

K-Charge

Your next charge, always within reach.



Movement that inspires

Agenda

About K-Charge

- Introduction

K-Charge Usage

- For All Kia EV Customers

K-Charge Usage

- For Non-Kia EV Customers

EV Route Planner

- For All EV Customers

New Added Features

- Charging Initiation by Scanning QR code
- Auto Charge
- 24x7 WhatsApp Support
- Search by Station Name & CPO Name Filter

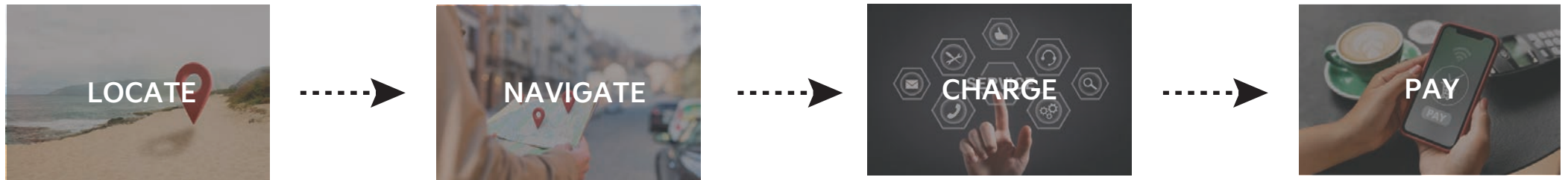
About K-Charge



Introduction

K-Charge is an exclusive feature by KIN, integrated into the MyKia app, that helps you effortlessly locate charging stations, navigate to them, access charging services, and make seamless payments — all in one place.

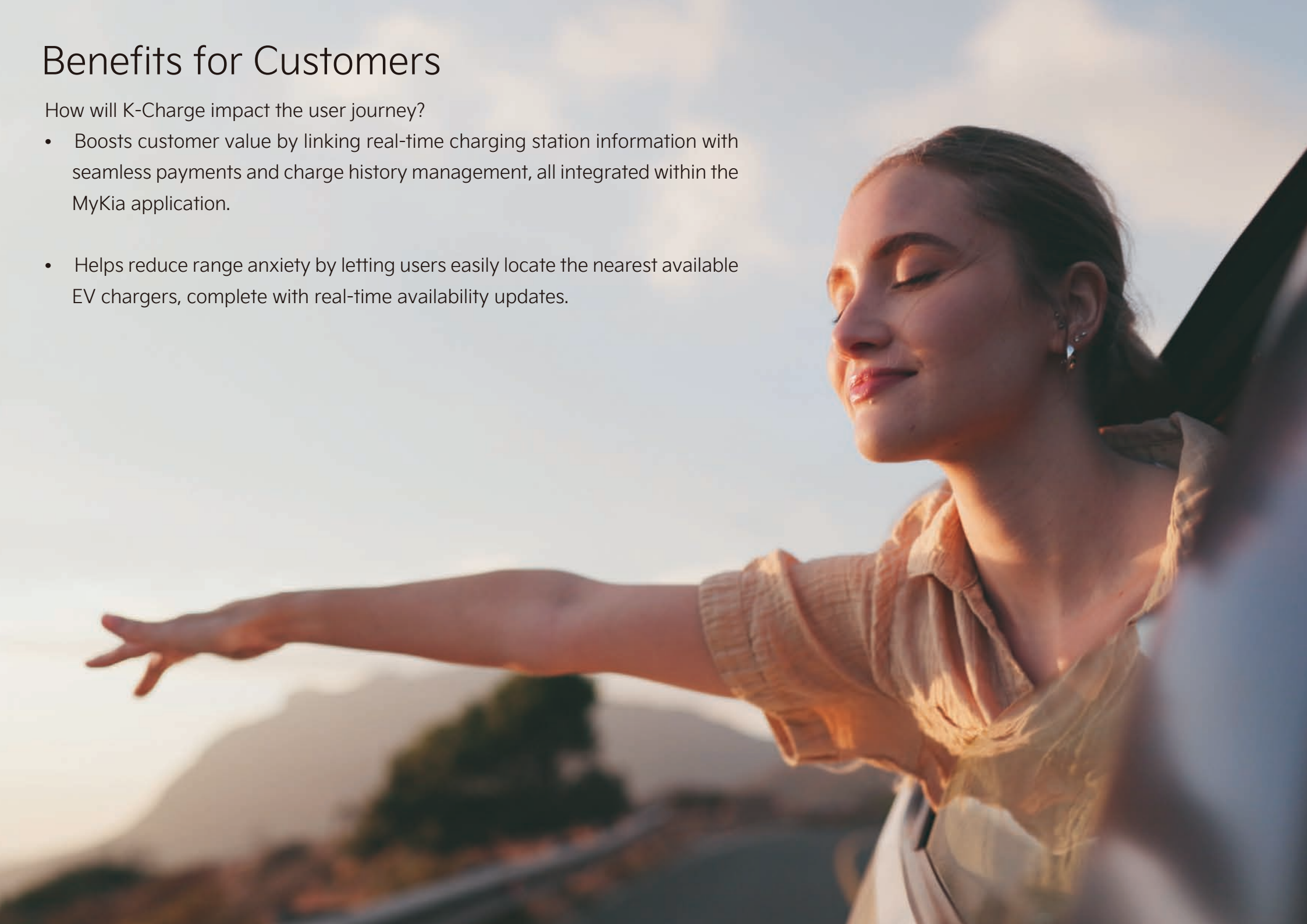
This app is designed for both Kia and non-Kia customers.



Benefits for Customers

How will K-Charge impact the user journey?

- Boosts customer value by linking real-time charging station information with seamless payments and charge history management, all integrated within the MyKia application.
- Helps reduce range anxiety by letting users easily locate the nearest available EV chargers, complete with real-time availability updates.





Our Coverage

Kia offers has a PAN India coverage with K-Charge.

Our network now spans 23 Charge Point Operators, providing access to more than 20 000 charging points nationwide, with 11 000+ AC points and 9 000+ DC fast charging points, to keep you moving.

Let's explore the step-by-step process of using K-Charge within the MyKia app.



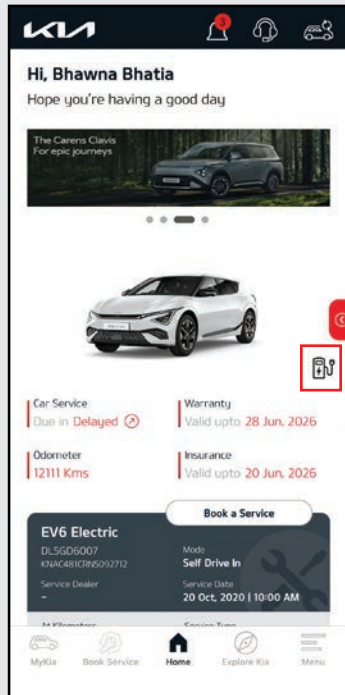
K-Charge Usage

(For Kia EV Customers)



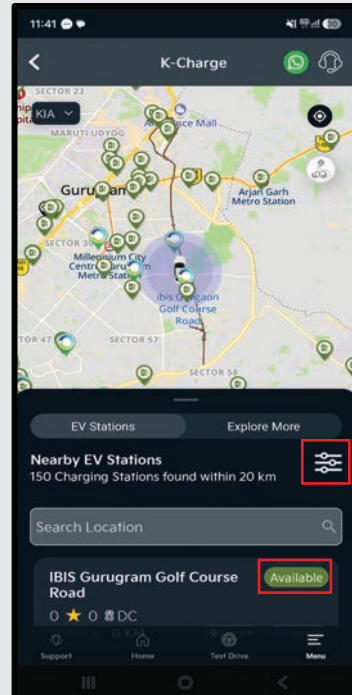
K-Charge: My Kia

(For Kia EV Customers)



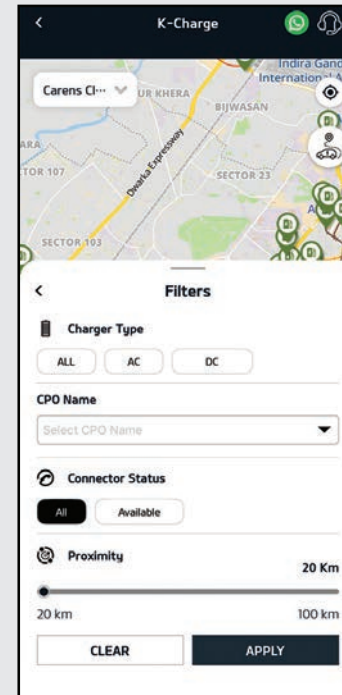
My Kia Homepage

The K-Charge icon will appear for MyKia EV customers. With a single click, they'll be taken straight to the K-Charge landing page.



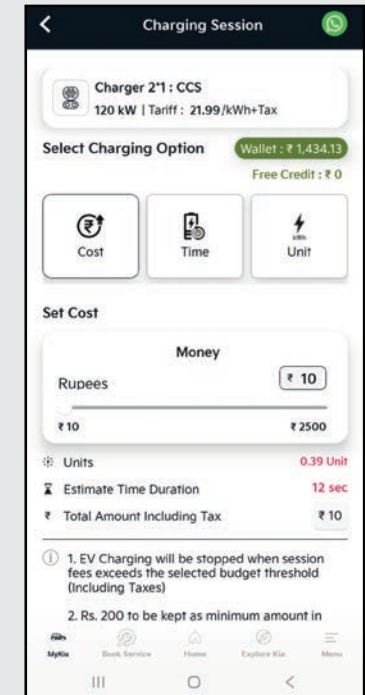
EV Stations

Users can tap any station on the map to see its details instantly highlighted in the list below.



Filters

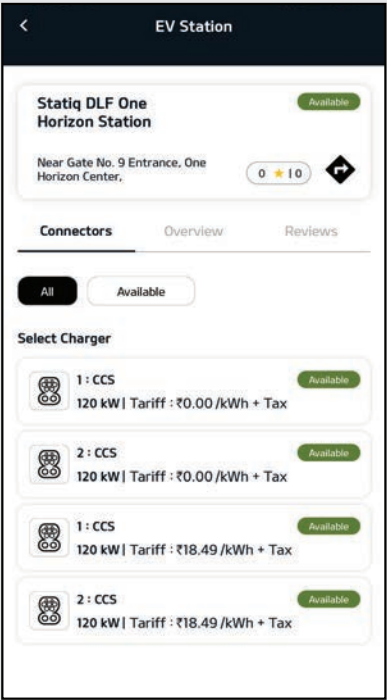
Users can tap the Filters icon to customize their search.



Explore More

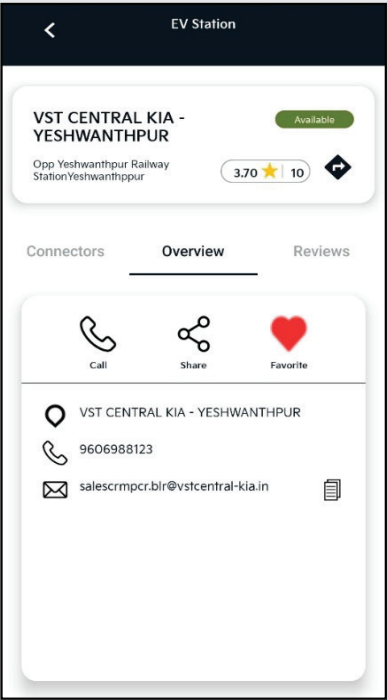
Under Explore More >> Quick Links, users can view their Wallet, Charging History, and Favorites.

EV Stations



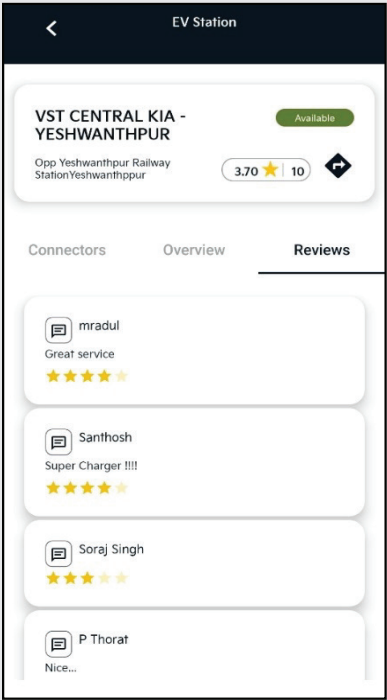
CONNECTORS

Users can select the charger type and compatible connector (charger must be 'Available' to proceed) and then navigate directly to the station using the highlighted navigation icon.



