



Vehicle & Information Guide

Hyundai IONIQ Electric

24/7 Clubhouse Team:

HelpDeskSupport@EnterpriseCarClub.co.uk

0345 266 9290

The Car Club Code

1. Check for and report damage before starting your reservation to ensure you are not charged for damage that you didn't cause (see page 24)
2. Return on time – the next member may be waiting. If they're not, the app will allow you to extend your reservation (see page 30)
3. No smoking & no pets
4. Always leave at least 1/4 tank of fuel. If driving an electric vehicle, plug it in to charge at the end of your reservation in its dedicated bay using the cable and charging card provided
5. Keep it clean & remove rubbish (see page 22)
6. Safeguard keys & fuel cards
7. Parking tickets are your responsibility & must be paid for directly by you
8. Do not speed or commit other traffic offences. Tickets will be passed on to the member with an administration fee



Non compliance:

Those found in breach of the Car Club Code could be liable for a fine, along with the cost of any corrective actions – examples below.

Vehicle returned in poor condition: The next driver reports that the vehicle has been left in an unacceptable condition at the start of their reservation. This includes, but is not limited to, rubbish or mess, lights or ignition left on, windows left down, seats not passenger-ready, key in ignition, evidence of smoking/pets etc. You, as the previous renter, would be liable to pay a fine and, if necessary, the cost of any specialist cleaning.

Not managing lateness: If you do not manage your lateness at all you will be charged a penalty fee (plus the additional time and mileage used at the normal rate). Visit EnterpriseCarClub.co.uk/Late for more information.

In certain circumstances, failure to follow these rules may result in account suspension or termination.



To find out more about the Car Club Code, visit [**EnterpriseCarClub.co.uk/CarClubCode**](https://EnterpriseCarClub.co.uk/CarClubCode)

Contents

Hyundai IONIQ Electric vehicle guidePage 5

Things you may need to know
for this specific vehicle

Making sure your Hyundai IONIQ Electric is ready to go.....Page 6

Setting off in your Hyundai IONIQ Electric.....Page 8

The Hyundai IONIQ Electric dashboard.....Page 10

Charging your Hyundai IONIQ Electric.....Page 12

Returning your Hyundai IONIQ Electric.....Page 14

Driving efficiency in the Hyundai IONIQ Electric.....Page 16

Handy tips for the Hyundai IONIQ Electric.....Page 18

Information guidePage 21

Things you may need to know whatever
Enterprise Car Club vehicle you are in

Vehicle cleanliness.....Page 22

Checking the vehicle for damage.....Page 24

Starting your reservation & accessing the vehicle.....Page 26

Ending your reservation & locking the vehicle.....Page 28

Extending or amending a reservation.....Page 30

Refuelling & recharging the vehicle.....Page 32

What to do in the event of an accident or breakdown.....Page 36

Get the most out of your Enterprise Car Club membership.....Page 38

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Hyundai IONIQ Electric Vehicle Guide

Things you may need to know for this specific vehicle



Before starting your journey in an EV please check the Charge Card operator & the type of charging cable and plan your route accordingly, ensuring you have enough range to either complete your journey or reach your next charging point.

Setting off in your Hyundai IONIQ Electric



Getting started

Arriving at the vehicle you should see the charging cable linked to the side of the vehicle to the charge post/power point.

All of our electric vehicles have their own charging cable, which should always be safely stored inside the vehicle and out of site (i.e. in the boot) unless being used to charge the vehicle. Some charge posts have their own dedicated cable, in which case you will not need to use the one provided with the vehicle.

The cable cannot be removed without following the next steps.



To stop charging:

1. Retrieve the charge card

Open the glovebox and remove the card from the keyholder.

2. Ensure that the charge connector lock is not engaged

Located on the dashboard to the right-hand side of the steering wheel, press the charger release/unlock button (as shown in images below)

3. Remove the charging cable from charge connector on the vehicle

Pull the charging cable out from the charging connector on the vehicle. Some charging cables have a release or 'trigger' button you will need to press.

