



H2.OPERATOR

User manual





Content

01 Introduction

About the customer frontend H2.LIVE	4
About operator frontend H2.OPERATOR	6

03 Features

Dashboard	14
Create a new station	16
Edit a station profile	21
Access statistics	22
Receive customer feedback	24

02 Getting started

Download and installation	8
Registration and Login	11
Personal settings	13

04 Support

Support information	26
Contact details	27

1 Introduction



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

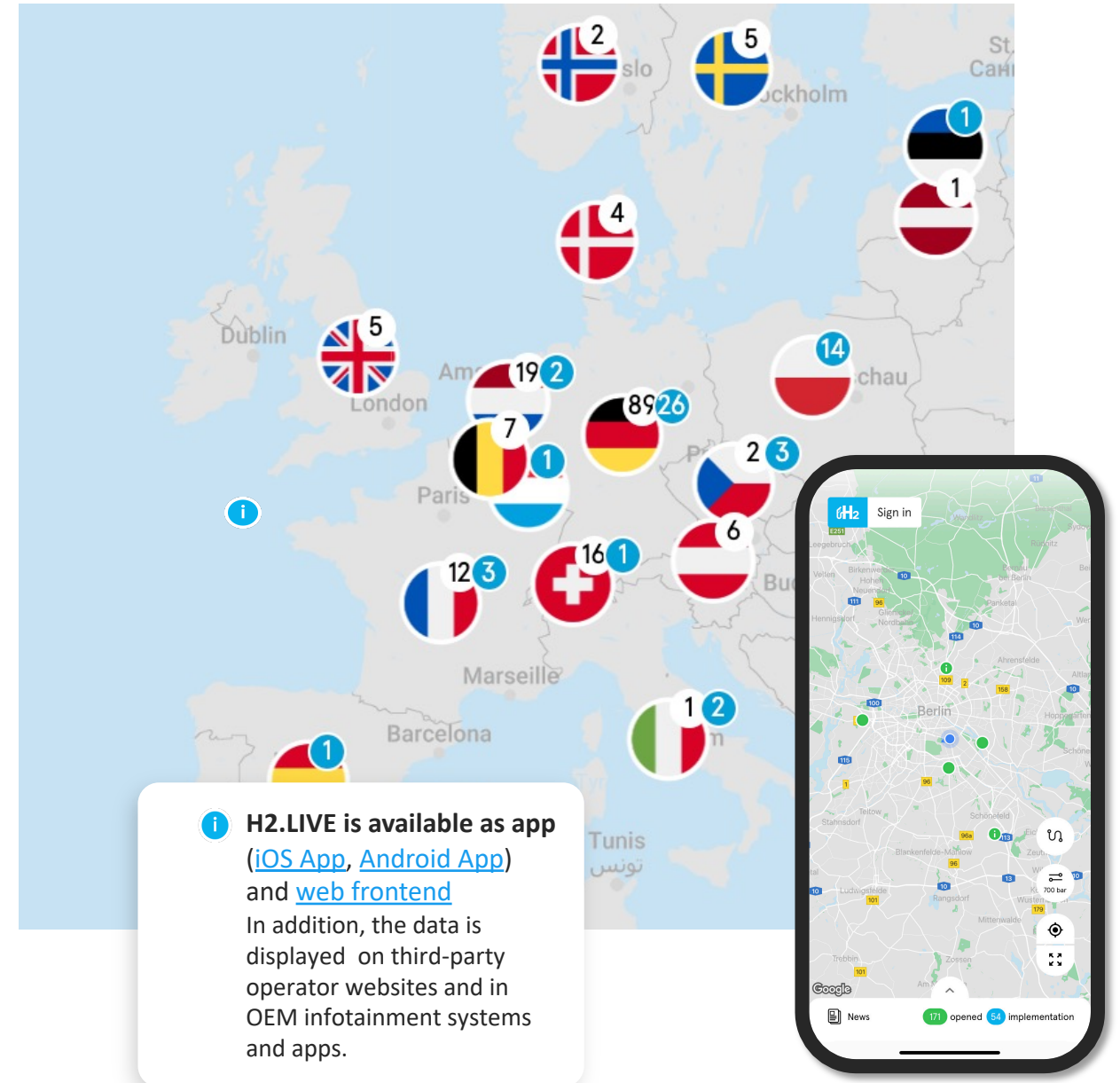
Introduction

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.OPERATOR is our **frontend** for station operators.