OVERVIEW

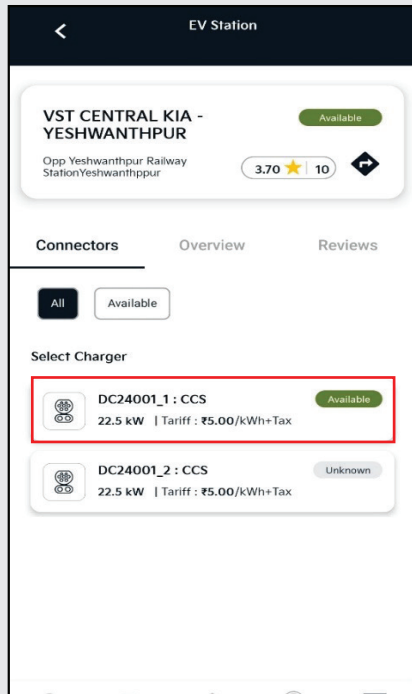
This screen displays station details such as full address, email, and contact. Users can mark or unmark it as a favorite, shortlist it, share the station details, and copy the email address to paste anywhere.



REVIEWS

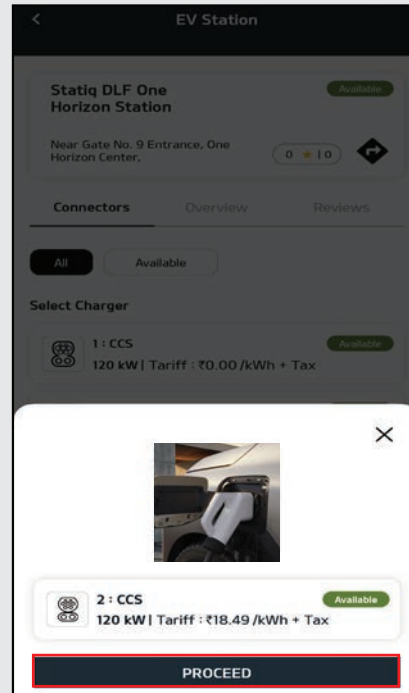
Users can select the charger type along with the compatible connector. (The charger must be marked 'Available' to proceed.)

Charging the EVs: Initialization



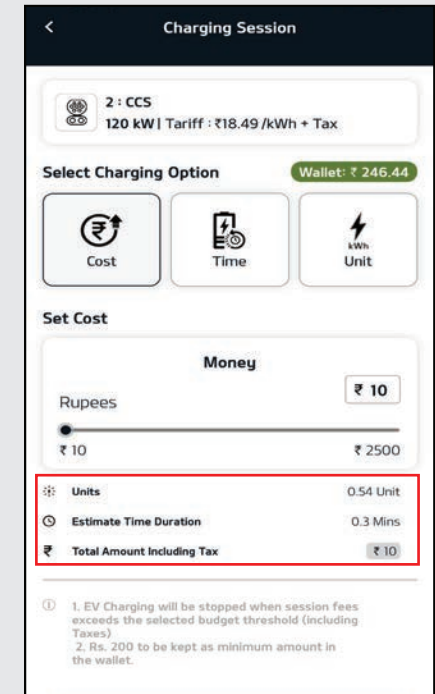
EV Stations

Users need to select an 'Available' charger to view its details, such as connector type, kWh, and tariff.



EV Stations

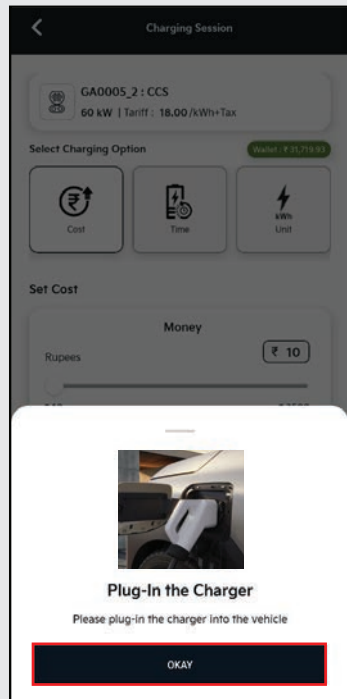
After clicking Proceed (as seen in the 2nd screenshot), the user is directed to the Charging Session screen.



Charging Session

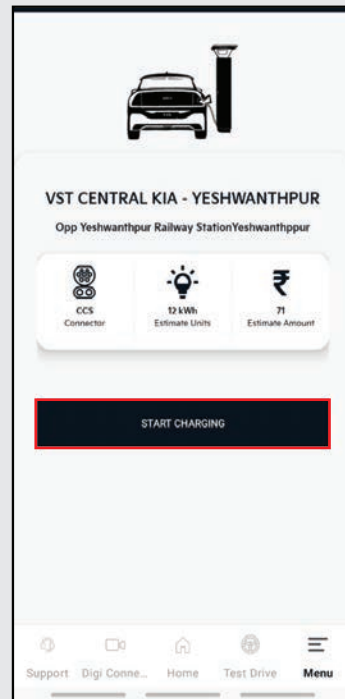
On the Charging Session screen, users can choose from multiple charging options — Cost, Time, or Units. They can adjust the slider to set their preferred budget, charging duration, or energy units.

Start Charging – Kia EVs



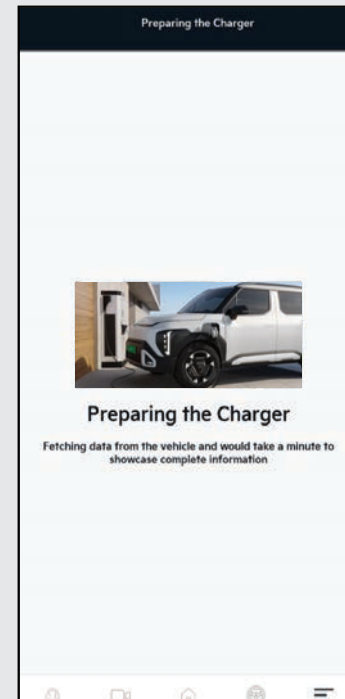
Plug-in the Charger

As instructed on the first screen, the user must plug the charger into the car and then tap **Okay** to continue.



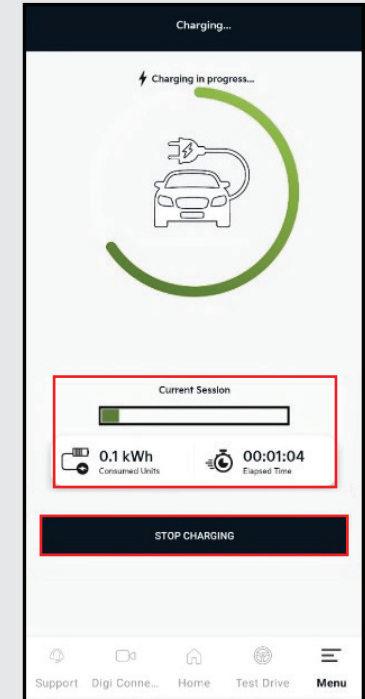
Start Charging

Click the **Start** button.



Preparing the Charger

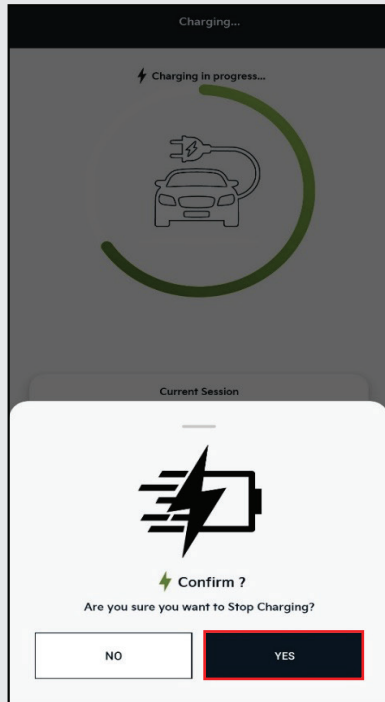
Once you tap **Okay** and then **Start**, the charger enters preparing mode, taking about 1–1.5 minutes to retrieve all data.



Charging in Progress

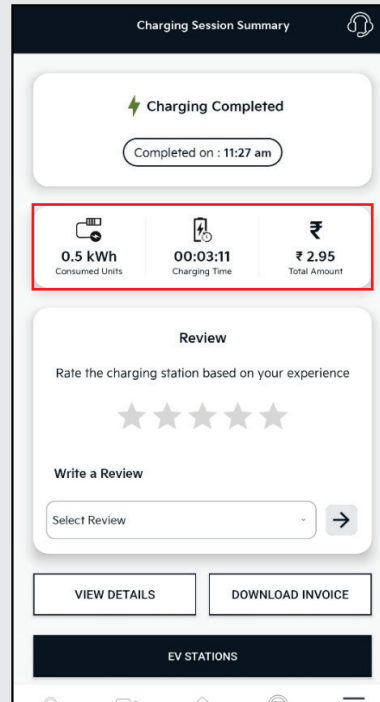
On the Charging (Active Session) screen, users can see real-time updates of the consumed units and elapsed time.

Stop Charging



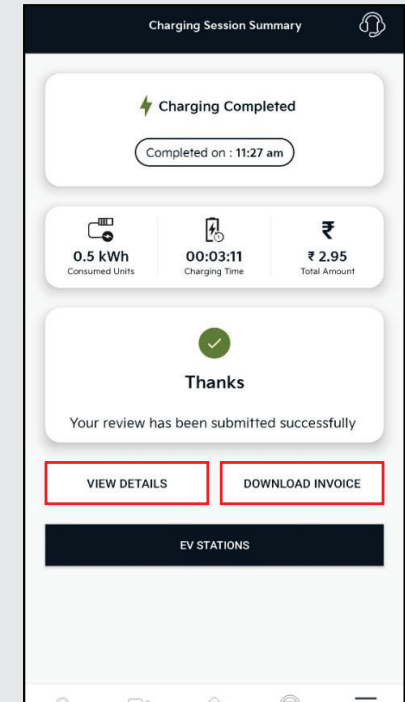
Confirmation

Users can stop charging by clicking the **Yes** button.



Session Summary

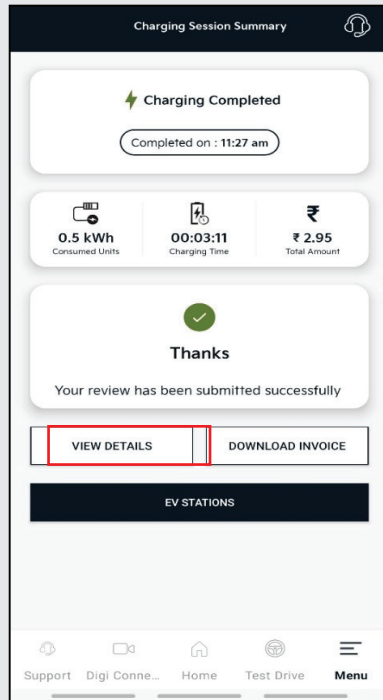
After charging ends, the user is taken to the Charging Session Summary screen showing units consumed, time taken, and total amount charged.