4. Remove the charging cable from the power point - (skip to step 5 if the charge post has its own dedicated, permanently attached cable)

Take the Charge Card and place it against the contactless card section on the charging post for at least 2 seconds (If it has one). The display screen will then indicate that you can remove the cable from both the charging point and the vehicle. Remove the cable from the charging point and return to the boot of the vehicle.

5. Close all charging port caps and covers on the vehicle



*Charging cables vary and may look slightly different.

Important:

When first starting your reservation, If the vehicle has not been left on charge by the previous member please report it to the Clubhouse and ensure the charge cable is accounted for. You must detach the charging cable and close all port covers on the vehicle before driving away, keeping the keys on you at all times in case the vehicle locks. The process to place a vehicle on charge, and take a vehicle off charge can vary between charge post, each of which will have detailed instructions and a customer support number.

Setting off in your Hyundai IONIQ Electric

The Hyundai IONIQ Electric is operated with an electronic key. To lock, unlock and start the vehicle you will need the key with you inside the car. When pushing the Start/Stop button to turn on the vehicle, please hold the keyless fob nearby when turning the vehicle on.

1. To start the vehicle

Simultaneously push down on the brake pedal with your right foot, and the power button to the left of the steering wheel (see image 'a') with your left hand to start the vehicle (remembering to hold the key in close proximity to the power button). Press start once to initialise, then whilst keeping your foot on brake press the power button again to start the car. The dashboard will display a message saying the car is ready to drive.

*Please note the vehicle engine is very quiet.

2. Check that the READY to drive indicator light illuminates

3. Release the parking brake

The parking brake is located on the centre console, in between the driver and front passenger seat (see image 'c'). To release the parking brake, simply push the parking brake (P) button downwards whilst your right foot is on the brake.

4. Driving away

Whilst keeping your foot firmly on the brake pedal, select either 'D' for drive or 'R' for reverse. By slowly lifting your foot off the brake pedal the vehicle will begin to move.

*Please note, all Electric Vehicles are automatic, meaning you only use your right foot for the gas and brake pedals.

5. The centre automatic gearpad

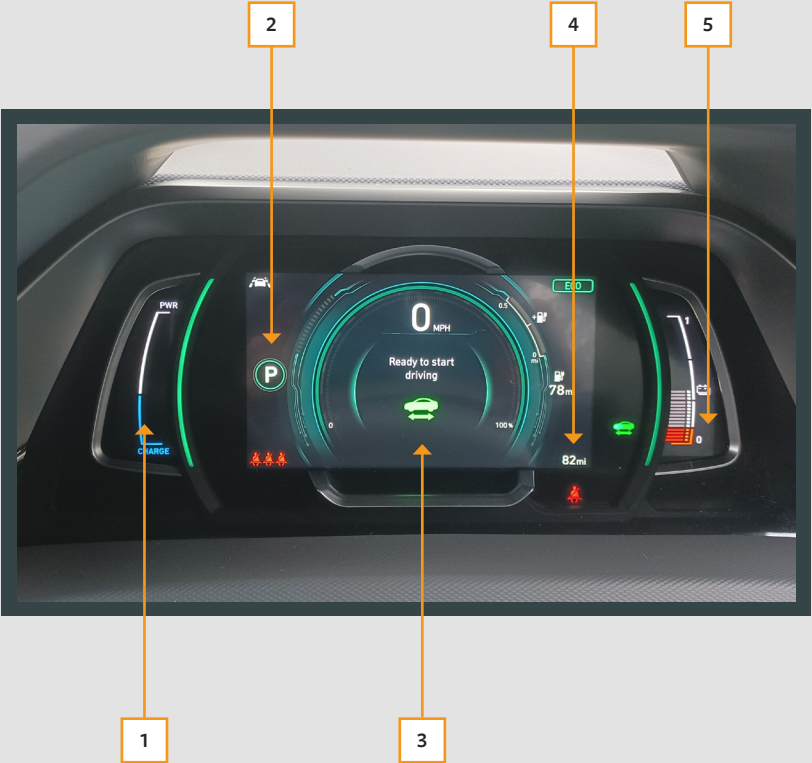
The gearpad for this vehicle is located on the centre console. To put the vehicle in DRIVE, simply push the 'D' button & To REVERSE, push the 'R' button. 'P' is for park, which is the mode the vehicles need to be in anytime you want to turn it off or park. 'N' is for neutral.