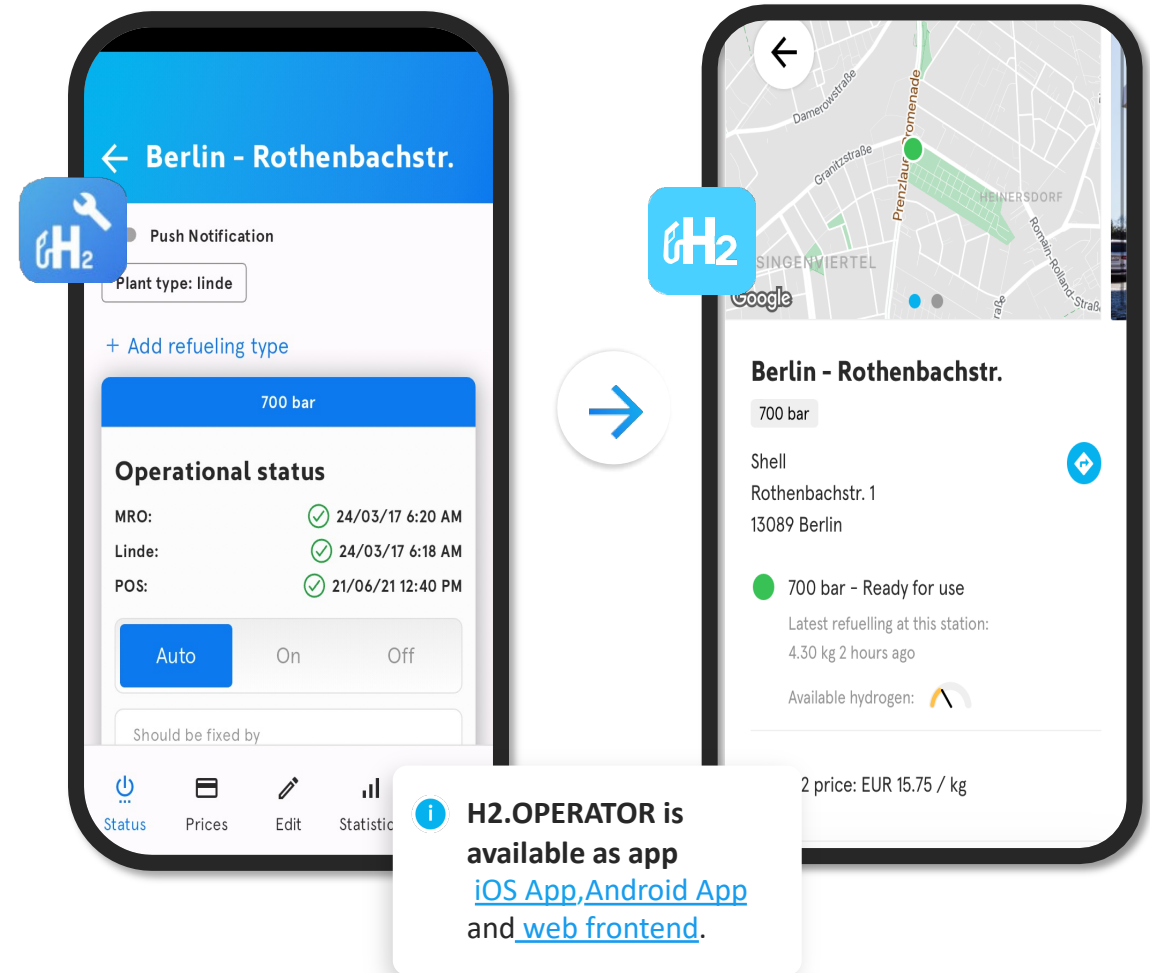
Introduction

About the Operator Frontend H2.OPERATOR

With your user account you can:

