H2.OPERATOR
User manual

29th September 2023

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Introduction

H2.LIVE is the most frequently used information platform on hydrogen mobility in Europe.

Introduction

About the customer frontend H2.LIVE

FCEV drivers use the app in order to:

— Inform themselves about the planned and operational HRS network in Europe

— plan their route including refuelling stops

— retrieve real-time information on whether a station is operational or currently unavailable

— receive detailed information on payment options, opening hours and customer support

— get in touch with operators

Additionally due to the high quality standards, several OEMs preferably refer their customers to stations listed on our platform.

H2.LIVE is available as app (iOS App, Android App) and web frontend
In addition, the data is displayed on third-party operator websites and in OEM infotainment systems and apps.

H2.OPERATOR is our frontend for station operators.

Introduction

About the Operator Frontend H2.OPERATOR

With your user account you can:

— create new stations on H2.LIVE

— edit the profile details and the status of your station

— receive messages from customers of your station

— access fundamental statistics about your station

By keeping your stations up-to-date via the H2.OPERATOR app, you benefit from access to potential customers from all over Europe and the possibility to improve their customer experience at your station.

H2.OPERATOR is available as app iOS App, Android App and web frontend.
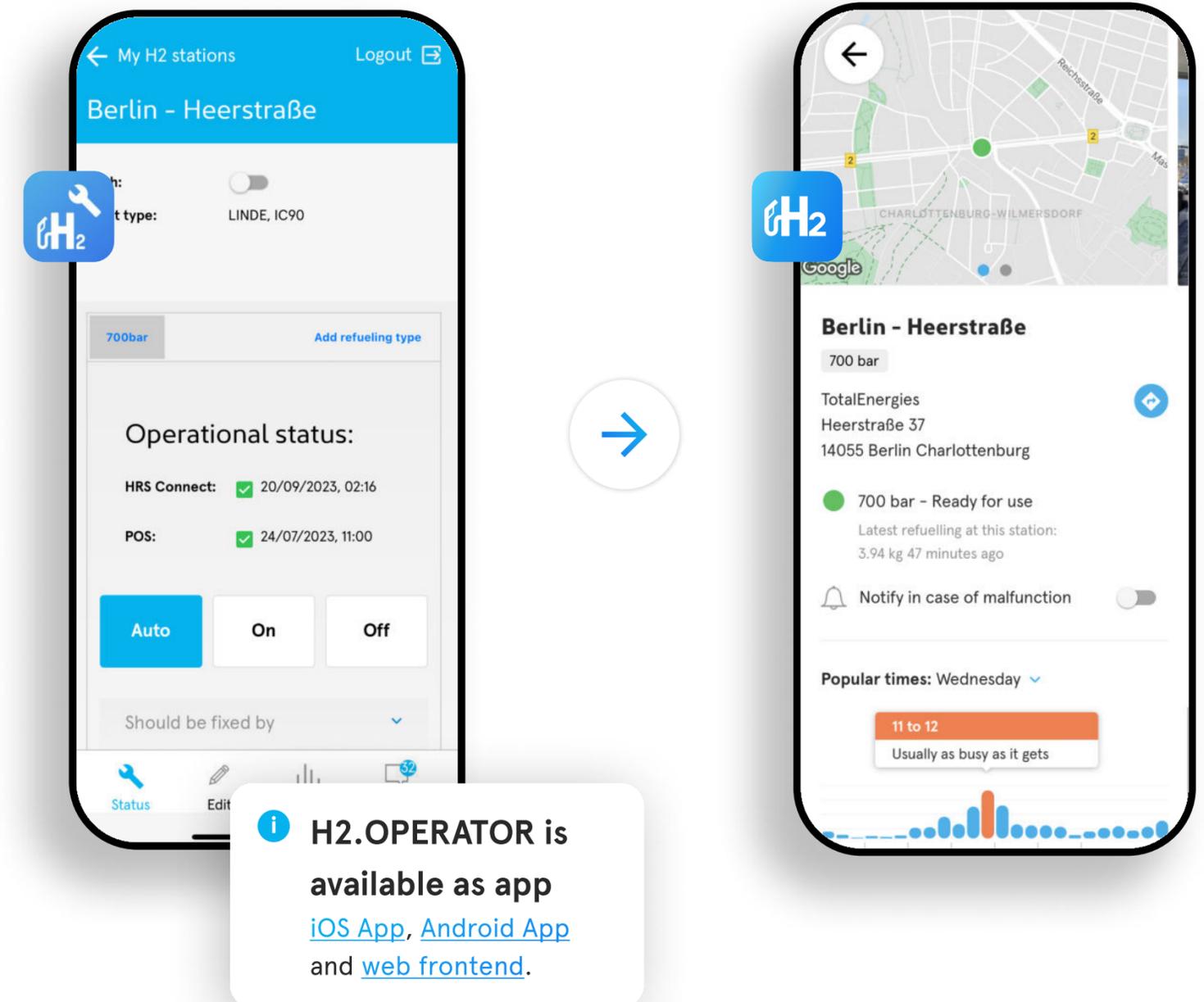
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Getting started