Important:

Always ensure you have enough mileage to return to a power point, if you run out of power you will be liable for all recovery fees.

The Hyundai IONIQ Electric dashboard



1. Power Meter
2. Drive Mode
3. 'Ready to Drive' Indicator
4. Estimated Range
5. Battery Charge Indicator

Important:

A fully charged electric vehicle battery can range anywhere from 100-250 miles - each vehicle will display the battery charge % as well as the predicted mileage range on the dashboard.

The battery range of an electric vehicle is dependent on the vehicle, cargo and driving style. Therefore, if you are carrying multiple passengers and baggage, you will be able to travel less miles on a fully charged battery than if you were travelling alone without any baggage.

*How far you can travel depends on the way that you drive.

Charging your Hyundai IONIQ Electric

To start charging:

A portable charging cable used to charge the vehicle's high voltage battery is stored under the rear floor storage cover in the load compartment. Time to full charge depends on type of charger used and varies from 5 - 30 hours.

1. Ensure that you have placed the vehicle into PARK by pressing the 'P' button on the gear-pad, applied the parking brake and switched off the vehicle.
2. Unlock the vehicle's charge port covers by pressing the charge port unlock button on the right hand-side of the dashboard.
3. Connect the vehicle to the charge post using the charging cable provided with the vehicle, or if the charge post has a dedicated cable, using the dedicated cable.
4. Follow the instructions on the charge post to ensure the vehicle is placed on charge. Some charge posts have digital touch-screens with prompts that you will need to follow.

*Should any issues arise when placing the vehicle on charge, call the Clubhouse on 0345 266 9290

Charge port unlock button



Returning your Hyundai IONIQ Electric



Now you have finished with the EV, don't forget to charge it for the next member.

Once back in the vehicles original, designated parking bay, please follow the below steps to leave it on charge for the next member.

1. Turn off the vehicle and open the vehicle charge port cover

To start with, please ensure that the vehicle is in the park (P) position and apply the parking brake. Turn the vehicle off by pressing the power button located to the lower left of the steering wheel. Push charging port unlock button located to the right-hand side of the steering wheel to open the charging door on the side of the car. Retrieve the charge card from the glovebox.

2. Connect the charging cable on the charging port - (skip to step 3 if the charge post has its own dedicated, permanently attached cable)

Place the charging card against the contactless card section on the charging post for at least 2 seconds (If it has one). The display screen will then indicate to plug in the cable.

3. Connect the charging cable to the vehicle

Place the charging cable into the vehicle charging port. Do not pull on the cable once it has been inserted as it is locked in place.

4. Return all necessary items to the glovebox

Please ensure the keys and charge card have been returned to the glovebox (and any other required items) before ending your reservation and locking the vehicle. For information on ending your reservation see "Starting and Ending your Reservation" section below.

Important:

Plugging the charging cable back into the post and the vehicle ensures that it can be kept charging ready for the next user. Failure to connect the Hyundai IONIQ Electric to the charge post and ensure it is left charging for the next user carries a penalty of £30 plus.

Parking brake



Charging cable



Charging point reader



Power button



Charging port



Please note:

If you are unable to place the vehicle back on charge or in its allocated bay please contact the Clubhouse by calling 0345 266 9290.

Driving efficiency in the Hyundai IONIQ Electric



Get the most from your journey

How economical is my driving?