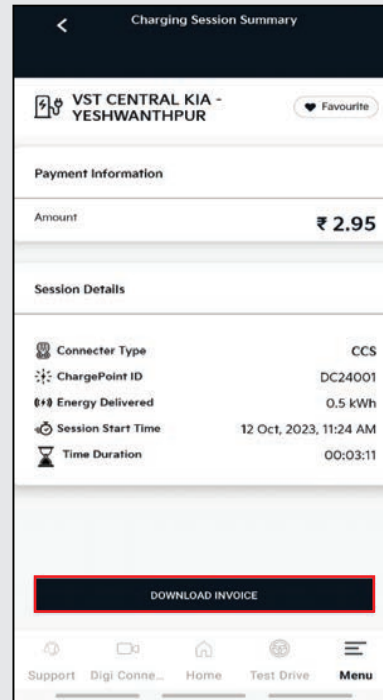
Session Summary

Customers can submit their review, select relevant feedback from the dropdown, and download the invoice by clicking the respective button.

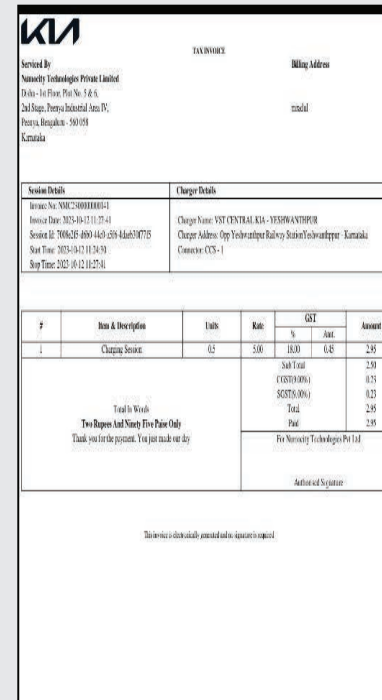
Details and Download Invoice



Session Summary



Session Details

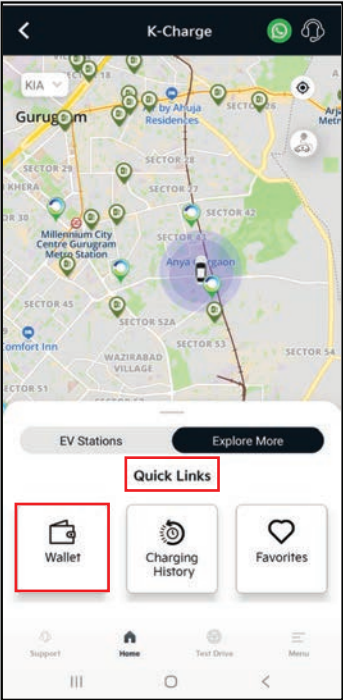


Invoice

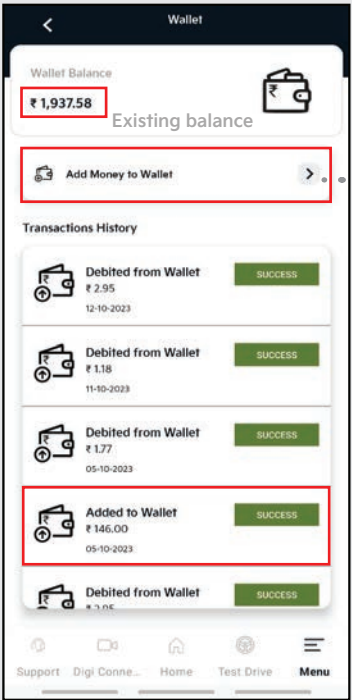
Invoice includes :

- KIA logo
- Details of service provider
- Item & description
- Charger details
- Total amount inclusive of tax briefs

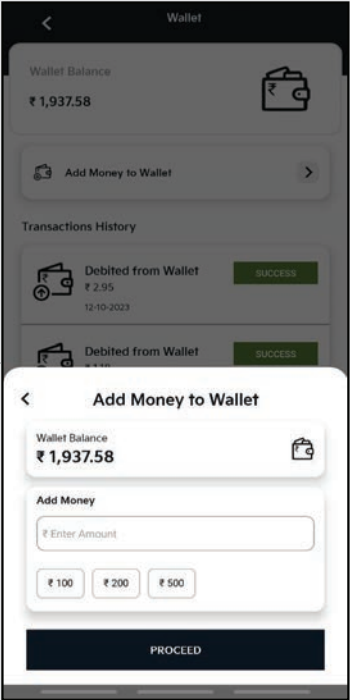
Wallet



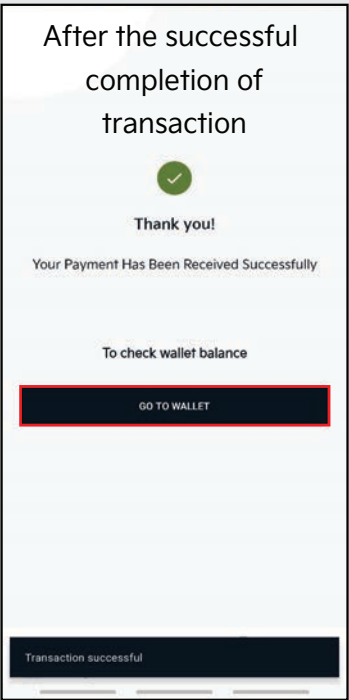
Explore More>>
Quick Links



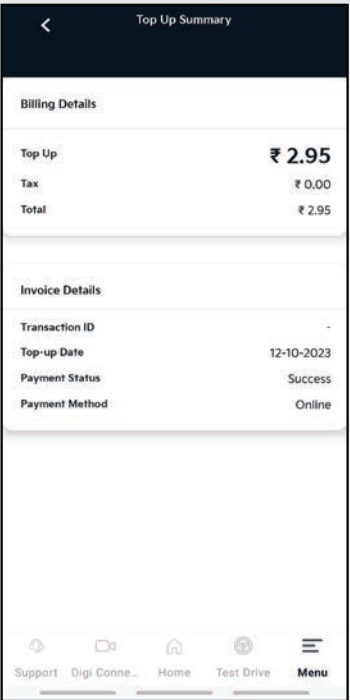
Wallet Balance



Wallet Balance



Wallet Balance

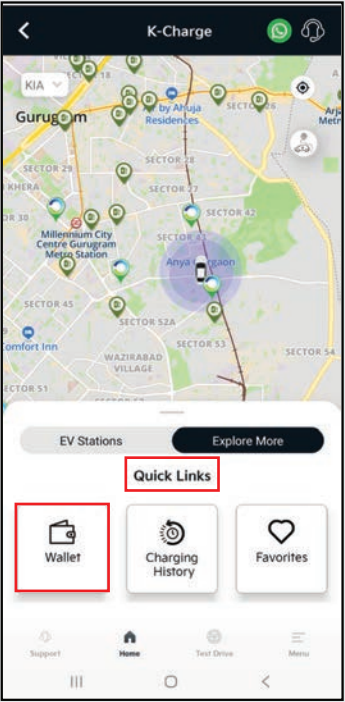


Wallet Balance

Add the required balance to proceed to the payment page and complete the transaction through internet banking.

Transaction details

Charging History

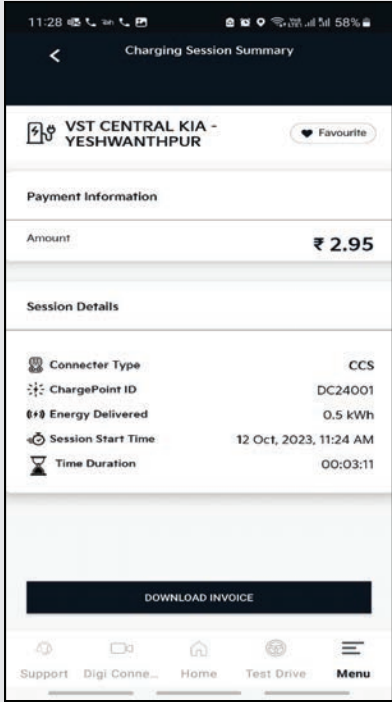


Explore More>>
Quick Links



Charging History

History of previous transactions

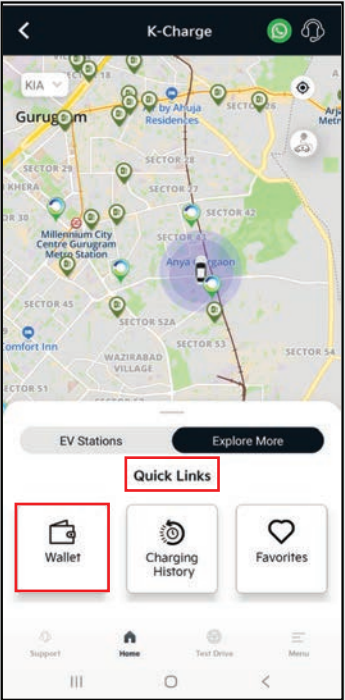


Charging Summary

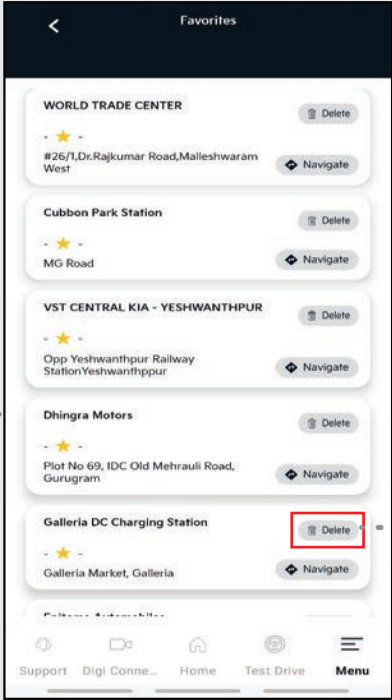
Users can also mark the station as a Favorite, as shown