Getting started
Download and installation

System requirements

Ensure that your mobile device meets the following system requirements:

— iOS or Android operating system

— Sufficient storage space

— Internet connectivity

H2.OPERATOR
H2 MOBILITY Deutschland
GmbH & Co.KG

2 RATINGS
5.0
★★★★★

AGE
4+
Years Old

CATEGORY
Utilities

What's New   Version History
Version 1.1.1   6mo ago
This update contains necessary adjustments for data processing.

Preview
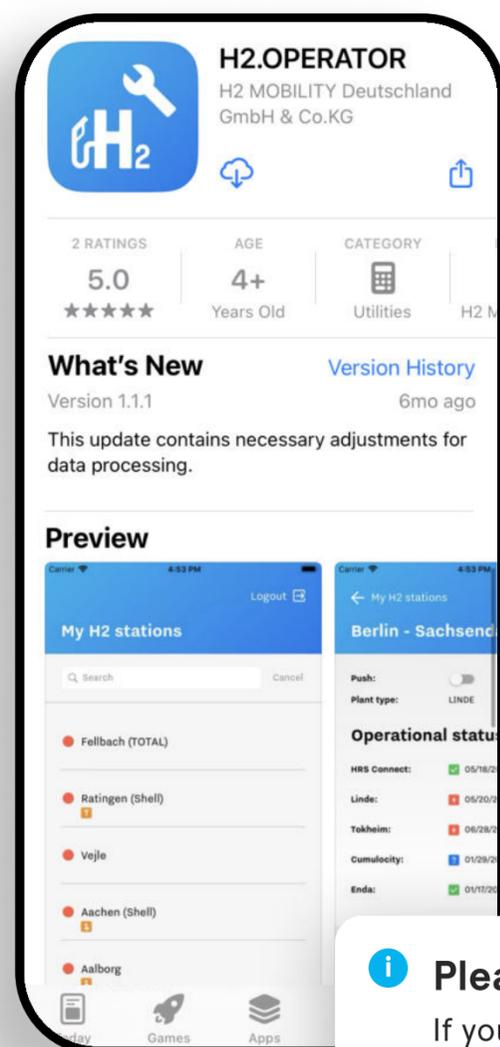
> **ℹ Please note:**
> If you do not want to use an app, you can alternatively access the web version.

Installation of the App

To install the app, follow these steps:

1 Open the App Store (iOS) or Google Play Store (Android) on your device

2 Search for "H2.OPERATOR"

3 Tap on the app and select "Install" or "Get" to initiate the installation process.

Getting started
Registration and Login

Registration:

For the first use of the H2.OPERATOR app you need to register. To request your personal login data please contact the H2.LIVE team via email: team@h2.live

An: team@h2.live

Kopie:

Betreff: Registration

Dear H2.LIVE team,

I would like to request my personal login data for the registration process of H2.OPERATOR.

First and last name: …
E-mail address: …
Company name: …
Stations for which administration rights are requested: …

