

Welcome to Hochschwarzwald E-Carsharing

With Hochschwarzwald E-Carsharing, a car is available for you whenever you need it. Our user guide provides an overview of important information. In the booking portal, you can view and change your reservations, edit your personal data and retrieve detailed information.

Have a good trip! www.hochschwarzwald.de/carsharing

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Seven simple steps

1. Reserve vehicle online
2. Unlock vehicle
3. Vehicle inspection
4. Start booking
5. Charge with charging card
6. Park vehicle
7. Station vehicle and end booking

1. Reserve vehicle online

Reserve your vehicle online. Before this, you will have registered through the booking platform and have gone through the driving licence inspection in a tourist information centre in Hochschwarzwald. On the booking platform, you can select your desired timeframe and type of use. Then, you can select an available vehicle. Using the "Reservation" button, you will confirm your reservation.

 You will receive a confirmation by email, including a calendar entry.

2. Unlock vehicle

Unlock the vehicle with your Red Inclusive Card or your chip. A yellow LED will light up on the reader, indicating that the vehicle is reserved for you. Simply hold your Red Inclusive Card or your chip to the reader on the windscreen. This will identify you, and the car will then unlock. The driving licence inspection takes place in the tourist information centre. There, you will receive the RFID chip for your driving licence, your chip card or the Red Inclusive Card.

 The reserved vehicle can only be unlocked during the reserved time.

 You will receive a prior reminder via text message.

3. Vehicle inspection

Check the vehicle for cleanliness and damages. After getting in, select the language with the BMW iDrive. Enter the PIN code created during registration. Then enter how clean the vehicle is. Notify damages to the hotline by telephone. To do this, use the contact information on the dashboard of the vehicle or call using your telephone.

 After confirming the booking, you can start the vehicle.

4. Start vehicle

Using the Start-Stop button (to the right of the steering wheel or in the centre console), you can start the vehicle or turn off the engine.

 Always press the brake pedal when starting, as you are dealing with an automatic transmission.

5. Charge electricity with the charging card

When the charge level is at one quarter, the dashboard will prompt you to charge the vehicle. The charging card is located in the vehicle (glove compartment).

You can find an overview of the charging stations in Hochschwarzwald on the dashboard.

6. Park vehicle

You can lock the parked vehicle by holding your driving licence, the Red Inclusive Card or the chip card to the reader on the windscreen. To unlock the vehicle, you simply use your driving licence, the Red Inclusive Card or the chip card again.

 For security reasons, once the vehicle has been locked, it can only be reopened again after 20 seconds.

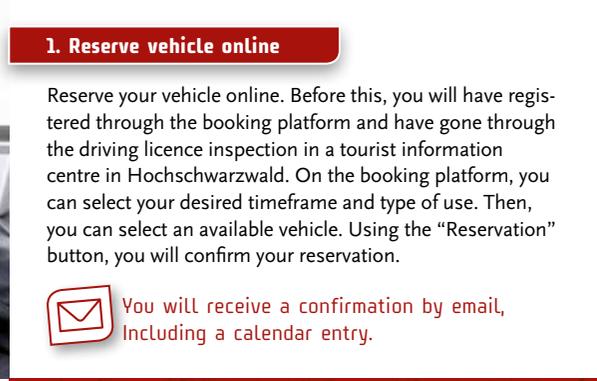
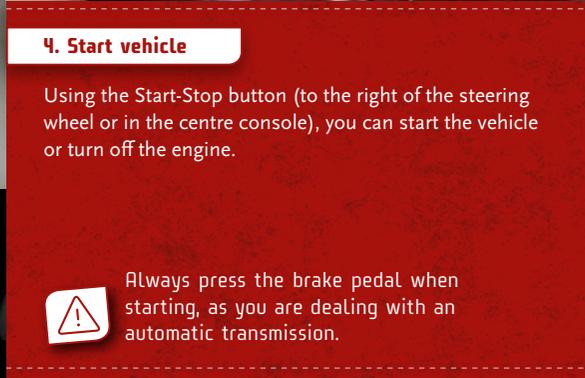
7. Park vehicle at the handover location and end the booking

You can only park and book the vehicle in the intended parking zone (starting point). If you are not inside this zone, you will receive a notification on the dashboard.

- Turn off the engine using the Start-Stop button.
- Connect car to a charging pole and check out.
- Select the option "End booking" on the dashboard
- Ensure that all windows and doors are closed and take all of your personal belongings
- Hold the Red Inclusive Card or the chip card to the reader on the windscreen

As soon as the green LED lights up, the vehicle is locked and the booking is ended.

 You will receive a reminder by text message 15 minutes before the end of your reserved booking time. If the booking was not terminated at the end of the reserved time period, the hotline will contact you by telephone.



Hochschwarzwald E-Carsharing Frequently asked questions

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What are the LEDs on the windscreen for?



Green
The vehicle is available (again). Please ensure that the green LED lights up after ending the booking.



Yellow
The vehicle is reserved. Only the person who reserved the vehicle can unlock it with their driving licence, the Red Inclusive Card or the chip card.



Red
The vehicle is in use. If the red LED is lit up even though you reserved the vehicle for this time period, please contact the hotline.



How long does a reservation stay valid?

Please refer to the GTCs and FAQs of the Hochschwarzwald Tourismus GmbH. The vehicle is only reserved for you for a certain period of time.

I'm running late. What do I do?

Please contact the Alphabet Hotline. The employees will help you and offer either you or the following driver an alternative.

What do I do if I can't find the car?

Please contact the Alphabet Hotline. They will help you find where the vehicle is located.



0800/3501515* (domestic)
+49 (0)89/99822-130** (abroad)

Where is the vehicle key?

With the ID placed on your driving licence, the Red Inclusive Card or the chip card, you can unlock and lock the vehicle. With your PIN code (you will have created a PIN code during registration) and the Start-Stop button, you can start and turn off the engine.



How does the BMW iDrive work?

By turning the knob, you can search through the options in the menu. Pressing the knob selects the chosen option.



How do I report damages?

Check the vehicle for damages before driving it. On the dashboard, you can see what damages have already been reported. Please report new damages to the hotline via telephone.



A damage occurred while using the vehicle.

You can notify damages to the hotline at any time during use. If necessary, you will find a claim form in the glove compartment of the vehicle.

What do I do in case of an accident?

Please contact the hotline as soon as possible. A claim form is located in the glove compartment, and you should enter all information here.



How do I charge the vehicle?

1. Select the option "Charge" in the menu on the dashboard. Here, you can see the PIN code of the charging card as well as information about where it is located in the car.
2. Verify what charging poles you can use. The locations of the charging poles in Hochschwarzwald can be found on the dashboard.

3. Please connect the charging cable to the intended charging device. After this, hold the charging card to the charging pole.

Where is the parking zone?

Please refer to the GTCs and FAQs of the Hochschwarzwald Tourismus GmbH. The parking zone is located at the charging stations in Hochschwarzwald. The car must be returned to the starting location at the end of the reservation.



Hotline

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For services and information, you can call the Alphabet Hotline any time at 0800/3501515* (domestic) or +49 (0)89/99822-130* (abroad).

* Free of charge when calling from a German landline/German mobile network and provider.

** Subject to charge, depending on the landline or mobile network provider.

www.hochschwarzwald.de/carsharing

Card