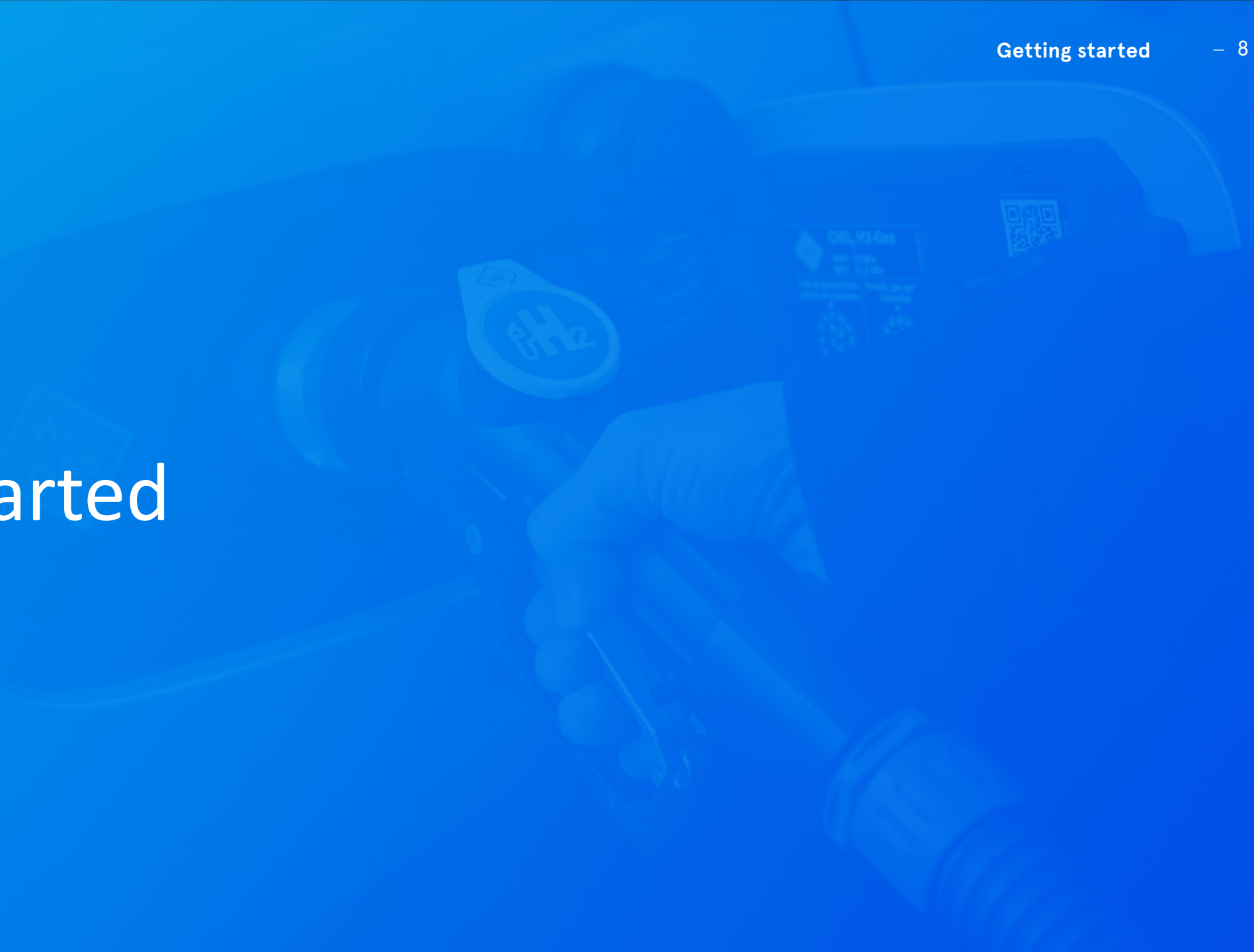
- create new stations on H2.LIVE.
- edit the profile details and the status of your station
- receive messages from customers of your station.
- access fundamental statistics about your station

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.