The vehicle's driving range all depends upon your own personal driving style. Here's how you can increase your driving range:

1. Maintain a steady speed within the legal speed limit.
2. Flatter routes are more economical than hilly ones – even if they are slightly longer.
3. Using less heating and air conditioning can help contribute to a higher mileage range, however we recommend you keep to a temperature that you are comfortable with.
4. Warm-up, cool-down, and defrost the vehicle whilst it is still plugged into, and charging at a charge post - especially on cold winter days.
5. Carrying less cargo and baggage can help get more miles from the battery charge.
6. When on charge, the vehicle will naturally start to charge slower once it has reached 80% battery charge. For this reason it is most efficient to put the vehicle on charge when it reaches lows of c.20% and take it off charge when it reaches highs of c.80%.



Handy tips for the Hyundai IONIQ Electric

Charge post troubleshooting

If at any point the charge post does not connect correctly or does not recognise the card, you can call the relevant number for the charge post operator to reset the charge post. Each charge post will have a customer service number along with detailed instructions on how to use that particular charge post.

If there is an issue with the charge post located at the vehicles original designated bay please contact the Clubhouse on 0345 266 9290 and inform them of this issue – they will then be able to advise on what to do with the vehicle when ending the reservation.

Contact numbers for some charge post operators are below:

Evolt: 020 8515 8570

Charge Your Car: 01912 650500

Charge Place Scotland: 0141 648 0750

BP Chargemaster: 0330 016 5126



Please note all EVs must be correctly put back on charge when you have finished your journey.



Tyre inflation kit

This vehicle does not have a spare tyre. The emergency tyre puncture repair kit is supplied with the vehicle instead of a spare tyre. It can be used to temporarily repair minor tire punctures. If possible, have the vehicle towed to a facility that can repair or replace the flat tyre.

Using the emergency tyre puncture repair kit may cause a malfunction of the tyre pressure sensor and cause the low tyre pressure warning light to illuminate.

The tyre inflation kit is located in the boot where a spare wheel would normally be kept.

What if I breakdown?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on 0345 266 9290

Please note – dependant upon the circumstances you may be liable for any costs incurred.

Contacting the Clubhouse

If you are unable to place the vehicle back in its allocated bay, need to extend your booking, or have any questions, you can contact the Clubhouse by calling 0345 266 9290 or emailing them at helpdesksupport@enterprisecarclub.co.uk.

Important:

Please note that the inflation kit must only be used to seal a puncture located across the central tyre tread. It will not repair sidewall tyre damage. Please contact the Clubhouse for further information if you have a puncture 0345 266 9290.





General Information Guide

Things you may need to know whatever
Enterprise Car Club vehicle you are in



Helpful links:

The Car Club Code: www.EnterpriseCarClub.co.uk/CarClubCode

Membership Policies and Other Charges: www.EnterpriseCarClub.co.uk/Charges

Frequently Asked Questions: www.EnterpriseCarClub.co.uk/FAQ

User & Video Guides: www.EnterpriseCarClub.co.uk/UserGuides

Vehicle cleanliness

When it comes to keeping our cars and vans clean, both Enterprise Car Club and our members play a role. Given this shared responsibility for cleanliness, the level to which a vehicle is cleaned may vary. You may, for example, get into a car we have fully valeted one day, and the next you'll use a vehicle that, since its Enterprise valet, has been used by a number of fellow members. Understanding this is part and parcel of joining a vehicle sharing club.



Enterprise Car Club cleaning

We visit our vehicles at least every 7-14 days for cleaning as part of our 'Standard of Care', which covers the below.

- Vacuuming
- General wipe down
- Sanitising with disinfectant

Your responsibility

In between our cleaning visits, in line with the Car Club Code (see page 2), our members are responsible for:

- Leaving the vehicles clean, removing rubbish/mess
- Ensuring all windows are up
- Returning seats to a passenger-ready position, not reclined

Reporting vehicles

If you find that a vehicle is in an unacceptable condition, please report it by emailing photos to **HelpDeskSupport@EnterpriseCarClub.co.uk** before you start your reservation. If you are unable to email, call the Clubhouse on **0345 266 9290**. The previous renter may be liable to pay a fine and, if necessary, the cost of any specialist cleaning.

Checking the vehicle for damage



Report prior damage before you drive
and you won't be held responsible.