Best regards
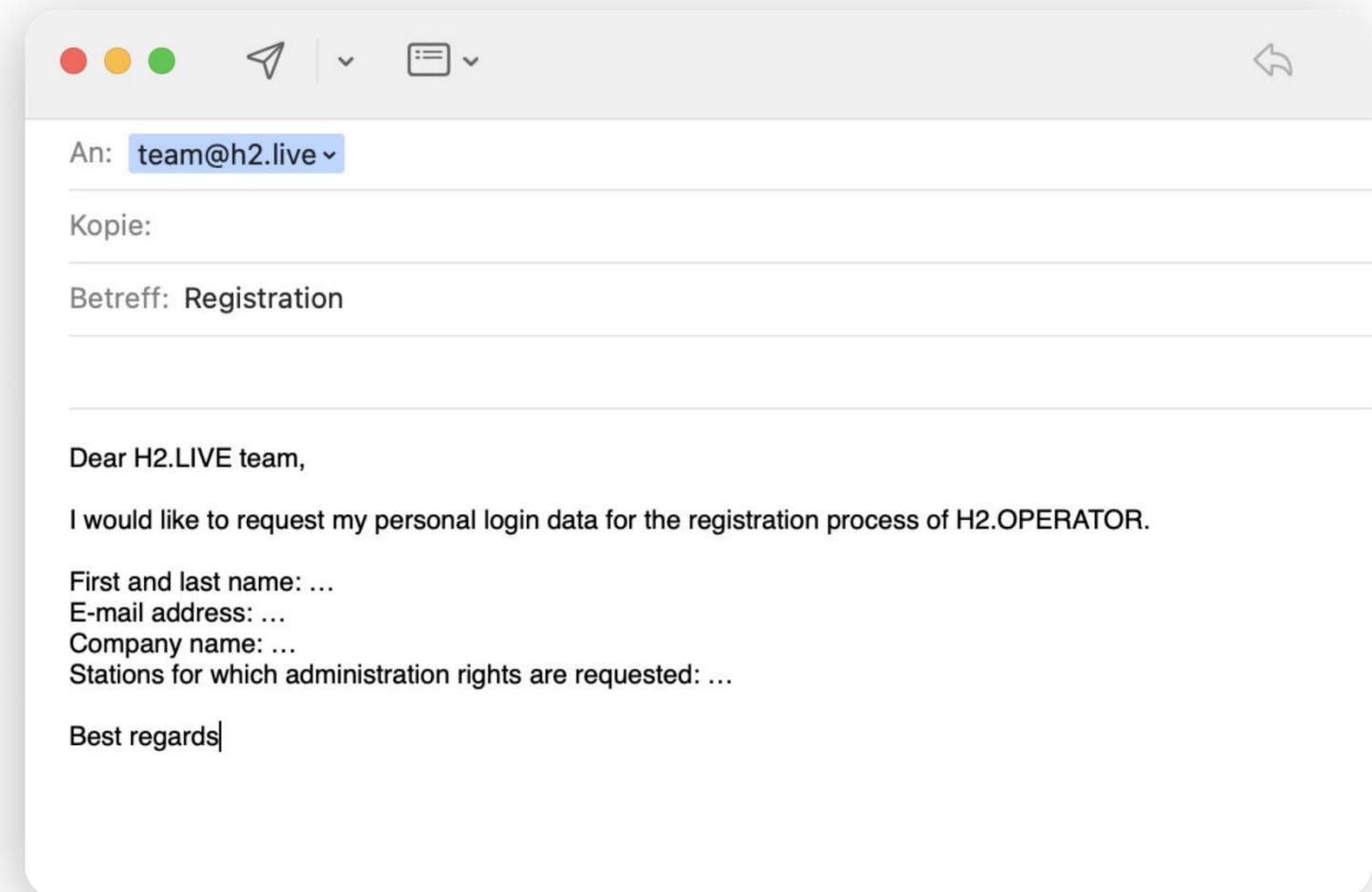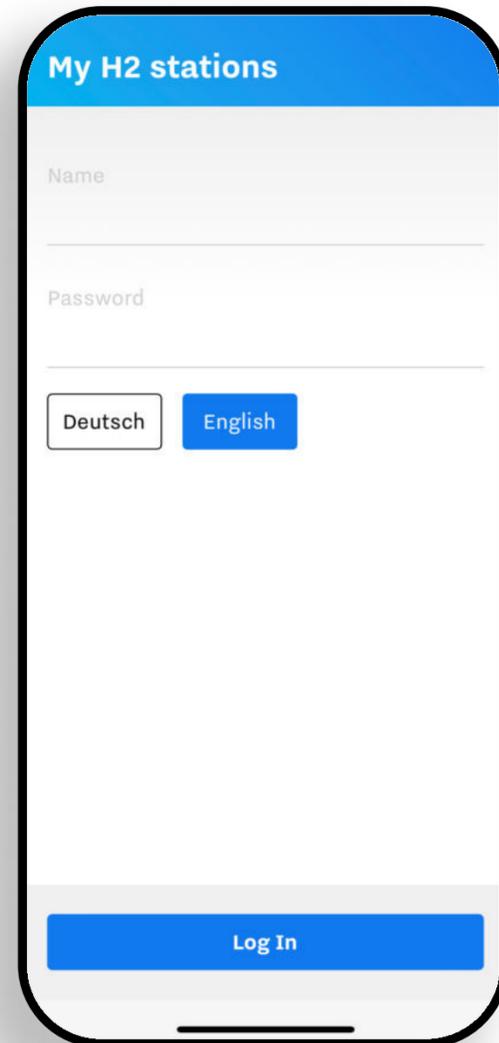
Login:

