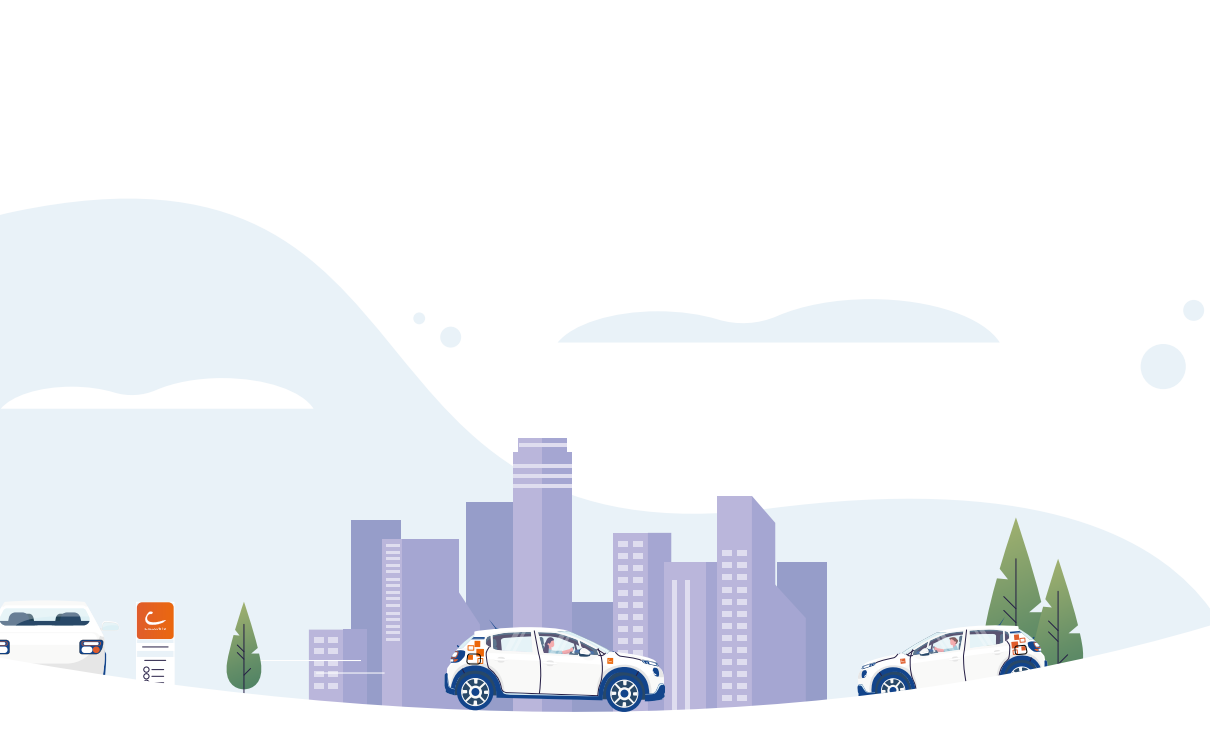




User manual



Introduction

This condensed manual contains all necessary and practical information about cambio carsharing. Together with our video guide (check infosession.cambio.be), we help you get started smoothly.

Please read this manual carefully before using a car for the first time.

Onboard book

Every car has an onboard book where you can find all information about the vehicle and the station. Refueling, technical information about the car, board documents and accident report, instructions about the parking badges (where applicable), etc.



Every time you see this icon, you will find more info in the onboard book. You can also find a lot of information in the [cambioApp](#).

Summary

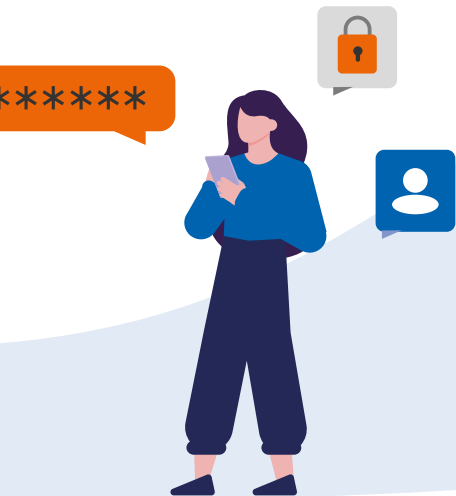
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1. The cambioApp

To make optimal use of the cambio cars, you need to **download the cambioApp**. You can manage your reservation, open the doors of your car and so much more.