View or download charging details as an invoice

Favorites



Explore More>>
Quick Links

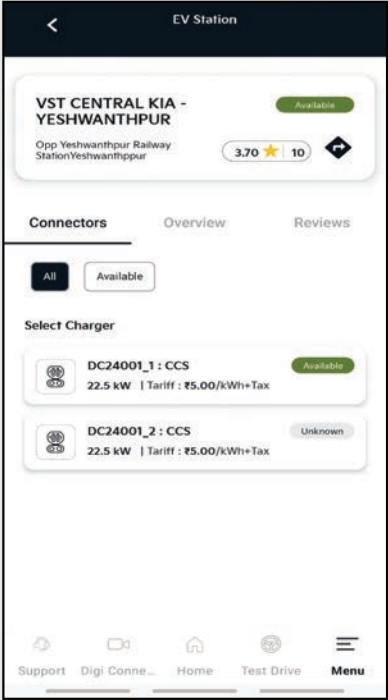


Favorite Stations

List of Favorite Stations

Users can go directly to the detail screen from their list of Favorite Stations

Use the Delete button to remove the station



Favorite EV Station

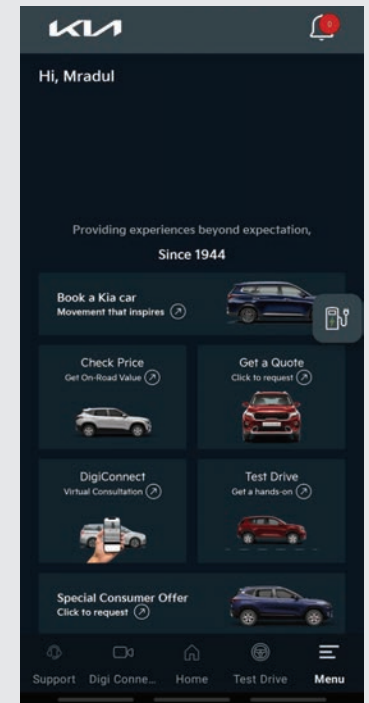
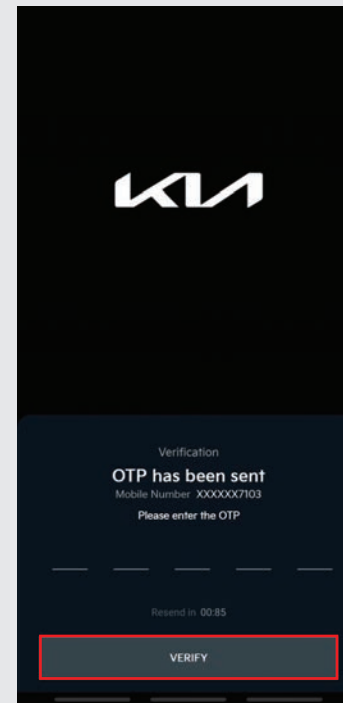
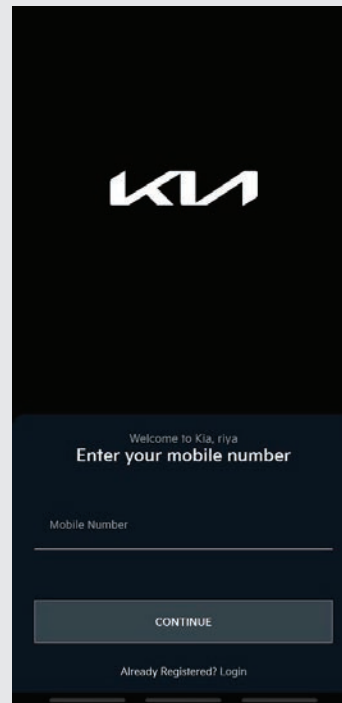
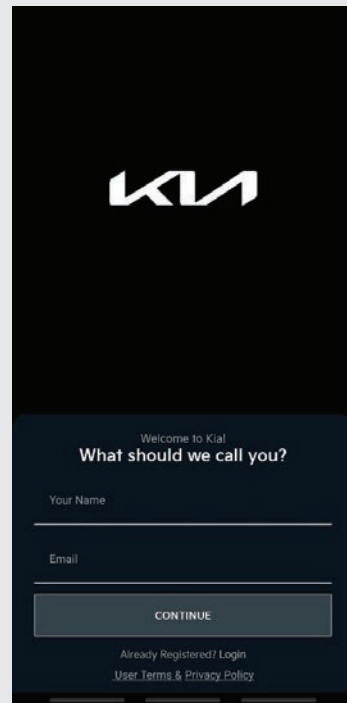
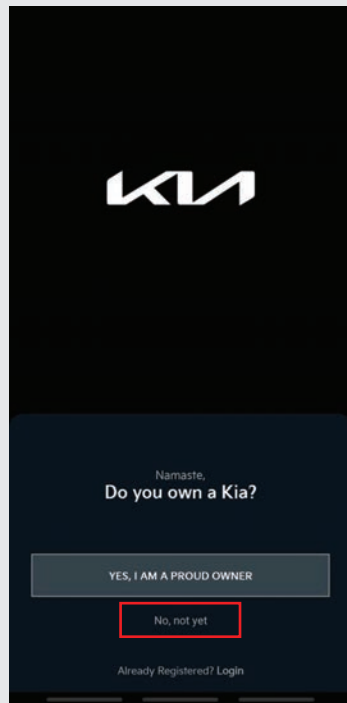
K-Charge Usage

(For Non-Kia EV Customers)



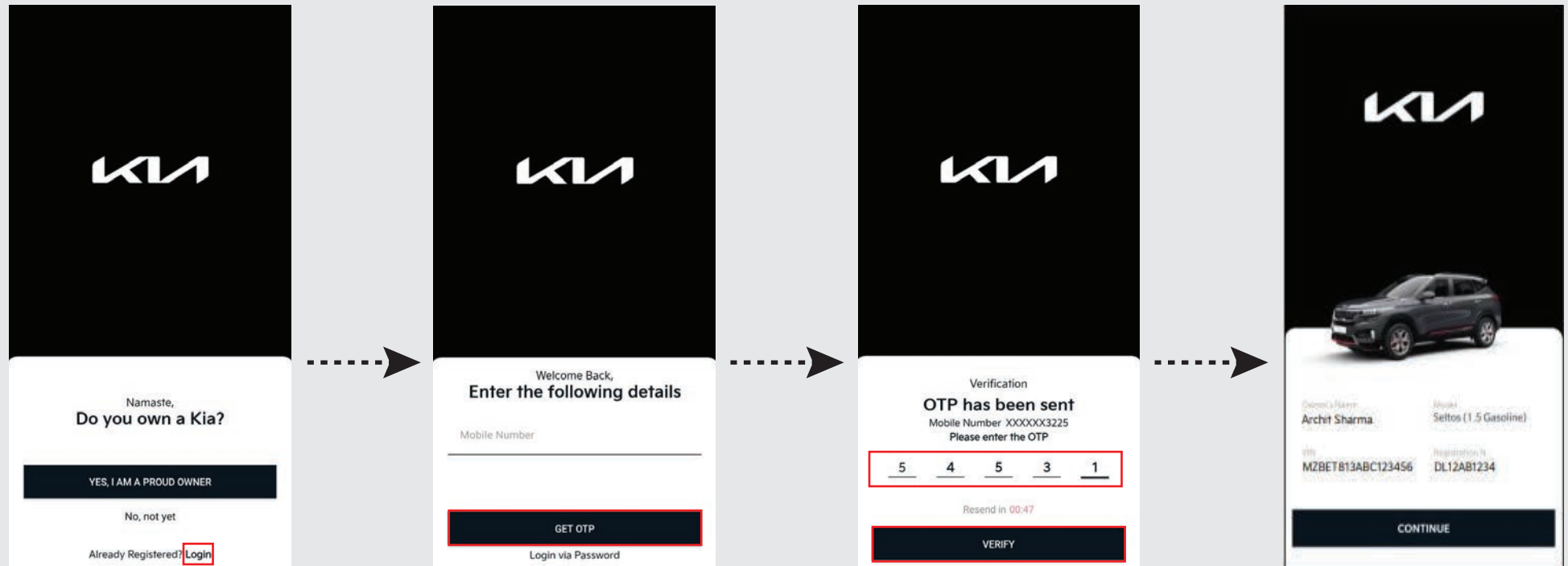
User Registration

For First-time User Registration on MyKia:



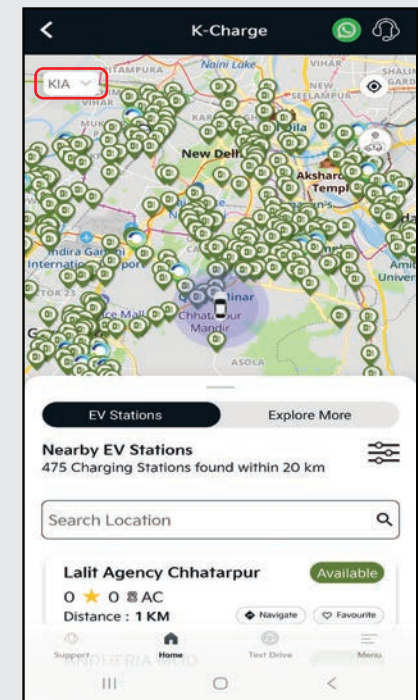
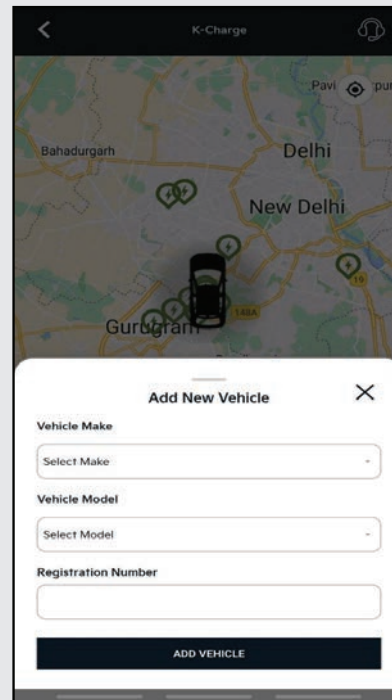
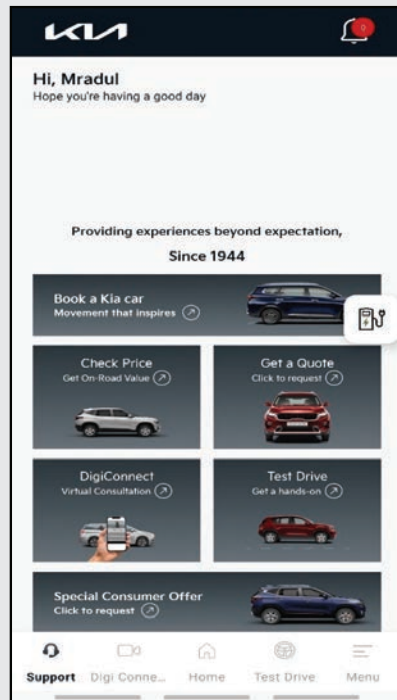
User Registration

For Existing MyKia Users:



Vehicle Addition

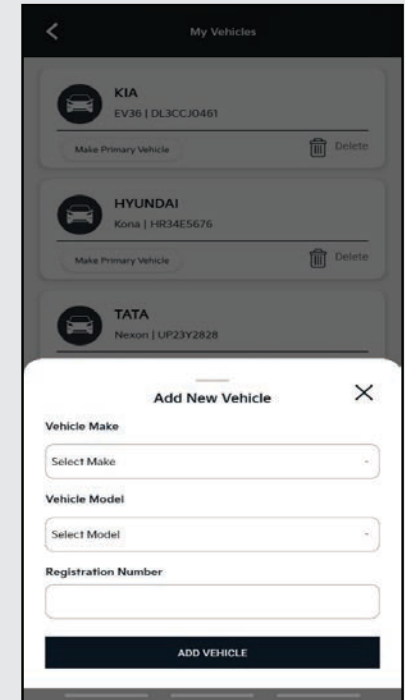
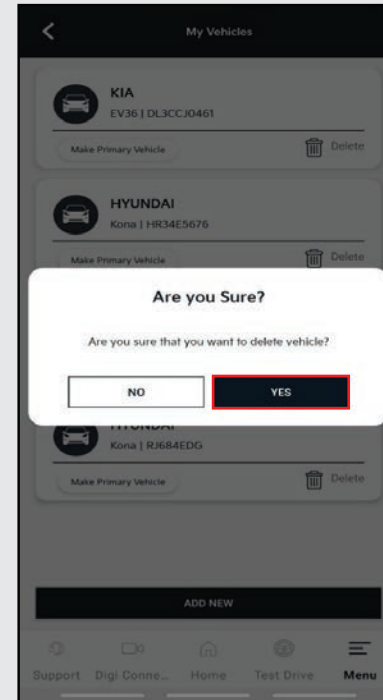
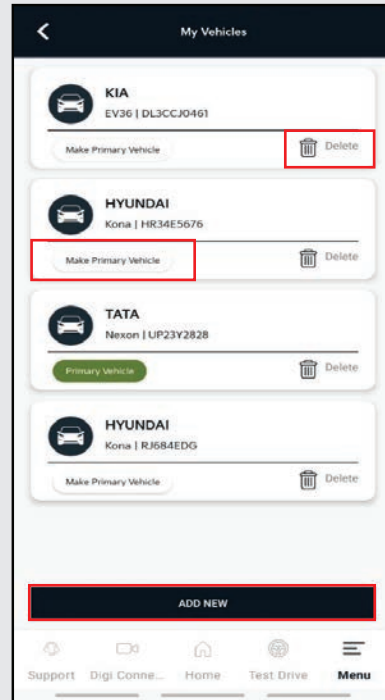
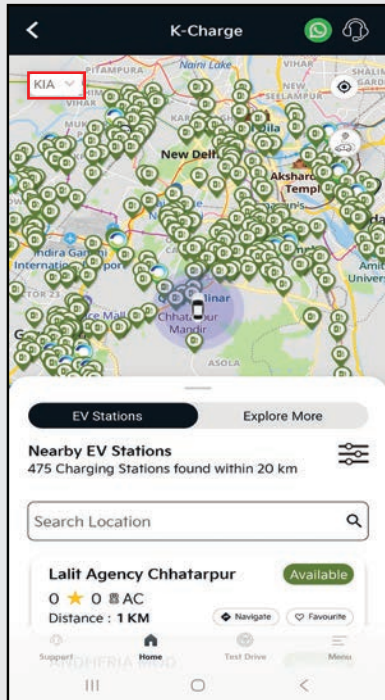
If prospects haven't added a vehicle in K-Charge:



- Clicking the K-Charge icon opens the Add New Vehicle screen.
- Enter the vehicle make, model, and registration number, then click Add Vehicle.
- The user will land on the K-Charge page with their vehicle added to the module.