1 Launch the app by tapping on the app icon on your home screen.

2 On the login screen, enter your credentials (username and password). If you have no login credentials yet, please contact the H2.LIVE team via email: team@h2.live

3 The H2.OPERATOR app is available in English and German. You can change the preferred language by selecting German („Deutsch") or English („English")

4 After successful login, you will be directed to the app's dashboard.

Getting started
Personal settings

Edit personal profile:

— Click the "people icon" at the top right of the dashboard to change your personal information

— Here you have the possibility to change important details such as your username, email address and password

People Icon
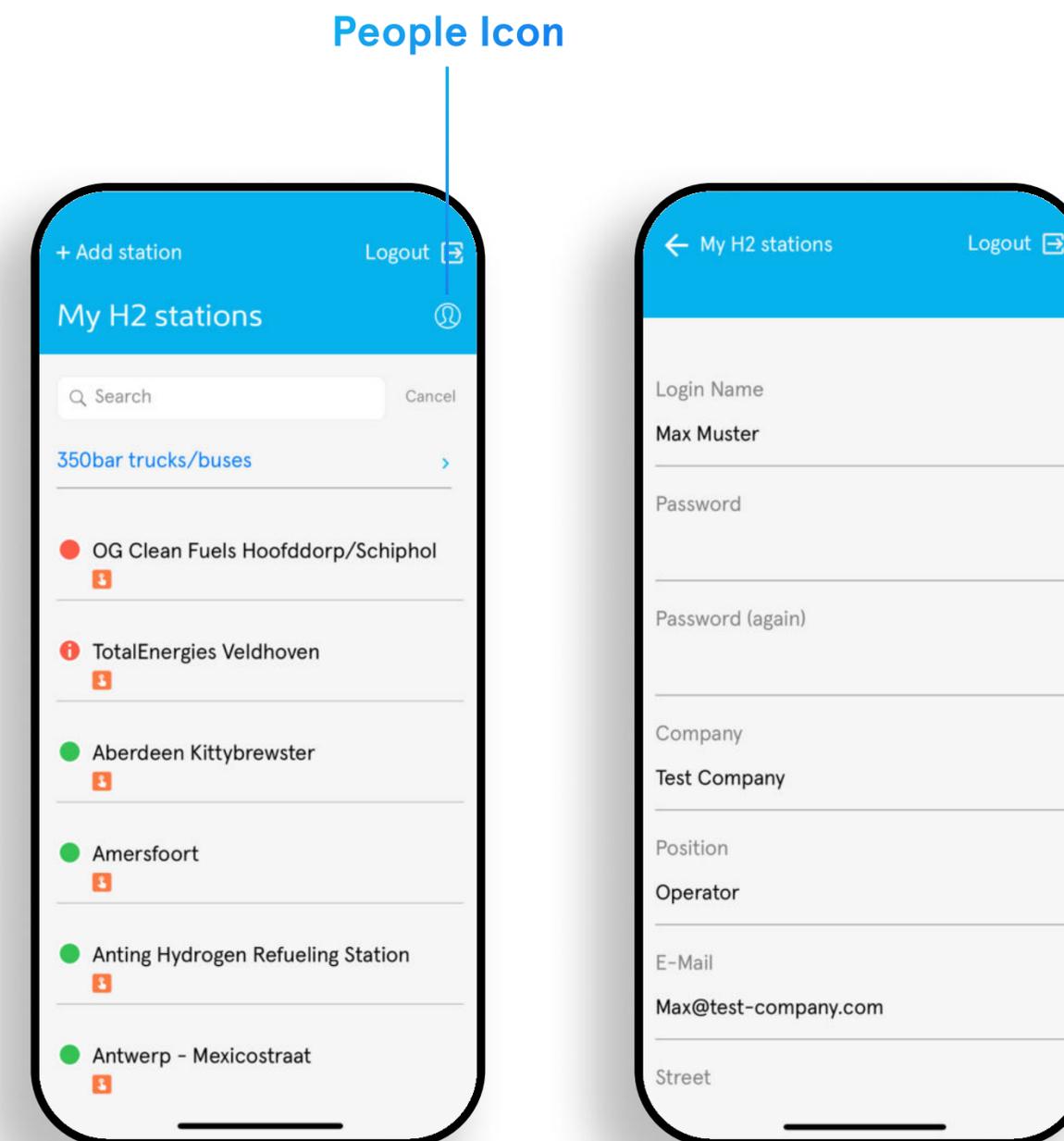
3
Features

Features

Dashboard

— After successful login or registration, you will be directed to the app's dashboard.

— The dashboard provides an overview of all your registered hydrogen refueling stations

— From here you have access to all features of the app :

1 Creating a new HRS on H2.LIVE by clicking „+Add station"

2 Managing existing stations by selecting one of your stations, which will be listed in the station list. You can also use the „search" field to start a search