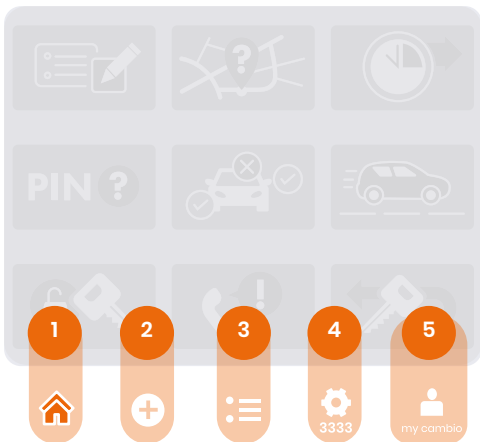
Personalise the cambioApp with your **username and password** that you created during signup. If you don't have login data yet, visit cambio.be/mycambio.



CambioApp Features:

1. You can **reserve a car**
2. **Locate** nearby available cars
3. **Calculate** trip costs
4. **View, modify, and cancel** reservations
5. **Unlock and lock** a reserved car
6. **Find** your reserved car
7. **Set** your (reservation) **preferences**
8. Retrieve your **PIN code**
9. Contact the **call center 24/7**
10. **Download** trip lists
12. **View your invoices** and contact information
13. And much more

CambioApp menu at the bottom



- 1 Make a new reservation and find the ride details of your upcoming reservation.
- 2 Make a new reservation.
- 3 An overview of all your upcoming reservations.
- 4 Adjust your default settings and switch between different customer numbers (if applicable).
- 5 Manage your administration here (personal data, invoices, trip summary,...).

2. Reserve your cambio car

Using the map: based on your location you will see a map of all available cars in your immediate area. This is convenient when you don't know the neighborhood and/or you immediately need a car.

Using the list: Handy to reserve a car at your favorite station using preset preferences.

TIP

You can also make a reservation through our website (mycambio) and the call center.

You choose:

Station
the station from which you would like to book a car

Vehicle class
the type of vehicle

Period
date and time, both for the start and the end of your reservation
(a reservation is minimum 1 hour).





ALTERNATIVES

If the proposition does not fully match your preferences, you can choose from a **list of alternatives**. A reservation can be changed afterwards as long as it does not interfere with the reservations of other users.



New reservation

Station >

Start _____ Hours _____

End _____ Days _____

Station

Station

Station

Station

BLUE

Matches

with your initial reservation request.

ORANGE

Doesn't match

with your initial reservation request.

TIPS



Between **midnight and 6am** the hourly rates become **much cheaper**.*

*student driver rates excluded
(only available at cambio
Flanders)



Do you **regularly need a car** on the **same day at the same time**? Ask for an **aboreservation**. The car will be automatically booked for you (if certain conditions are fulfilled) at a lower rate.



CANCELLATION

You do not need the car anymore? You can **cancel** your reservation for **free until 24h beforehand**.

When you **cancel** your reservation **less than 24h in advance** you only have to pay **30% of the hourly rate** for the canceled period. Canceling (or shortening the reservation) always pays off.



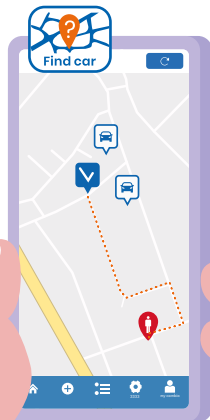
IMPORTANT

Planning a trip outside of Belgium? Would you like a **GPS** or an **automatic transmission**? Don't forget to mention this in the **equipment** when making your reservation.



3. Picking up your cambio car

You pick up your car at the station on where you reserved your car. In case you don't know the exact location of the station, if the car is not at the station, or if you have reserved a zone car, use the 'Find car' function to easily find the car.



Return the car **on time** to the **same station** where you picked it up.



your position



your reserved car



other available cars around

Zone cars

In some cities our fixed stations are complemented by zone cars in a number of cities. These cars do not have a permanent station and can be parked freely in a defined area.

More info at cambio.be/zone



TIP



Is there a cambio car available closer to you? You can simply **switch cars right before your reservation.**

4. Open your cambio car

To pick up a cambio car you need the following:

- **your smartphone** with the **cambioApp** (or your cambio card);
- **your pin code**
- **Your booking details**, which you can find in the cambioApp or Mycambio web.

Onboard computer

(more info on p.14)

Follow the instructions and answer the questions that appear on the screen.



1

Open the car with the **cambioApp** and follow its instructions.

2

Before leaving, check the car for damage. Check the outside and inside.