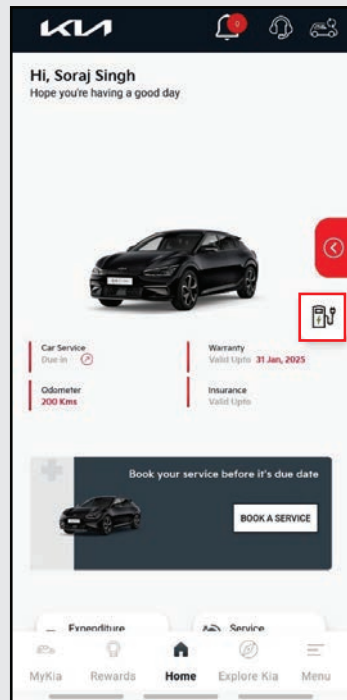
Vehicle Addition

If prospects have already added vehicles in K-charge:



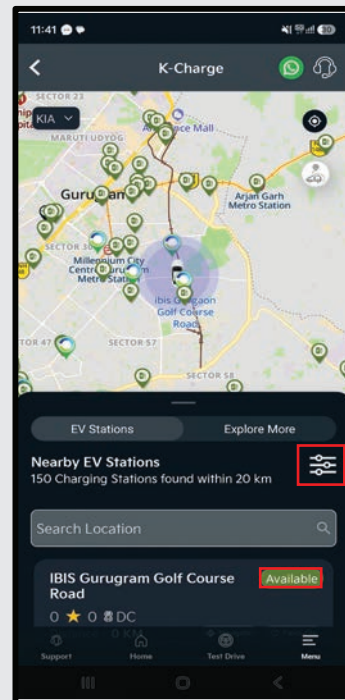
- The primary vehicle name will be displayed on the map screen, as highlighted.
- In the drop-down, selecting My Vehicle will take the user to the Vehicle List screen, showing all their added vehicles.
- The primary vehicle can be switched, and any vehicle can be deleted after confirmation, as shown in the screenshot above.
- A new vehicle can be added by clicking the highlighted button.

K-Charge: My Kia



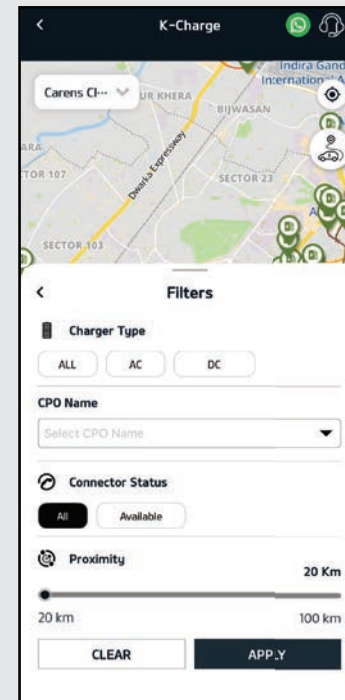
My Kia Homepage

This K-Charge icon will be visible to all MyKia customers; EV customers can click it to proceed to the K-Charge landing page.



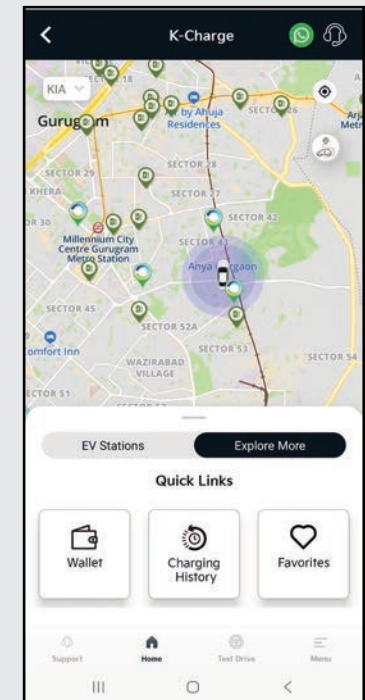
EV Stations

Users can click on any station on the map to see its details highlighted in the list below.



Filters

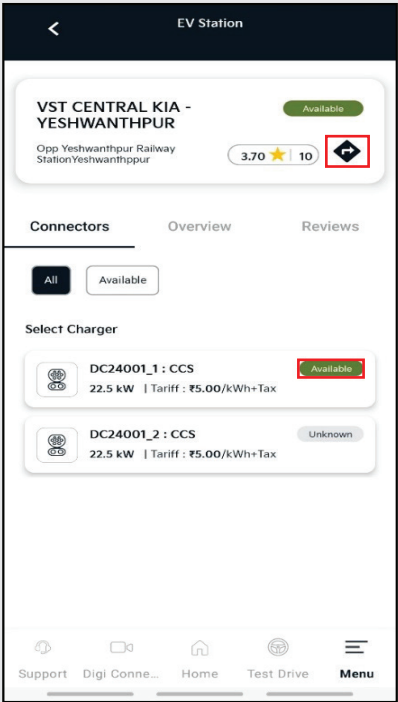
Users can click the Filters icon to customize their search.



Explore More

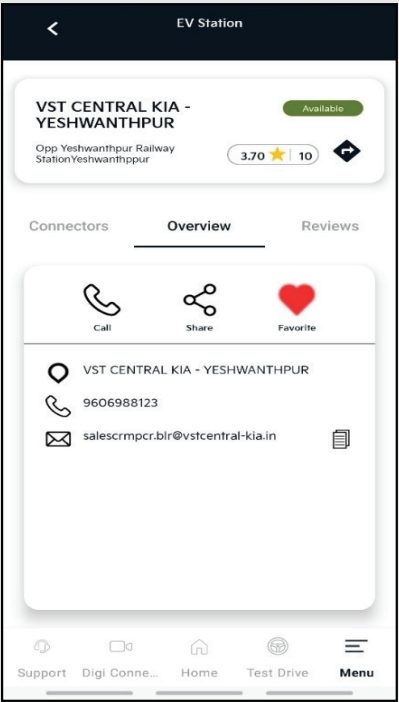
Under Explore more >> Quick links, users can view their Wallet, Charging History, and Favorites.

EV Station



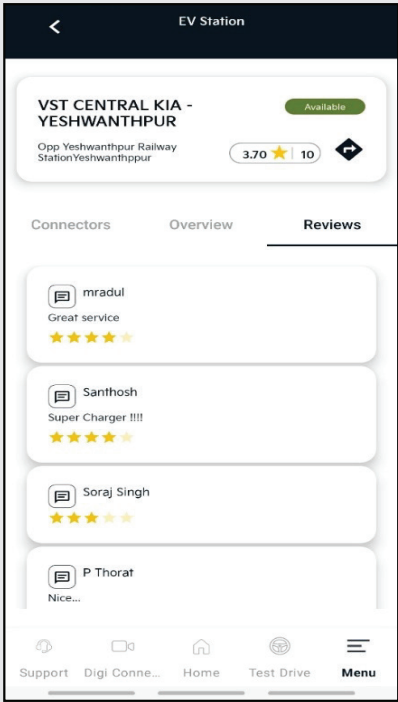
CONNECTORS

Users can select the charger type and compatible connector (charger must be 'Available' to proceed) and then navigate directly to the station using the highlighted navigation icon.



OVERVIEW

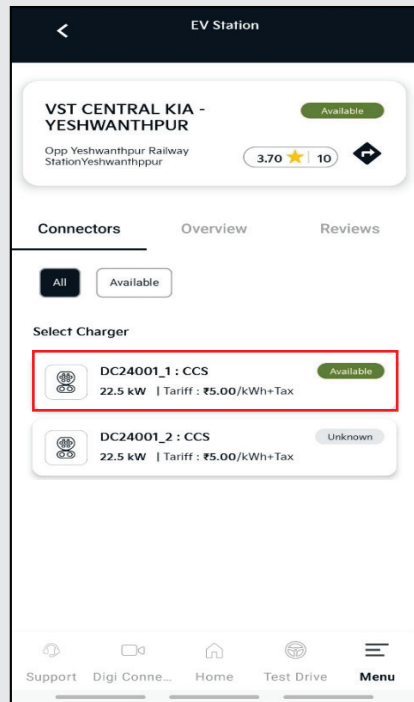
This screen displays station details such as full address, email, and contact. Users can mark or unmark it as a favorite, shortlist it, share the station details, and copy the email address to paste anywhere.



REVIEWS

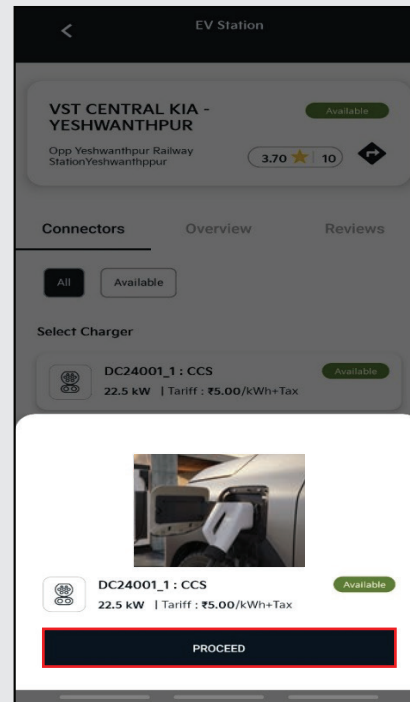
Users can select the charger type along with the compatible connector. (The charger must be marked 'Available' to proceed.)

Charging the EVs: Initialization



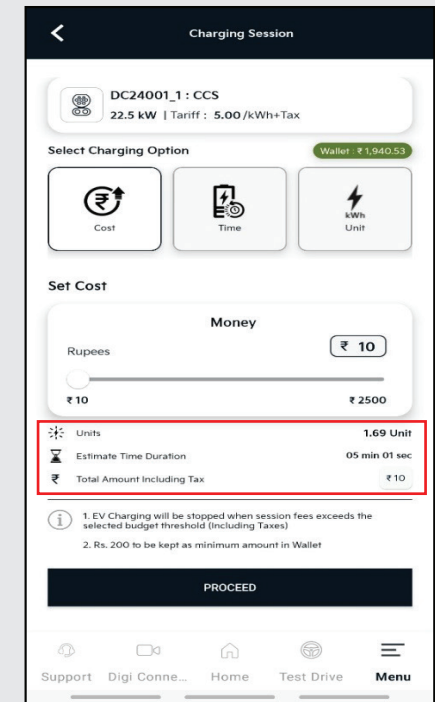
EV Stations

Users need to select an 'Available' charger to view its details, such as connector type, kWh, and tariff.



EV Stations

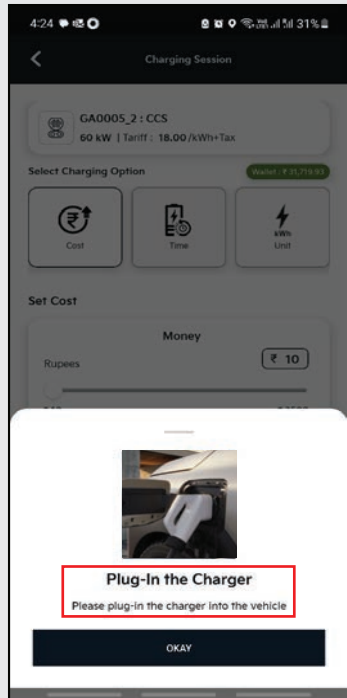
After clicking Proceed (as seen in the 2nd screenshot), the user is directed to the Charging Session screen.



Charging Session

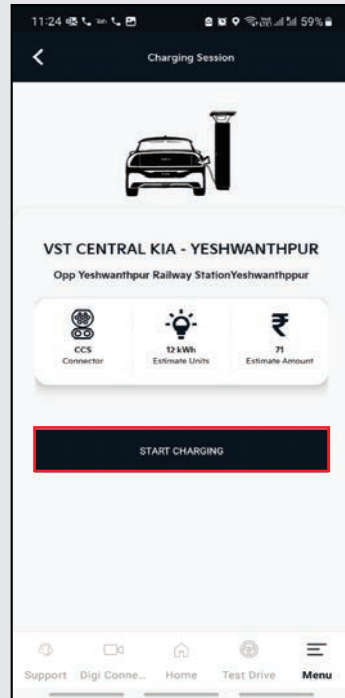
On the Charging Session screen, users can choose from multiple charging options — Cost, Time, or Units. They can adjust the slider to set their preferred budget, charging duration, or energy units.