3 Editing your personal information by clicking the "people icon"

4 Log-out by clicking the "Logout button"
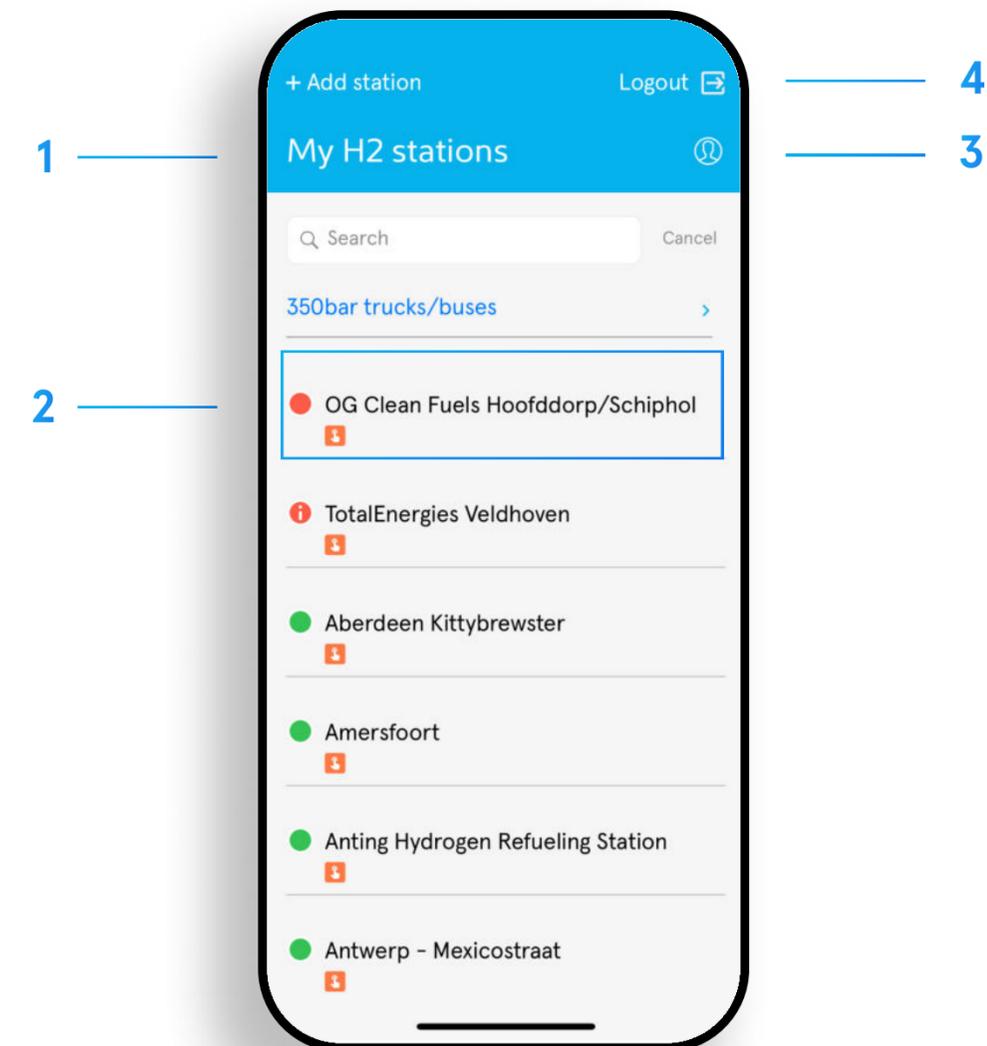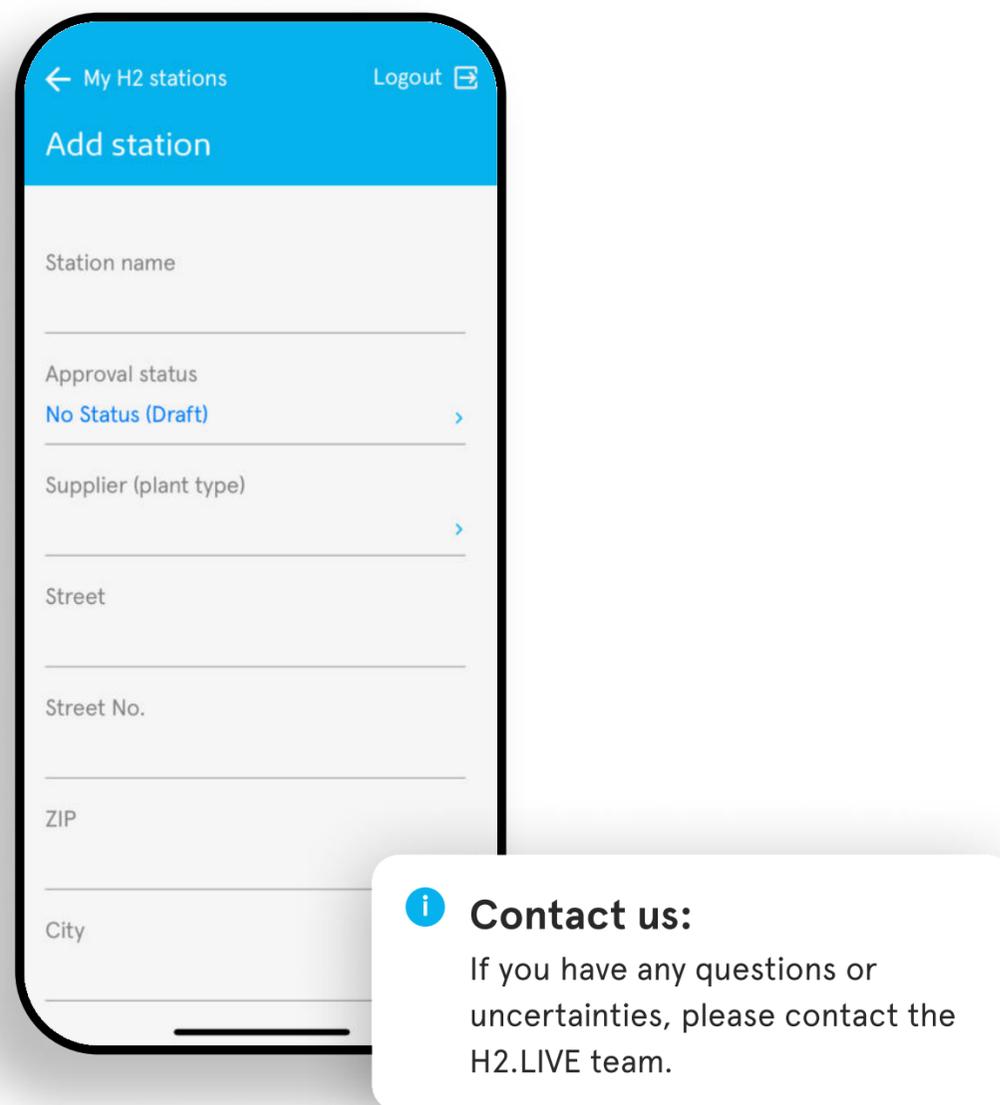
Features

HRS Registration Requirements

If you want to admit a station, please check if it meets the admission requirements:

— Location: location of the hydrogen refueling station in Europe.

— Accessibility: public accessibility for private and commercial hydrogen drivers.

— Dispensing point: refueling possibility for 350 bar (truck, bus) and/or 700 bar (passenger vehicle)

HRS Registration Requirements

— Hydrogen capacity: hydrogen availability of at least 40 kg per day

— Filling time: technical requirements to ensure a maximum filling time of 15 minutes (passenger vehicles).