2

Getting started





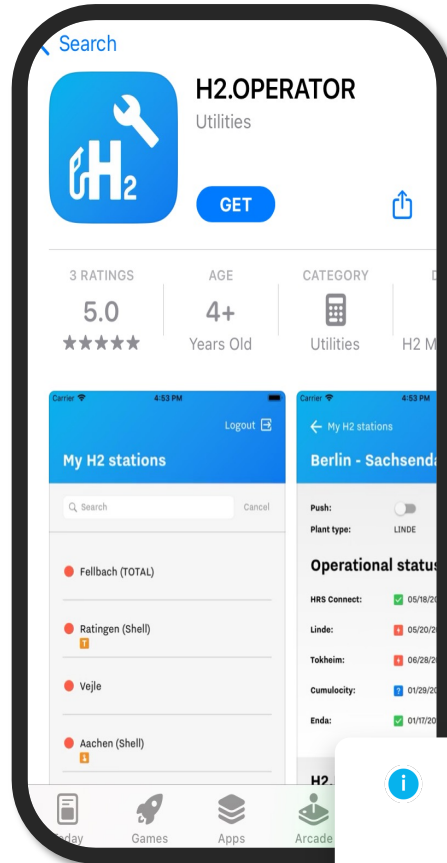
Getting started

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



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.