1. Locate the damage evaluator*. This may be in the glove compartment or one of the door compartments.
2. Using the damage evaluator for reference, check the interior and then do a quick walk around the outside of the vehicle.

DAMAGE EVALUATOR	
Body Damage is: <ul style="list-style-type: none"> Any dent or scrape that exceeds the largest circle Any scratch that is both through the paint (finger nail test) and exceeds the largest circle Holes and tears regardless of size 	Bumper Damage is: <ul style="list-style-type: none"> Scratches and scuffs that cannot be completely covered by the Damage Evaluator Holes or tears regardless of size Dents larger than the largest circle Any misalignment <p><i>Note: Scrapes to the bottom edge of the bumper are not damage</i></p>
Burn Damage is: <ul style="list-style-type: none"> Any hole or burn mark larger than the smaller circle 	Glass Damage is: <ul style="list-style-type: none"> A star or crack larger than the middle circle A star of any size between imaginary lines extending upwards from the sides of the steering wheel (A zone) Any star or crack in the camera/sensor view
Wax Damage: <ul style="list-style-type: none"> Document and repair/replace all cracked/repeatably ply lining, and do not document or repair any ply lining that is scratched, scuffed or stained. Document and repair all missing, cracked or split exterior plastics, including moldings, trim, bumpers and wing mirrors. Document and repair body damage dents, scrapes or scratches (through the paint) that exceed the total area of the damage evaluator. 	Alloy Wheel Damage is: <ul style="list-style-type: none"> Any crack, gouge or dent
	Hull Damage is: <ul style="list-style-type: none"> Any hole or gouge in the hull Any puncture or foreign object in any area of the hull

*Item shown
not to scale/
actual size

Report it - we'll fix it

Let us know about dents, dings or scratches on the exterior body of the vehicle that exceed the guidance provided on the Damage Evaluator. Please also inform us of the following:

- Any maintenance lights or warning lights not working
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel/charge card



To make a report, please email images, where appropriate, to **CarClubDamage@em.com**. If necessary, you are able to call us instead on **0345 266 9290**.

Before driving away, check the fuel/charge card is present and for any vehicle issues/damage, reporting them to our Clubhouse team immediately to avoid being held responsible. For electric vehicles, please also check that the charging cable is present. Additionally, failure to report damage could result in suspension or termination of membership.*

For the quickest course of action, please email relevant images to **CarClubDamage@em.com**. If necessary, you are able to call us on **0345 266 9290**.

*Refer to your membership terms and conditions for additional information on member responsibilities for reporting vehicle damage.

Starting your reservation & accessing the vehicle

In addition to the following steps, make sure you refer to your reservation confirmation email as it contains information specific to your booking and vehicle.

1. Start your reservation

Unlock the vehicle using your mobile phone. Log-in to the Enterprise Car Club app and navigate to 'Reservations'. Locate your upcoming reservation and click 'Unlock & Drive' to start your trip. The app will notify you that 'The vehicle will unlock momentarily', and you will also hear the door mechanism unlock.

2. Follow the app prompts

Answer the on-screen questions shown as prompted to on the mobile app. As part of the prompts, you will be asked if you have checked the vehicle for damage. Conduct a thorough check using the damage evaluator tool, which is located in the glovebox, and report any damage with images to CarClubDamage@em.com. This will ensure that you are not held accountable for any potential pre-existing damage to the vehicle.



3. Retrieve the keys from the key holder

When prompted to do so by the app, open the glovebox and retrieve the keys from the key holder.



Once you have removed the key, the keyholder will illuminate from green to blue.

4. Start your journey

Once the keys have been retrieved use them as normal to start the engine and to lock or unlock your car throughout the duration of your trip.

Please be aware that your vehicle may start differently or have a foot brake please refer to the your booking confirmation email.



Still having problems? If you have checked your reservation email and you are still having issues, see our handy blog at **[EnterpriseCarClub.co.uk/Issues](https://www.enterpriseclub.co.uk/issues)**

Ending your reservation & locking the vehicle

1. Return vehicle

Return the vehicle to where you picked it up from and park it in its designated location (see your reservation confirmation email for details).