Start Charging: Your EV



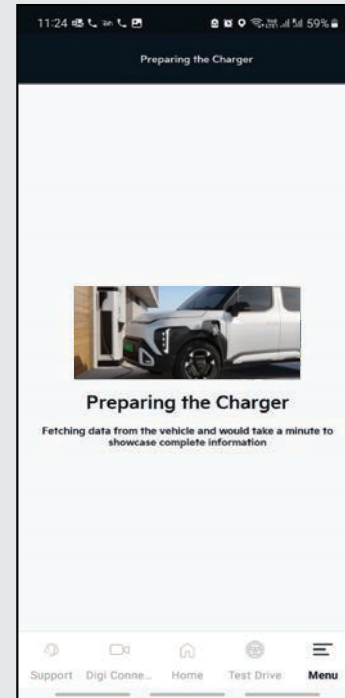
Plug-in the Charger

As instructed on the first screen, the user must plug the charger into the car and then tap **Okay** to continue.



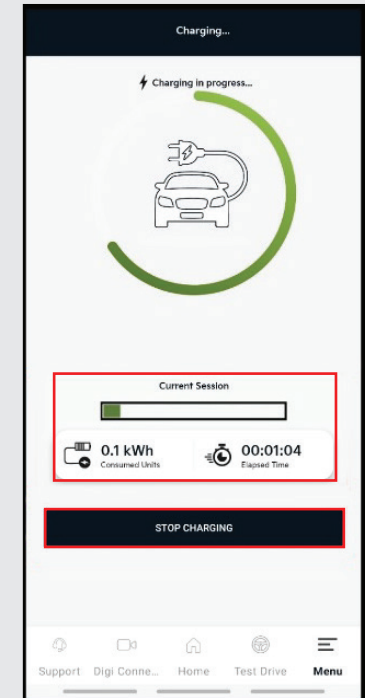
EV Stations

Click the **Start** button.



Filters

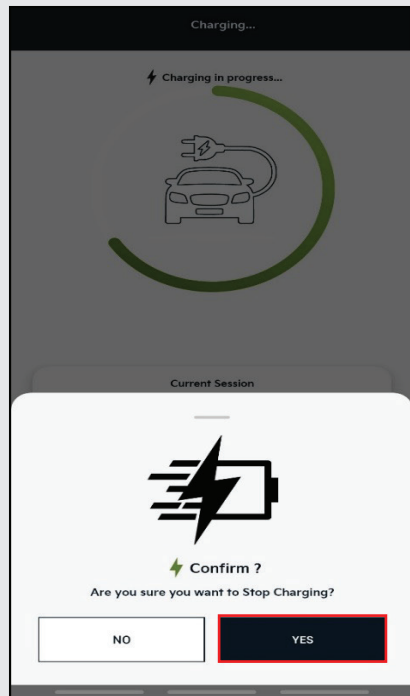
Once you tap **Okay** and then **Start**, the charger enters preparing mode, taking about 1-1.5 minutes to retrieve all data.



Explore More

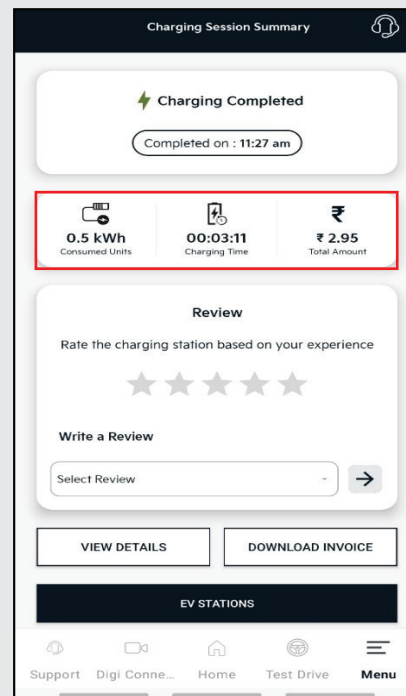
On the Charging (Active Session) screen, users can see real-time updates of the consumed units and elapsed time.

Stop Charging



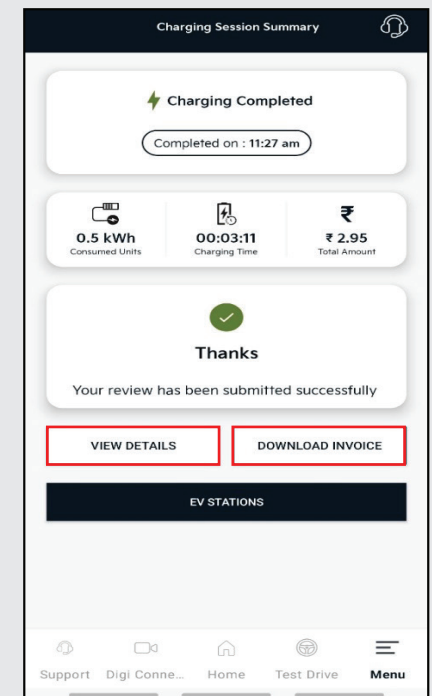
Confirmation

Users can stop charging by clicking the **Yes** button.



Session Summary

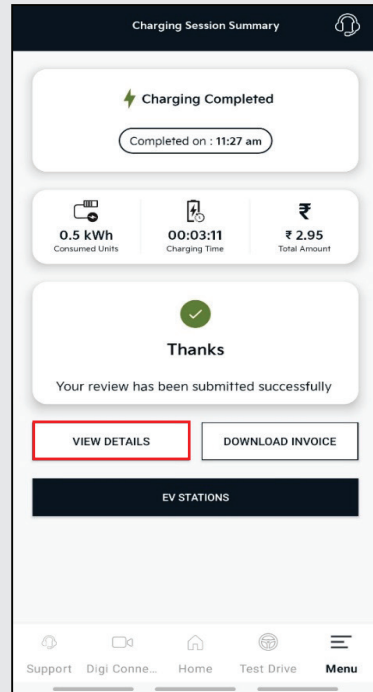
After charging ends, the user is taken to the Charging Session Summary screen showing units consumed, time taken, and total amount charged.



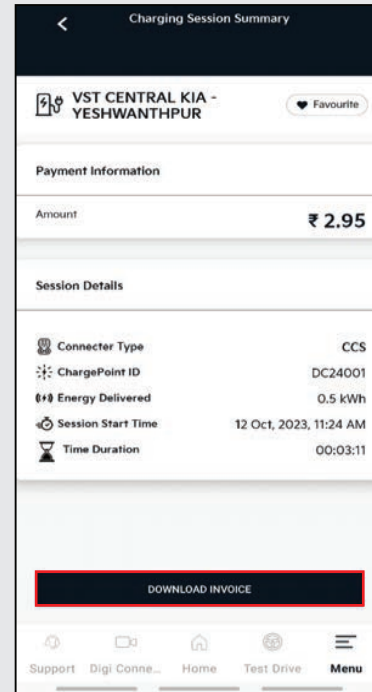
Session Summary

Customers can submit their review, select relevant feedback from the dropdown, and download the invoice by clicking the respective button.

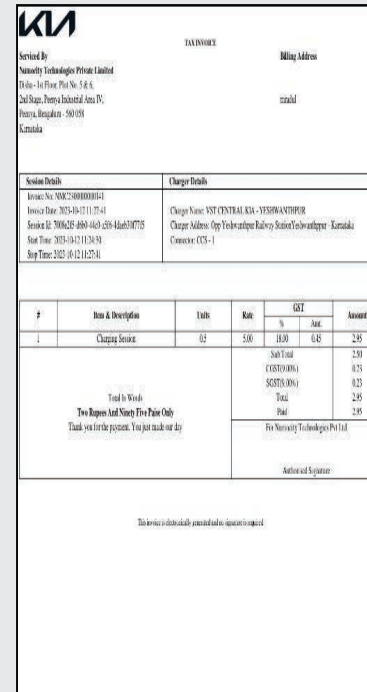
Details and Download Invoice



Session Summary



Session Details

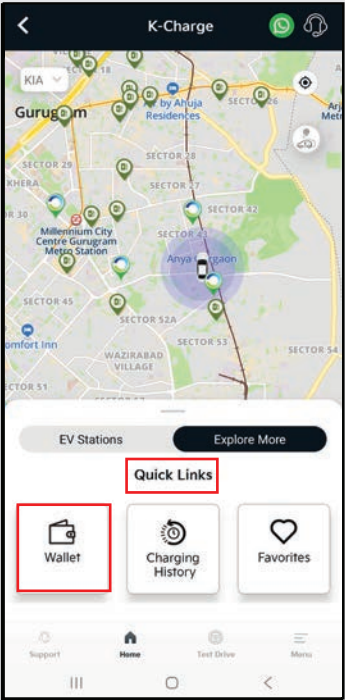


Invoice

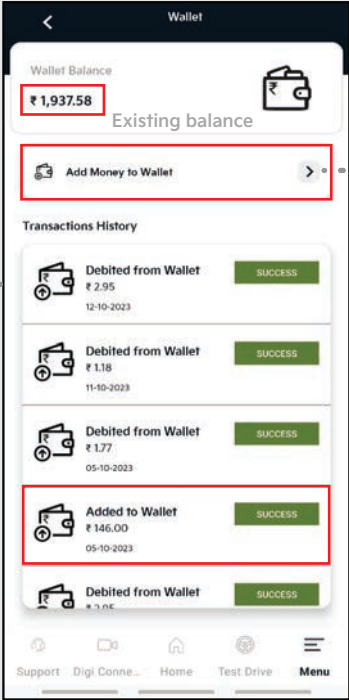
Invoice includes :

- KIA logo
- Details of service provider
- Item & description
- Charger details
- Total amount inclusive of tax briefs

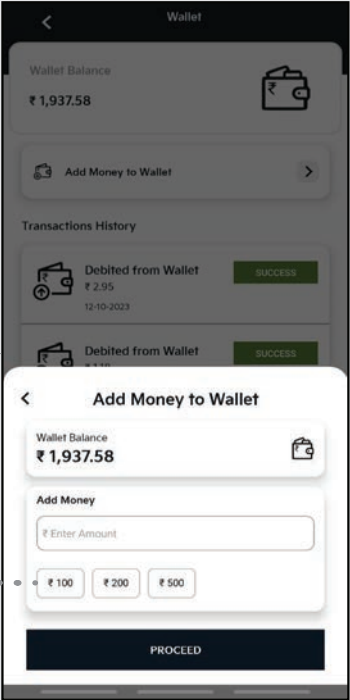
Wallet



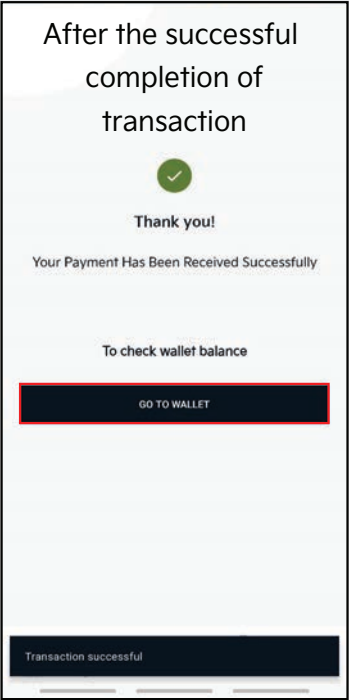
Explore More>>
Quick Links



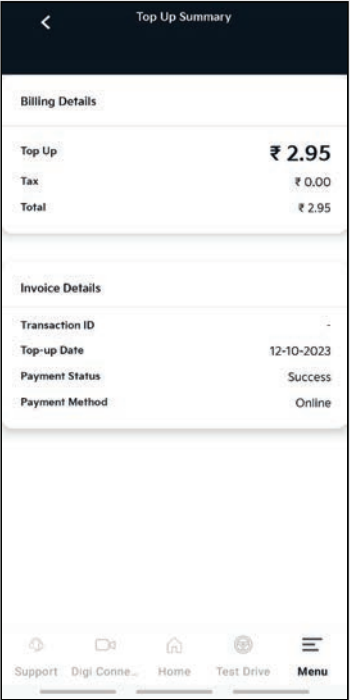
Wallet Balance



Add Money to Wallet



Transaction

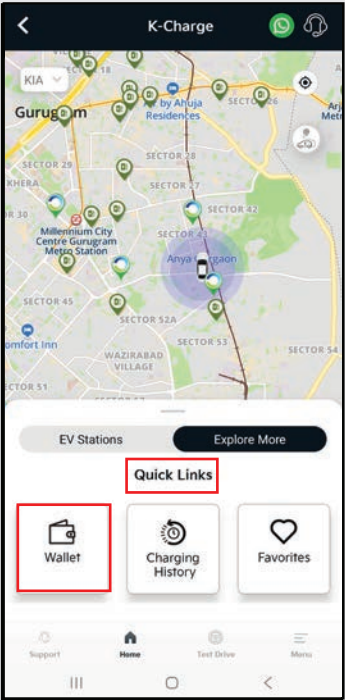


Billing Details

Add the required balance to proceed to the payment page and complete the transaction through internet banking.