3

Answer the damage question.



4

100% Appcar

Take the key from the key holder in the glove compartment and start the car.



5. The onboard computer explained

Some of our cars are equipped with an onboard computer. You will find the onboard computer in the glove compartment. You will need to follow the procedure on this onboard computer before starting the car.

1 You can remove the **car key** from the onboard computer once you have followed the instructions on the screen (enter pin code + answer damage question). Insert the key back here at the end of your reservation.

2 The **fuel card** and the associated pin code (the onboard computer will show the PIN after you have turned off the engine). The pin code of the fuel card can also be found in the cambioApp along with the other reservation data.





You can use it to contact the **call center 24/7.**

1. Press the yellow button at the bottom of the computer.
2. The computer will ask you if you want to call cambio. Press "Yes".
3. You can end the conversation by pressing "No".

6. Damage and scratches

It is essential to check the car for any possible damage before you drive.

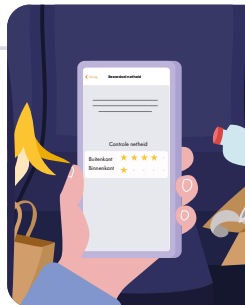
Did you notice a scratch on the car? No worries, it happens. Contact the call center and report the damage, no matter the size. This way you will not be held responsible.

- ➔ If you notice a sticker  next to a visible damage or the damage is already listed on the damage list in the cambioApp, no further action is required.
- ➔ If the damage is not marked with a sticker, you need to follow the procedure described in the onboard book. 

We ensure regular maintenance for all our cars but don't inspect each car after every reservation. That is why you should always let us know, via the cambioApp, if the previous user has left a car dirty at the station. We will clean the car as soon as possible and we will contact the previous user about this.

We would, of course, also like to hear from you if the car is clean.

5 stars is for 'excellent'.



7. The parking barrier & underground parking



Every parking spot at the station is reserved for cambio, but to prevent people from parking at the station without permission, you need to secure the parking spots with a parking barrier. You need to raise the parking barrier when you leave the station and when you return you can just put it down. Some barriers need to be put down with a key, which you can find on the key ring of the car key.



When the station is located in an underground or a secured parking, you need to exit and re-enter the parking with the parking badge that you will find in the car. **Never take a ticket from the machine when entering the underground parking by car.**

Looking for quick instructions on how to use our parking barriers?

[Check our video](#)



Make sure the parking badge **stays in the car**, otherwise you could create problems for the next user.



CAUTION

Cars in an underground parking can **often only be accessed with a cambio card**. Due to poor reception, the **cambioApp may not work** there at times. You can **request a cambio card from customer service**.

8. On the road

Your cambio account is personal. Book in your own name and not in the name of your partner. Only if you are also in the car, someone else may drive. This person should of course have a valid driving licence and be capable to drive. **Never let someone else drive the car when you are absent.** You always remain responsible for the car.

IMPORTANT



Always close the car with the car key during your reservation, never with the cambioApp (or cambio-card). Because if you do so, the reservation will be ended automatically.



It is strictly **forbidden to smoke** in the car.



It is strictly **forbidden to transport animals** in the car.



Cambio cars are usually subject to different parking rules in the municipality or city where they have their stand.



For further explanation of the city in question, check the **on-board book**.

In the glove compartment you will find:

- ➔ The **car key** and **fuel card** in the onboard computer or key holder.
- ➔ An envelope with:
 - **Certificate of registration.**
 - **Insurance card.**
 - **Certificate of conformity.**



In the onboard book you will find:

- ➔ A short explanation of **how to start the car**, **what to do in case of an accident** or **breakdown** and the **fuel procedure**.
- ➔ General **technical information** about the car.
- ➔ A **European accident statement**.
- ➔ **Parking rules** and **damage list**.



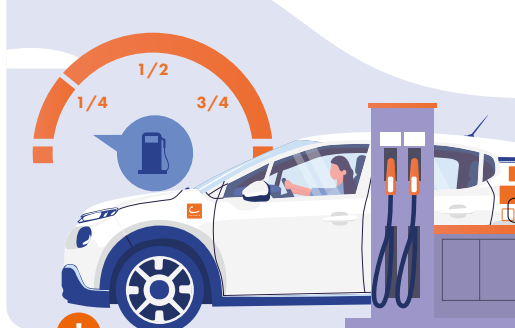
**Onboard
book**

9. Refueling

Fuel is included in the kilometer price and you do not have to pay yourself. When you need to refuel, you do so with the fuel card **located in the glove compartment**.