— CEP/ISO approval: Implementation of the acceptance procedure, developed by the CEP (and incorporated in the ISO), to ensure the safe refueling of cars, buses and trucks. Details about the acceptance procedure can be found on the CEP website

Features
Create a new HRS

HRS registration process:

To add a new station to your account, follow these steps:

1 Access the app's dashboard and tap on the "Add Station" button.

2 Enter the station details, including station name, location, and any other relevant information.

3 Save the information for adding the station to your account. After the information was reviewed and approved by the h2.live team the new station will be published on h2.live.

Important note on the operating status:

You can enter your HRS in the planning state any time

The CEP has developed an acceptance procedure for verifying safe refueling. To ensure consistent quality standards of all stations on H2.LIVE, the CEP will inform us when the required documents of your station have been transmitted. The status will be then be adjusted by an H2.LIVE admin into in "trial operation".

As soon as a station is approved by the CEP (or an institution certified by CEP), the status will be adjusted by an H2.LIVE admin into "live".

Important note on the transmission of the real-time status:

If you want to transmit the real-time status of your HRS you have two options:

1 station manufacturers with whom we already have an API connection

— We currently have API access to live status of 5 provider (Maximator, Resato, Linde, Nel, H2 MOBILITY)

— After you have provided us with the corresponding plant ID of the manufacturer, the status signal is used to display the real-time status of an operational station

2 station manufacturers without direct API connection to H2.LIVE

— In this case you can use the real-time signal from hardware transmitter of the european HRS availability system

— After you have provided us with the corresponding ID of the E-HRS-AS system, the status signal is used to display the real-time status of an operational station

> **ⓘ Please note:**
> If neither of these options works for you, you can alternatively maintain the status of your station manually (see section "Edit a station profile").

Features

Edit a Station Profile

To modify station details, follow these steps:

1 Access the app's dashboard.

2 Search for the station you want to edit and tap on the station to view its details.

3 Select:

— "Status" to modify: live status – displayed H2 price – information about planned maintenance work – news about your station

— „Edit" to adapt: Master data: e.g. Station name, address – Technical data e.g. supplier (plant type), model (plant type) – Service data: available payment options, Opening hours

4 Save the updated information.

> **ⓘ Please note:**
> If you want to change the following information, please write an e-mail to the h2.live team: · photo of the station · support hotline and support email · operator of the station · change from blue dot on the map to green (see section "Important note on the operating status"

The app provides insights to monitor the performance of each station.
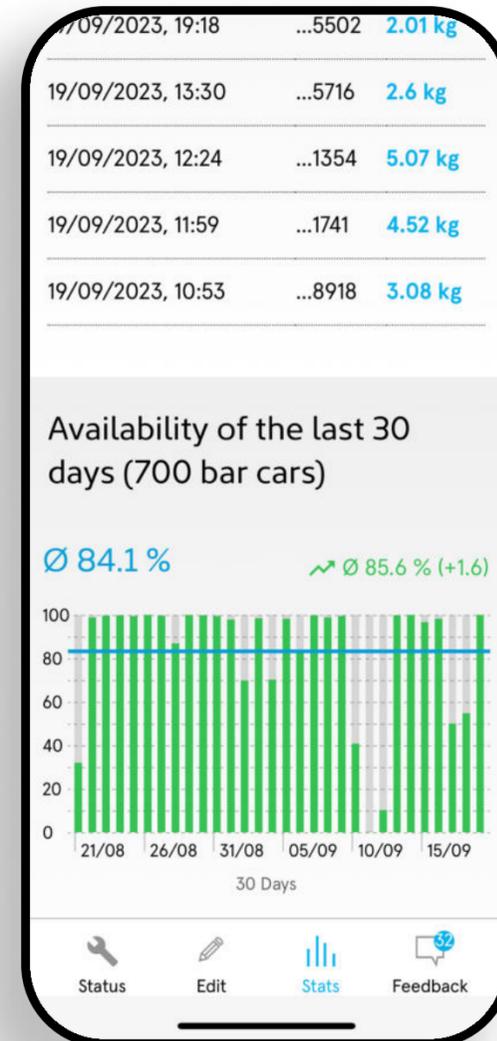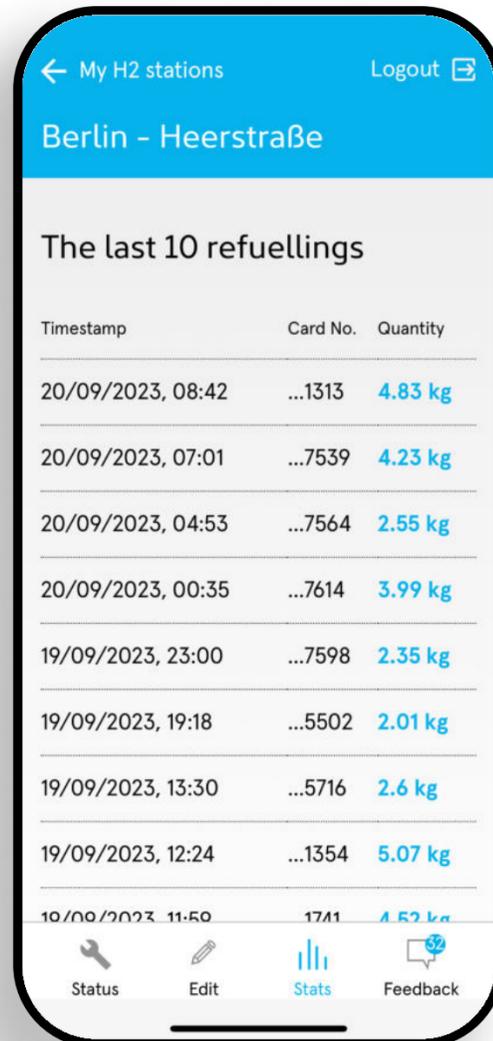
Features