Transaction details

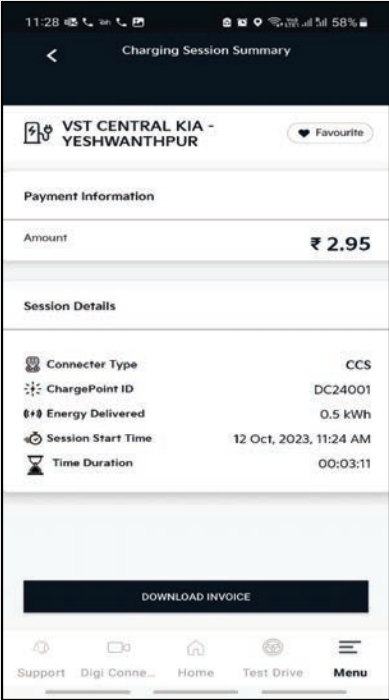
Charging History



Explore More>>
Quick Links



Charging History



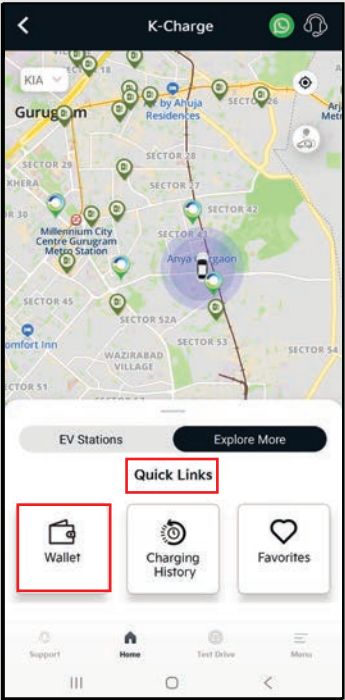
Charging Summary

Users can also mark the station as a Favorite, as shown

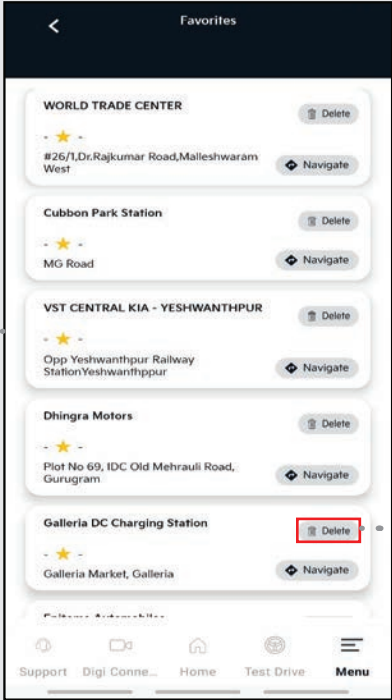
View or download charging details as an invoice

History of previous transactions

Favorites



Explore More>>
Quick Links

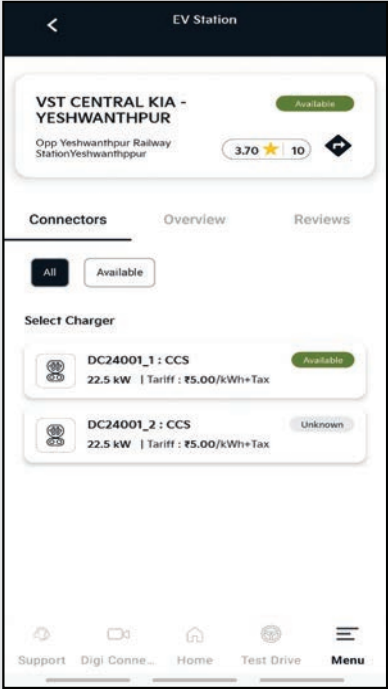


Favorite Stations

List of Favorite Stations

Users can go directly to the detail screen from their list of Favorite Stations

Use the Delete button to remove the station



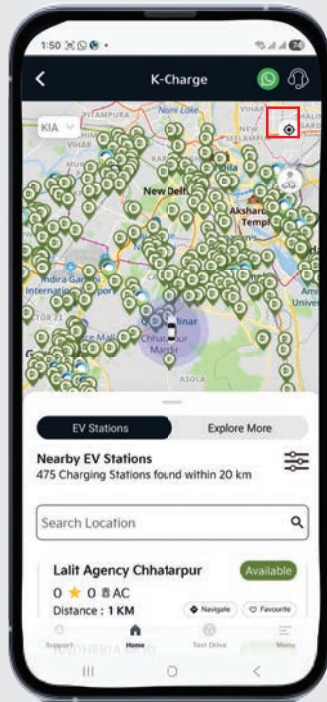
Favorite EV Station

K-Charge Route Planner

(For all EV Customers)

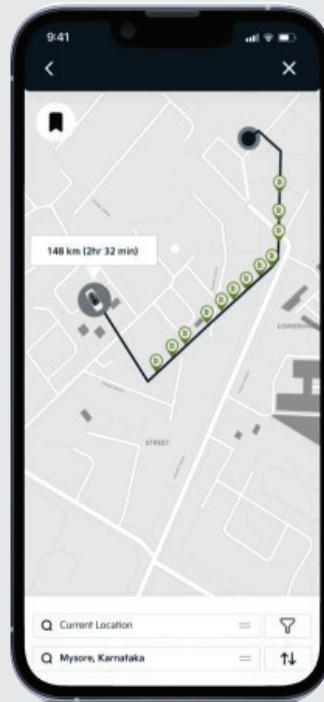


Steps for Route Planning



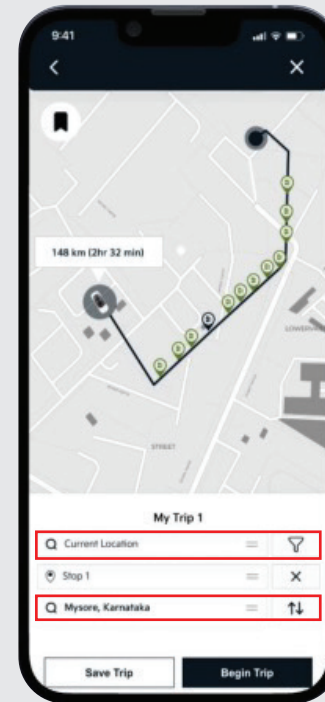
Route Planner Icon

Go to the K-Charge home screen and tap the Route Planner icon.



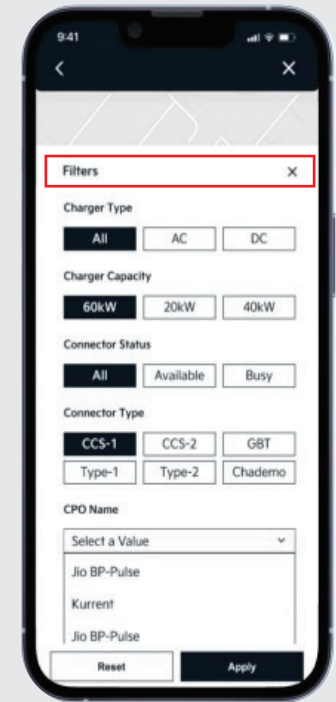
Home Screen

This will take you to the EV Route Planner homepage in the app.



Source & Destination Selection

Now select your source and destination in the menu: you'll then see a list of available chargers along your preferred route.

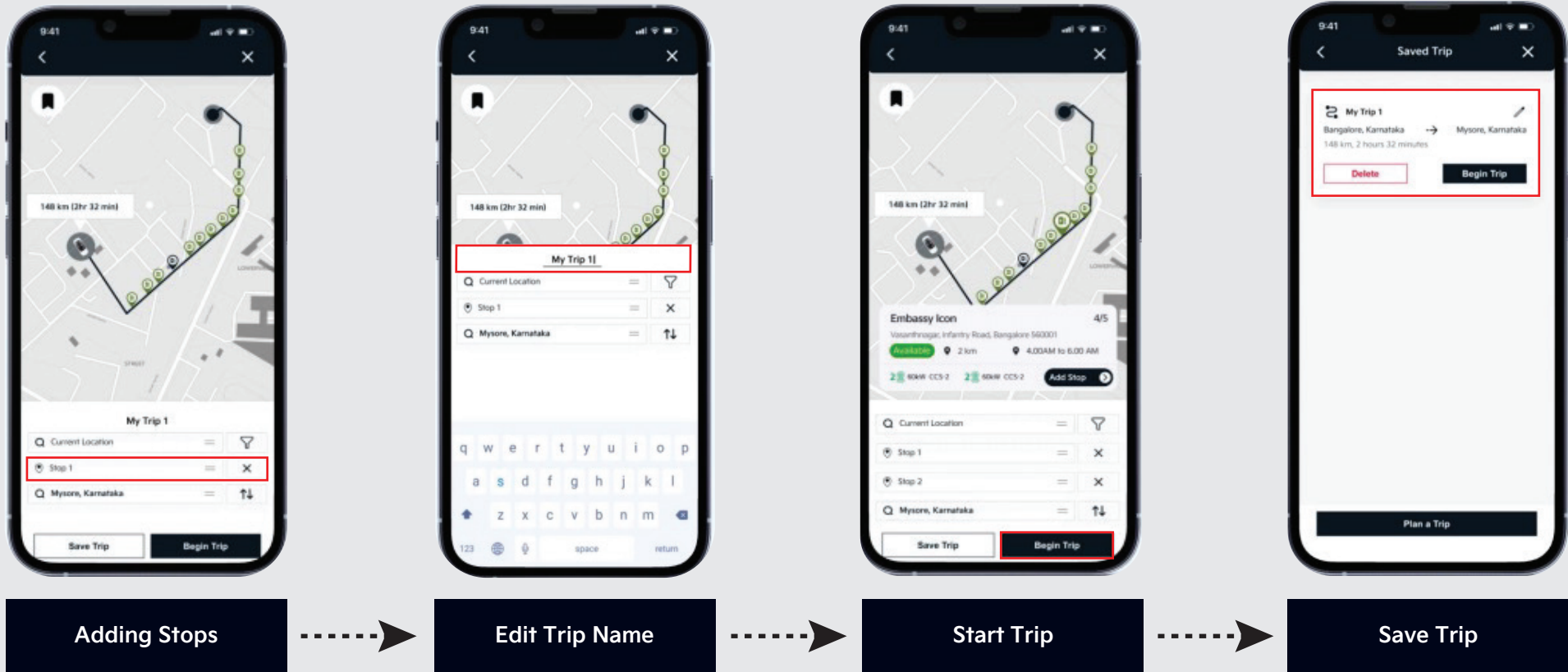


Filtering

Filter the chargers based on your preferences.