General guidelines:

- ➔ You only have to refuel when the fuel level is less than 1/4th.
- ➔ You will always find the PIN code of the fuel card in the cambioApp. (In the case of a onboard computer, you will see the pin code appear on the screen when you turn off the engine).
- ➔ Make sure you take the right fuel. It is written on the fuel card and on the fuel cap.
- ➔ You can use the fuel card **abroad** as well.



IMPORTANT

After use, **put the fuel card back in the glove compartment**, in its provided place.

10. Charging an electric car

Before you leave with an electric cambio, you always need to detach the charging cable. When you arrive back at the station, make sure the car is charging and ready for the next user to use it.

Picking up an electric car at the station

Open the car with the cambioApp.

Scan the charging pass (located in the driver's side door) **at the charging station**.

Detach the charging cable from the **charging station** and **the car**.

Put the charging cable in the **boot**.

Returning an electric car to its station

1

Take the charging cable out of the **boot**.

2

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

3

Sign in to the charging station using the **charging pass**.

4

Check if the car is charging, put the **charging pass** back into the **driver's side door** and close the car with the cambioApp.



More info on:
e-cambio.be

TIPS



You can **only use the fuel stations of the fuel company** that are **mentioned on the fuel card**. This can be different from town to town. Take a closer look before you refuel where the fuel stations are located.



Make sure the fuel tank is **filled for at least 1/4th**, or always **connect your e-cambio to the charging station** when returning the car. You are free to refuel whenever you pass a fuel station of course. It is a small gesture that could improve the experience for other users.



If there really is no other way, you can refuel at your own expense (**max. €30**). In that case you should always contact the call center. Just send your receipt to the customer service and cambio will reimburse you on your next invoice.

11. E-cargo bike

Cambio Brussels has also electric cargo bikes available.

- Available for all cambio members.
- Can be used from 7 a.m. to 11 p.m.
- Capacity up to 125 kg



More info :
cambio.be/e-cargo-bike

12. Known issues



What if you can't get in the car?

On very few occasions it is possible that the car will not respond when you try to open it. There is usually a logical explanation:

- ➔ You made a **last minute reservation**. The car possibly **did not receive the command yet**. Just wait for a few moments and try again.
- ➔ You are a bit **too early** at the station and your reservation has not begun yet. Again, just **wait for a few moments** and **try again**.
- ➔ The **reservation is registered on the partner account and not on yours**. You can **easily switch** the reservation from the partner account to your own account via the cambioApp.
- ➔ Are you sure you are at the **right station and/or car**? Check the details of your reservation in the cambioApp to make sure.
- ➔ Worst case scenario, there is a **problem with the battery of the car**. Contact the call center. They will help you.

What if the car is not at the station?



Can't locate the car at the station? There are two possibilities:

1 The car has not been parked at its usual spot?

In this case, you will receive a text message 15 minutes before the reservation begins. Open the cambioApp and use the '**Find car**' feature to locate the car. If you do not receive a message or cannot locate the car, please call our call center, and we will assist you in finding a solution.


2 The previous user has not returned the car yet.

Cambio is usually informed about the delay and attempts to contact you. However, it's possible that we couldn't reach you, or the previous user may have forgotten to inform us or was unable to contact us. Please call our call center so that we can help you.

On p. 28 you will find more information on parking bans.


What to do in case of an accident?



- 1 Immediately contact the call center  on **02 505 40 40** or by using the **cambioApp**.
- 2 Fill in the **accident statement** with the counterparty. You can find the document in the onboard book.
- 3 Inform the police, no matter the cause or the seriousness of the accident.
- 4 **Never sign a confession of guilt** and do all you can to limit the damage. **Take note of the names and addresses of witnesses**, if possible.
- 5 Provide the customer service with the **accident and police statement** as soon as possible. Cambio will take care of the follow-up.
- 6 Only use the car after the accident **once you have received a clear permission from cambio**.
- 7 **Lower your liability to € 200** with the **Safety Pack**. **Without this extra insurance** your personal risk is **max. €1.000**. Further information is available at the customer service.

What to do in case of a breakdown?



All cambio cars have a breakdown service. If you have a flat tire for example, you will always be helped. But always contact the call center  on **02 505 40 40** or by using the **cambioApp**.

