provided), during the hours and days listed on Telepass and My World websites, and follow the instructions provided. Call costs will be determined according to the customer's phone plan.

To request warranty service, the customer must submit to My World Support, following the instructions provided during the process, proof of purchase of the Device – i.e., the receipt/invoice (or other legally valid proof of purchase under Italian law) indicating the purchase date, seller details, and the purchased Device. If such documentation is missing or contains incomplete and/or illegible information, Telepass reserves the right to deny warranty service.

Before providing warranty service, Telepass and My World reserve the right to carry out all necessary checks to verify the actual cause of the defect, malfunction, or failure. The customer may also be asked to provide additional information to help determine the cause and whether the issue is covered by the Commercial Warranty.

Once the proof of purchase has been submitted and it is verified that the request falls within the Warranty Period and is covered by the Commercial Warranty, My World will, at its discretion and at no cost to the customer, repair (if possible) or replace the Device, using the methods and procedures (e.g., courier, pickup point, etc.) communicated to the customer.

It is understood that the defective Device returned to Telepass and replaced under this Commercial Warranty will become the property of Telepass. The replacement Device provided to the customer will become the property of the customer.

Telepass reserves the right to: (i) appoint a different third party in place of My World to carry out the necessary warranty services; (ii) perform such services directly; and (iii) define additional procedures for exercising the Commercial Warranty, with prior notice to the public via its website and other appropriate channels.

Rome, 20th June 2025