Filter by : Charger type • Connector status • Connector type • CPO

Steps for Route Planning



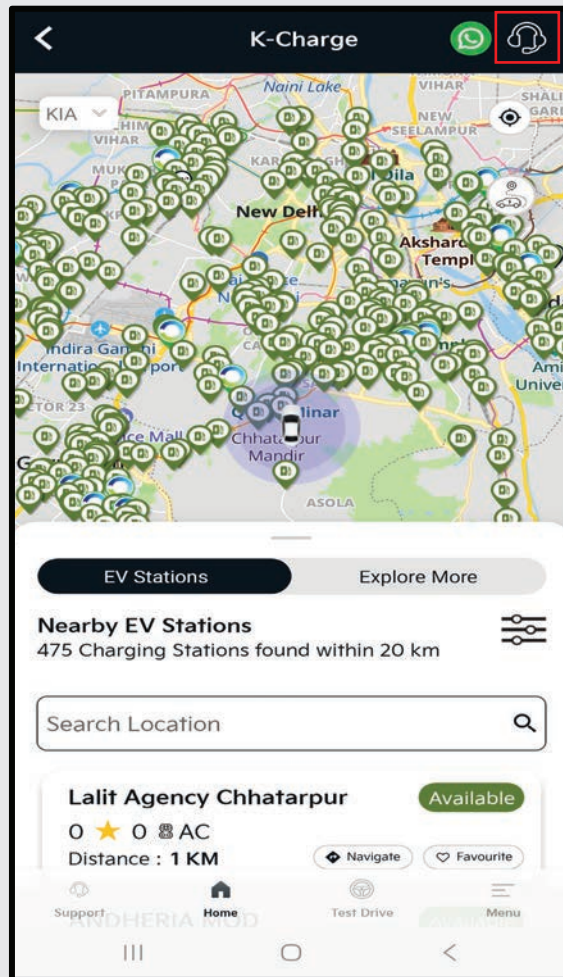
Add charging stops along your selected route as per your convenience.

Edit the trip name according to your preference.

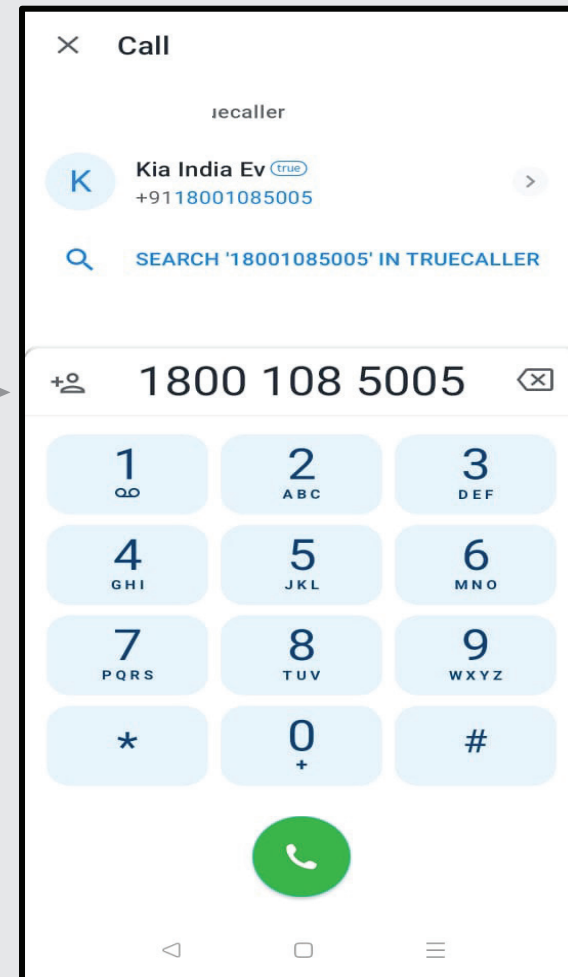
Start your trip by clicking the Begin Trip icon. You'll now be on the most optimized route for your journey.

Save the trip for your future reference.

Customer Support Center



Need to "Click"

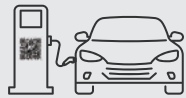


For charging related concerns, call: 18001085005 (IVR – 4)

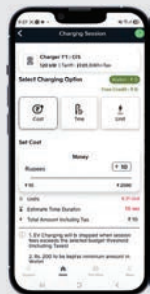
Enhanced Features

Charging Via QR Code

- Experience the EV charging via scanning QR code; Eliminating multiple steps & enhanced convenience



Scan the QR Code



Lands on charging type selection page



Charging start

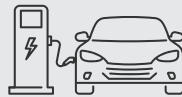
Note: Users logged into MyKia with an EV added will be redirected to the Charging Session page. Otherwise, they will be redirected to the App Store/Google Play Store.

Auto charge

- Kia EV Customers can now use Auto charge feature on Kia dealership chargers

PART 1: INITIAL REGISTRATION STEPS (One-Time-Setup)

1. Connect the gun to your vehicle



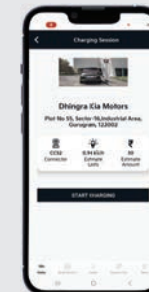
Connect the charging gun to your Kia EV at the dealership charger.

2. User Registration



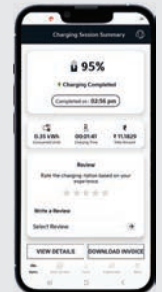
Open K-Charge in MyKia App, select "Auto Charge" and set your preferred limit (energy or amount). Tap "Proceed".

3. Complete Registration



"Start Charging" to complete the auto charge registration process

4. Registration Completed



Complete the charging & registration process

PART 2: POST REGISTRATION STEPS (Every Time You Charge)

1. Connect the gun to your vehicle



Plug in the charging gun to your Kia EV.

2. Charging starts automatically



Auto Charge will be initiated automatically.

3. For all future charging



For next time onwards, simply plug in the gun and charging will start automatically at Kia dealership chargers.

Please Note:

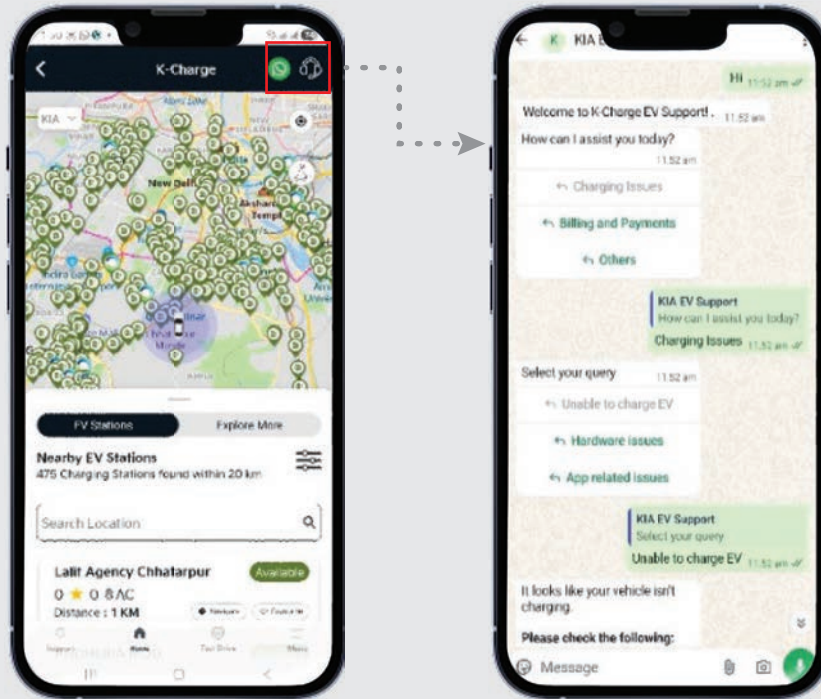
- Vehicle registration is a one-time activity.
- You can stop the charging anytime from the App or the charger screen.

*Available exclusively at Kia Dealership Fast Chargers.

Enhanced Features

Incorporated latest feature enhancement on K-charge to enhance customer convenience & usability

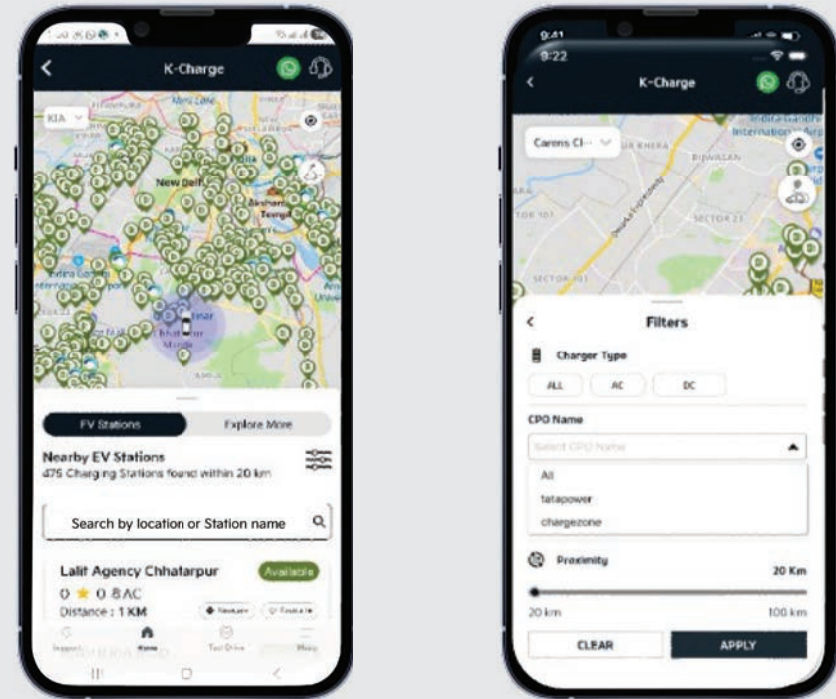
24X7 WhatsApp Support-Live



WhatsApp support is live with below options:

- Charging issue
- Billing & Payment
- Other: Charging related Qry.

Search by Station name & CPO name filter



EV customers to directly locate EV charger by

- Searching the station name
- Searching location
- CPO name

Do's & Don'ts

Do's

- ✓ Park your vehicle in the designated EV Charging bay area
- ✓ Use K-charge on MyKia App for optimal charging
- ✓ Ensure charging gun is properly connected to the vehicle
- ✓ Place the charging gun back in the holder after use
- ✓ Press the charger emergency button in case of fire or smoke
- ✓ Keep the EV Charging bay area clean & tidy
- ✓ Vacate the EV Charging bay area for others after charging

Don'ts

- ✗ Do not remove the cover from any charger component to avoid any electrical hazard
- ✗ Avoid touching any live wire with bare hands
- ✗ Avoid operating the charger with wet hands or if gun connector is wet
- ✗ Do not Keep any flammable fluids or hazardous material near the charger
- ✗ Avoid using the charger emergency button to stop a normal charging session
- ✗ Do not allow children to operate the charger
- ✗ Do not smoke near the charging station



"K-Charge is a platform of Kia India Pvt. Ltd. ("Kia") which assists / facilitates users to locate, access, and pay for EV charging services ("Services") offered by third-party Charging Point Operators (CPOs). Users hereby agree and acknowledge that all charging services are delivered by third-party CPOs. Kia only facilitates the above Services and shall not be liable for service interruptions, equipment failures or inaccuracies in availability/status provided by the CPOs or for any other service provided by CPO's relating to the EV Charging including but not limited to any permanent or temporary functioning / damage to the Vehicle. Kia disclaims any liability for physical damage, safety incidents or performance issues at third-party charging stations. Users are responsible for ensuring proper connection and safe charging practices as per guidelines provided by CPO's."

Kia India Private Limited

(Formerly known as Kia Motors India Private Limited)
NH-44, SY. No. 151-2, Erramanchi, Penukonda Mandal,
Anantapur, Andhra Pradesh - 515 164 (India)

For more information contact: 1800 108 5005

www.kia.com | 📞 093195 91407 | kiacare@kiaindia.net |  [Kia K-Charge](#) | Look for "Kia India" @    



Movement that inspires