- ➔ **Stay at the car!**
- ➔ Make sure you have all **necessary information** about the car by hand (licence plate, etc.).
- ➔ The cambio staff member will ask for detailed information about the damage and will, if necessary, get in touch with the breakdown service.
- ➔ **Always keep cambio informed about the situation!**

13. Returning your cambio car

Please close the car properly. Do as follows:

- 1 **Always return the cambio car to the station** where you picked it up. If it's a **zone car**, the cambioApp clearly indicates the boundaries of the parking area. Please park the car within the green area.
- 2 If the parking spot is secured with a parking barrier, you have to **put it down first**. Drive the car in the parking spot. **DO NOT** raise the parking barrier after parking the car!
- 3 Check that all **lights are off** and **windows and boot closed**.
- 4 **Is all equipment** (fuel card, parking badge, etc.) **in place**?
- 5 **Lock the car with the cambioApp** (or cambio card).

Our Fairplay rules



Return the car on time to avoid fines!



Leave it in a clean state and don't leave any personal belongings behind!



Make sure the fuel tank is 1/4th full or that the charging cable is correctly connected.

14. Parking ban

Is a parking ban announced at the station?

Please let our call center know.

Does a parking ban start within 48h?

You may no longer park here. If you choose to park on a spot with an upcoming ban and the car gets towed, all towing costs will be charged to you.



What to do?

Please find a different public parking space where you are allowed to park as close as possible to the normal station.



CAUTION

It is **NOT allowed to leave the car at a different cambio station** or in a private parking lot.

15. Back early?

If you are back at the station earlier than planned, your reservation is ended automatically when you close the car with the cambioApp. The **remaining time of your reservation** is **only charged for 30%** of the original hourly rate.

TIP

When booking a car, calculate enough time!

You'll avoid problems and the risk of a fine.



16. Not back in time?


If you think you will be late, you can still extend via the cambioApp. You can do this in two ways:



Extend your reservation via the '**edit reservation**' button.



The '**extend**' button is ideal if your reservation is about to expire. This button allows you to add between **15 minutes and 2 hours** to your reservation.

If you see that it is **not possible to extend** or **change your reservation**, **before the end of your reservation you must call the call center**  on **02 505 40 40** or via the **cambioApp**.



If this **extension causes problems for the reservation of the next customer**, a **compensation fee will be charged on your invoice. The charged time will be more expensive than it normally would be.**



If you **do not report a delay at all through the call center**, we will **charge you a delay penalty** and your **hourly rates will become much more expensive. Failure to notify or late notification is not acceptable!**

17. Do not forget!

Respect your fellow users:



Make sure the tank is at **least ¼ full** when you return the car.



Or make sure you **connected the e-cambio** to the **charging station properly**. So the car can charge for the next user.



Bring the car back in a **tidy state** (no papers, empty cans...).



Bring the car **back on time!**
If this is not possible, **warn the call center**.



It is **prohibited to smoke** in the car.



Carrying pets is also **not allowed**.



Always check the car for **damage** before you leave.



Put away the **charging cable** in the trunk.

TIPS



You can register your partner, a family member or a friend, in the same contract as yours via Mycambio. The partner pays a **lower subscription fee** and no additional financial contribution is charged.



Make sure you have **given your mobile number to cambio**, so that we can contact you if necessary when a car is parked at a different location.

18. Checklist

Before you leave

- ✓ Did you **check both inside and out the car** for **possible damages**? Did you **answer the damage question**?
- ✓ If there is an **onboard computer** in the glove compartment, **enter the pin code and answer the damage question** again.
- ✓ Did you **secure the parking spot** using the **parking barrier**?
- ✓ Did you **put your e-cambio's charging cable in the boot** after detaching it?

When you return

- ✓ Is the fuel tank **at least a quarter full**? Did you **connect the e-cambio** to the **charging station**?
- ✓ Did you **put the handbrake on** and is the **gear put into neutral**?
- ✓ Are all lights turned off? Are all **windows** and the car **boot closed**?
- ✓ Did you **return the key and the fuel card** to their proper place, in the **glove compartment** (in the onboard computer or key holder)?
- ✓ Did you leave the car in a **tidy condition**? Didn't leave any **belongings behind**?
- ✓ Did you close the car with the **cambioApp**?
- ✓ **Parking ban?** Park your vehicle somewhere else. **See page 28.**

Cambio customer number:

Username:



Combine **cambio** with **train, tram, bus and bike.**
Using the cambioApp you will have **access to**
every cambio car in Belgium.

An overview of all stations can be found at

cambio.be





Contact

 **CALL CENTER 24/7**
02 505 40 40

CUSTOMER SERVICE

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