Access Statistics

To retrieve this information:

1 Access the app's dashboard.

2 Search for the station to which you want to view performance insights

3 Open the menu item "Stats" to display the following information:

— Details about the last 10 refuelings

— Details about the availability of the HRS in the last 30 days

— Insights into the average availability and how the performance has changed

Features

Receive Customer Feedback

Get direct access to customer feedback via the app

1   Access the app's dashboard.

2   Search for the station to which you want to view customer feedback.

3   Select open the menu item "Feedback".

4   You will now see the latest customer feedback including the information needed to respond to the customer feedback.
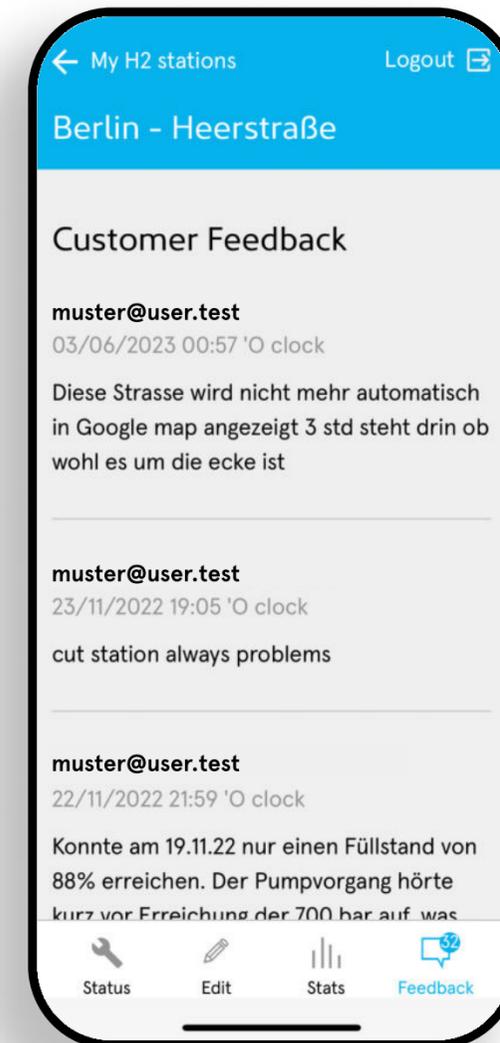
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Support

Support
Information

Please check out our website for further information on:

[Advantages of becoming part of the H2.Live platform](#)

[Requirements that must be met to display an HRS on h2.live](#)

[Admission process of new stations](#)

[Our quarterly operator update](#)

Support
Contact Details

If you need further assistance or have questions, please contact the h2.live team

Rebecca Mücke // muecke@h2-mobility.de // +49 (0) 151 19504091

Or via team@h2.live

All information on CEP/ISO acceptance can be found on the website of the CEP. If you have any questions about the CEP acceptance process, please contact the CEP directly.

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