2. Return key

Turn off the ignition and return the keys by slotting them back into the key holder. The key holder light will illuminate green when they are correctly inserted. Press 'Lock & End Trip' on the mobile app and follow the prompts on screen.

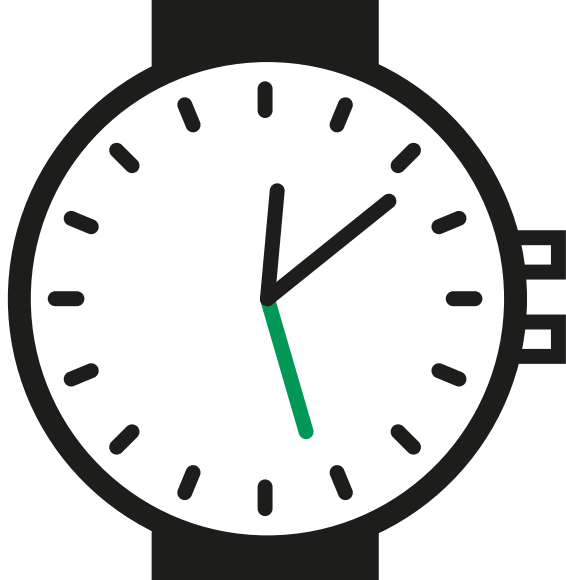
3. End the reservation

Exit the vehicle, but do not manually lock the doors using the keys. End the reservation using the mobile app by pressing 'Lock & End Trip' for a final time. Once the doors lock, your reservation has ended.





Extending or amending a reservation



Cancel / Change a Reservation

We know that plans can change. If you need to cancel or change a reservation, you can do so via the Enterprise Car Club app. Alternatively, you can make amendments via the website or by calling the Clubhouse if necessary (fees apply).

You can cancel up to 5 hours before your reservation begins for free via our mobile app or website. Alternatively, you can make a cancellation by calling the Clubhouse (fees apply). If you cancel, shift or shorten with less than 5 hours notice, you will be billed for the cost of the reservation up to a maximum of £30.

You can also extend your reservation by 15-minute increments via our mobile app as long as there is not a conflicting reservation. To avoid extra charges and to be considerate of other members, please notify us that you are running late or need to extend your reservation with as much notice as possible. For information on late fees, visit **[EnterpriseCarClub.co.uk/Late](https://www.enterpriseclub.co.uk/Late)**.



Refuelling and recharging the vehicle



Scan the QR code for helpful information and video guides.

Please remember to return with **at least a 1/4 tank** of fuel or, if driving an electric vehicle, to place it on charge at the end of your reservation using the cable and charging card provided.



Whilst on your journey, you can check out Zapmap, Ecotricity, Charge Your Car or Google Maps to locate your nearest charging post; perfect for pre-planning your pit stops!

Refuelling:

1. Switch off the ignition and retrieve the fuel card
2. Check whether the vehicle takes petrol or diesel, and fill-up the vehicle as normal. This can be found on the vehicle's key ring or the inside of the fuel-cap
3. Use the fuel card to pay at the kiosk after filling up. If required, the unique 4-digit PIN can be found in the 'Important Information' section of the app once your reservation has begun
4. Return the card to where you retrieved it in the key holder or dashboard.

Fuel/charge card:

Refuel/recharge using the chip-and-PIN fuel card or charge card.

If required, the unique 4-digit PIN can be found in the 'Important Information' section of the app once your reservation has begun. The card is located in a slot on the keyholder, inside the vehicle's glovebox. Alternatively, it can be found on the side of the dashboard, to the right of the steering wheel – this is only visible when the driver's side door is open.

