



E-charging stations Andermatt Reuss

Frequently asked questions

How do I start the charging process?

Step 1

Connect the charging cable to the charging station and electric car.

Step 2

Scan the QR code on the charging station.

Step 3

Start the charging process either with or without registration (with registration you can start the charging process more easily and quickly in future).

Can I start the charging process without being a member of m8mit?

Yes, membership is not necessary. You can either start the process without registering by scanning the QR code at the charging station or you can use your own charging card from another charging network.

Can I use my charging card to start the charging process?

The m8mit charging network allows you to start the charging process with the standard charging cards of the larger charging networks. We recommend that you always try to start the charging process using a charging card. If this is not possible, you always have the option of starting the process by scanning the QR code on the charging station (for details, see the question "How do I start the charging process").

The charge does not start, what can I do?

1 check whether the plugs on the charging station and the electric car are plugged in correctly.

2 check whether the payment process (via m8mit or personal charging card) has been completed in full or whether there were any problems with the payment (e.g. expired credit card, 3-D Secure check, or typing error).

3 check whether the charging station is illuminated or whether it appears to be inactive / damaged from the outside.

4 disconnect the electric car from the cable and remove the cable from the charging station. Close and open the electric car once. Repeat the charging process again.

5 If none of the above options work, you can call +41 41 888 15 00 with your enquiry in urgent cases.

What is the charging price?

The generally applicable pricing is as follows:

- Transaction fee per charge: **CHF 3.00**

- Price per kWh: **CHF 0.55**

The charging stations can be used free of charge for up to 12 hours. Each additional minute thereafter costs CHF 0.01 to increase the availability of the charging stations. The count-down stops during the night between 10.00 p.m and 07.00 am.

If you use one of the various charging networks that are activated on our charging stations, the effective prices are charged according to the charging network. If you have any queries, please contact your charging network directly.

Do I also have to pay parking fees?

Yes, **parking fees are charged in addition to the charging costs**. The current parking fees are published at the ticket offices and at the entrance.

When are charging costs incurred?

The charging process starts with a slight delay. If you abort the charging process immediately after it starts, there are normally no costs.

Do I have to move my car after charging?

Yes, because after charging you are obliged to move your e-car to another car park so that the charging infrastructure can be used again by other e-vehicles. This follows the principle of a conventional petrol station (release of the petrol pump after filling the tank). For this reason, **a blocking fee is charged from 12 hours onwards**.

What are the consequences if I do not move my car?

A blocking fee applies. This begins 12 hours after the start of loading and amounts to CHF 0.01 per minute. If a vehicle is parked in the car park for a longer period of time, further measures may be taken by the operator (e.g. circulation fee, police report and possibly a fine).

Why was the pricing adjusted to 2024?

The previous charging stations only allowed a fixed tariff as a billing method. This very rigid and outdated system no longer met the needs of users. While users with a high volume of charging power benefited, other customers with short charging times questioned the fixed rate. Consumption-based billing is now considered the standard solution in today's e-mobility market and considers the actual electricity consumption.

What can I do if I have forgotten my charging cable?

Andermatt Swiss Alps AG will be happy to lend you a charging cable during office hours. This is available from the Andermatt Reuss Operations Office/Owner Service (entrance to the underground car park).

Why can't I pull the cable out of the charging station and/or the vehicle?

This means that the charging process is still active. Terminate this in your vehicle by unlocking the plug. As a rule, you unlock the plug either near the charging port with a button or via the on-board system. In some cases, the plug can also be unlocked remotely or automatically after charging is complete

What power output do the charging stations offer?

The output of the charging stations is between 11 and 22 kW per charging point, depending on the charging station. The maximum charging power is listed for each charging point.

What is the difference between AC and DC (fast charging) charging?

AC stands for *alternating current*. This is the standard for most public charging points, which enables "accelerated charging" compared to a domestic socket up to a maximum of 22 kWh. Normally, users bring their own charging cable, as is the case at Parking Reuss.

DC stands for *direct current*. DC charging stations usually deliver a higher charging capacity than AC charging stations. Accordingly, most electric cars can be charged much faster, as the conversion from AC to DC is already carried out in the station and not by the on-board charger. With DC charging stations, the charging cable is permanently connected to the charging station for safety reasons. Due to the high charging power and the associated higher safety requirements, no DC charging stations are installed in the entire Reuss car park.

How long does it take to charge the vehicle?

When charging your vehicle, the weakest link in the “charging station, cable, electric car” chain determines the maximum charging power and therefore the charging time. Make sure that your charging cable can deliver the charging power that the electric car can handle. Other possible reasons are listed in the following question.

Why does the charging process take so long or why is my vehicle not charging at the full charging capacity of 11 or 22 kWh?

Several factors can lead to the vehicle not charging with the maximum possible power:

On-board charger

The charging stations supply up to 11 or 22 kWh alternating current (AC), which must be converted into direct current (DC) in the on-board charger before the battery of the electric car can be charged. Many on-board chargers have a lower output, which means they can charge less quickly.

Charging cable

The charging cable is limited in the transmission of power, which is why the full power cannot be transmitted.

Load management

In the event of numerous simultaneous charges in the same charging network, the local electricity supplier may distribute the charging power across the electric cars and reduce the power per electric car accordingly

Temperature and battery management

Electric car manufacturers have designed the charging process to maximise the service life of the battery. Accordingly, the charging power is generally reduced depending on the battery temperature and at the beginning and end of the charging cycle. In addition, the charging power of your car may be limited to 11 kW to increase the service life of the battery, which you can change in the settings if necessary. Furthermore, the battery can also be heated in certain cars to increase the charging power in cold temperatures.