The chip-and-PIN fuel card has a limit of £80 per transaction. Numerous transactions are permitted, however, there is a daily limit of £150. If you exceed this limit (even slightly) when refuelling at a petrol station, you will not be able to use the card. Instead, you'll be required to claim back the cost. You can do this by uploading a photograph of the fuel receipt via the "My Fuel Receipts" menu option on the app. If you are not an app user you can email the photograph to the Clubhouse on **Operations@enterprisecarclub.co.uk** along with your name, member ID and booking reference.

Recharging:

All of our electric vehicle bays have a dedicated charging post. To disconnect the vehicle from the charging post, simply:

1. Hold the charge card (see page 25) over the post until the light turns green
2. You'll then be able to unplug the cable

When charging your electric vehicle on the road, please remember:

- Most of our vehicles have a charge card that works on the Chargemaster network. If you use a charging post from a different operator you can easily claim back the cost via our mobile app (see page 25)
- A charging post provides charging instructions, guidance and a customer support number, shown either via a digital screen or on the point itself. If you still need further assistance, please call the Clubhouse on **0345 266 9290**
- Make sure to look at your reservation confirmation email as it will contain details on how to charge your specific electric vehicle
- If the electric vehicle charging point does not have a tethered (attached) cable, the cable belongs to the electric vehicle you are unplugging. It is important to always take this cable with you as you will need this to charge the vehicle during your reservation. (If you lose/misplace a charging cable you may be held responsible for the cost of replacement)
- Our vehicles typically take about 4 hours to fully charge, depending on the speed of the charger. This will provide a range of anywhere from 100-250 miles - each vehicle will display the battery charge % as well as the predicted mileage range on the dashboard. The battery range of an electric vehicle is dependent on the vehicle, cargo and driving style



What to do in the event of an accident or breakdown



Take these steps in the event of an accident.

1. Call 999 if anyone needs medical attention

Make sure that your passengers are safe at all times

3. Remain at the scene

If the vehicle is drivable, move off the road and out the way of traffic.
Turn the vehicle engine off and turn the hazard lights on if necessary

5. Gather third party details

Record contact details and vehicle registration. You will need to relay this information to the Clubhouse team

7. Call the Clubhouse from the scene

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call on **0345 266 9290** or you can email images to **HelpDeskSupport@EnterpriseCarClub.co.uk**

9. What if I breakdown?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on **0345 266 9290**

Please note – dependant upon the circumstances you may be liable for any costs incurred.



Get the most out of your Enterprise Car Club membership

10% OFF Enterprise Rent-A-Car & more

We have a host of promotions for members to enjoy, including up to 10% off Enterprise Rent-A-Car! To access these offers, simply log in to your Enterprise Car Club account and navigate to 'Messages'

FREE Driving credit

Don't miss out on FREE driving credit, promotions, events & more opt-in to be the first to know by visiting **[EnterpriseCarClub.co.uk/Marketing](https://www.enterpriseclub.co.uk/Marketing)**. You can opt-out at any time. Simply log in to your account on our website, navigate to 'My Account' and then the 'Preferences' tab. Alternatively, you can click the unsubscribe button at the bottom of any marketing emails

Joint membership

If you're an existing Car Club member, you can add any additional driver that lives at the same address to your account for a discounted rate. For more information, visit **[EnterpriseCarClub.co.uk/Joint](https://www.enterpriseclub.co.uk/Joint)**

Low emission zones

All Enterprise Car Club vehicles are ULEZ compliant, giving you complete peace of mind when driving through London or any other low emission zones which follow the same standards. Please note this is separate to congestion charges - fees apply





Helpful links:

Membership Policies and Other Charges: EnterpriseCarClub.co.uk/Charges

For our Frequently Asked Questions: EnterpriseCarClub.co.uk/FAQ

User & Video Guides: EnterpriseCarClub.co.uk/UserGuides



Contacting the Clubhouse

Remember, your reservation confirmation email contains vehicle specific information. Please make sure to refer to it when starting your reservation before contacting us for help.

If you are unable to place the vehicle back in its allocated bay, need to extend your reservation or have any questions, you can contact the Clubhouse by calling **0345 266 9290**.

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HelpDesk@EnterpriseCarClub.co.uk

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