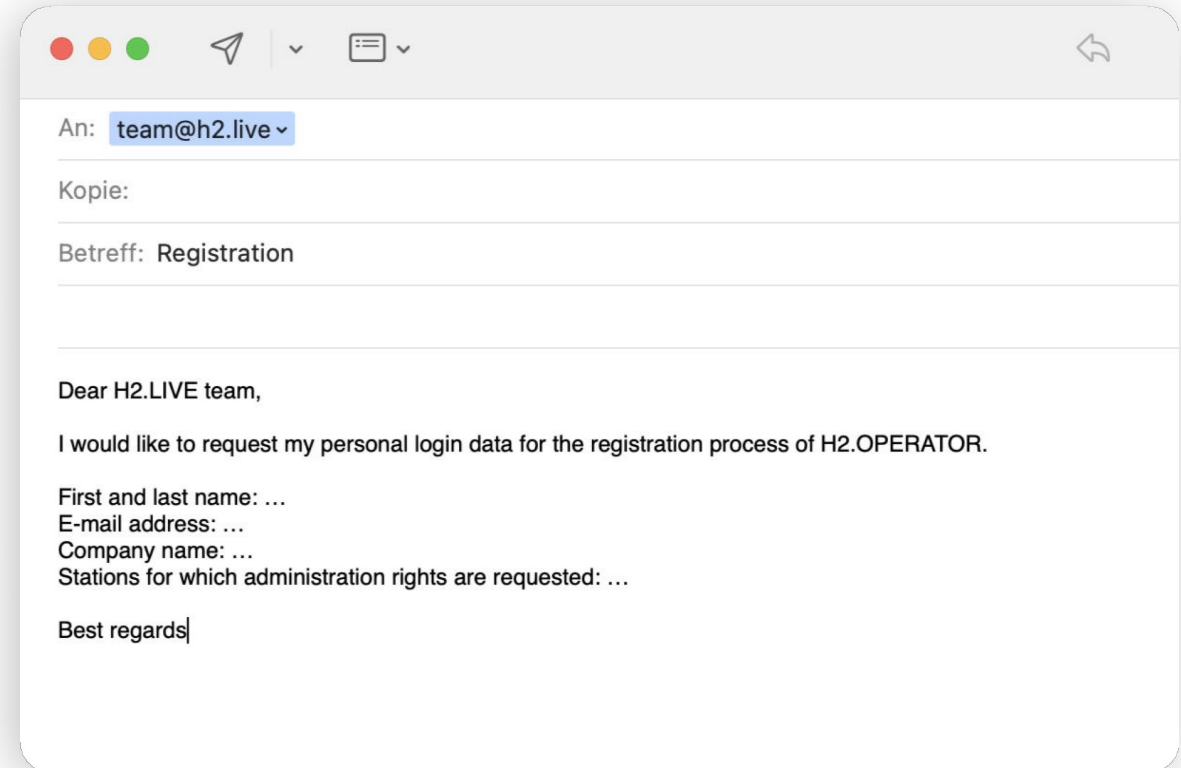


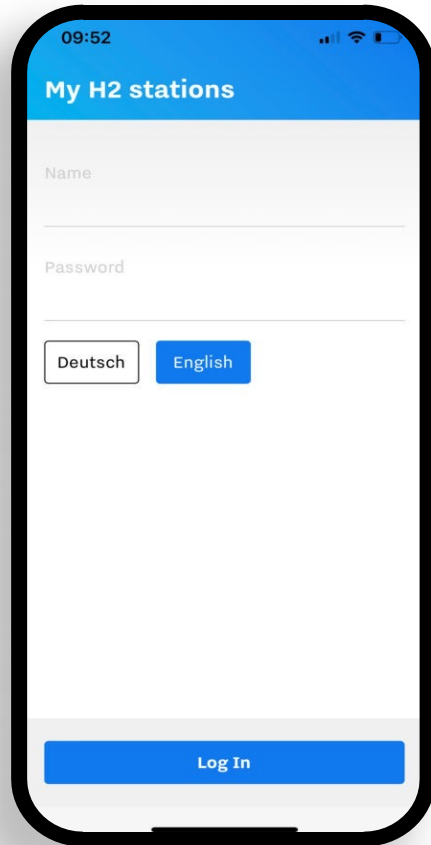
Getting started

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





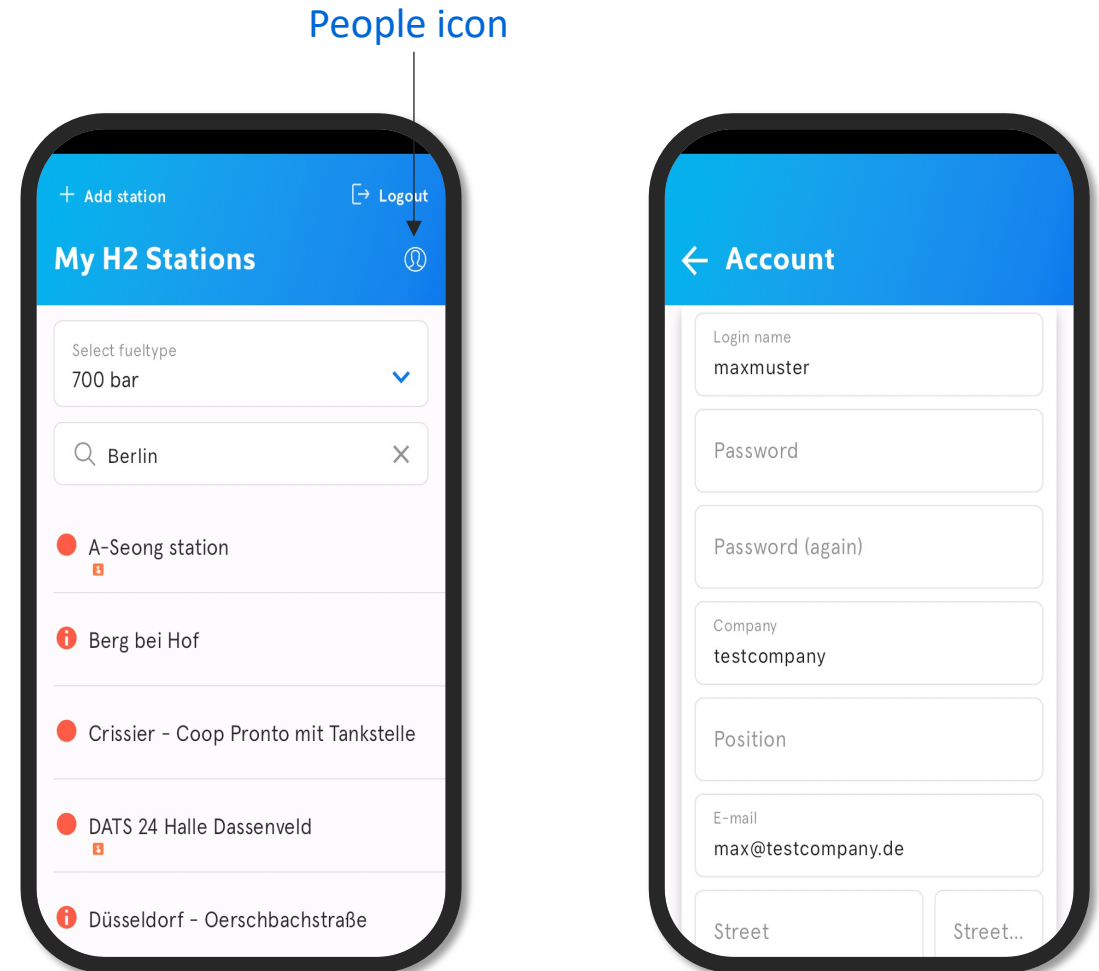
Login

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 your personal profile:

- Click the "people icon" at the top right of the dashboard to change your information
- Here you have the possibility to change important details such as your username, email address and password



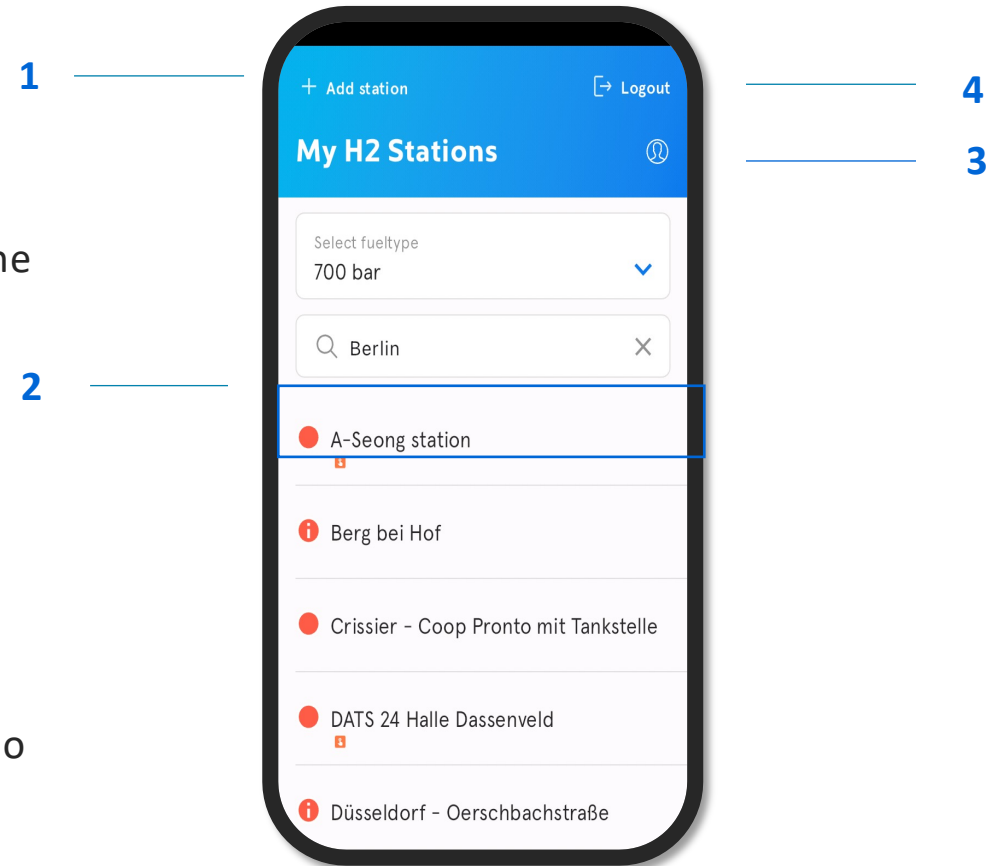
3 Features



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 stationlist. 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”.



← Add station

Station name

Fuel-type
700 bar

Approval status
no status (draft)

Supplier (plant type)
Please select

Street

Stree...

Save changes

**Contact us:**

If you have any questions or uncertainties, please contact the H2.LIVE team.

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. Upon completion, choose the release status "Submit record to h2.live for review".
4. 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

H2 stations in development

- In planning
- Approval phase
- Execution phase
- Trial operation phase



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".



Station in trial operation phase
Refuelling is possible / Refuelling is not possible



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".

- Live / Technical error
Refuelling is possible / Refuelling is not possible
- Note information on availability
- Live information not available

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 – information about planned maintenance work –news about your station
 - „Prices“ to add H2 prices per refueling option and payment-related information
 - „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.



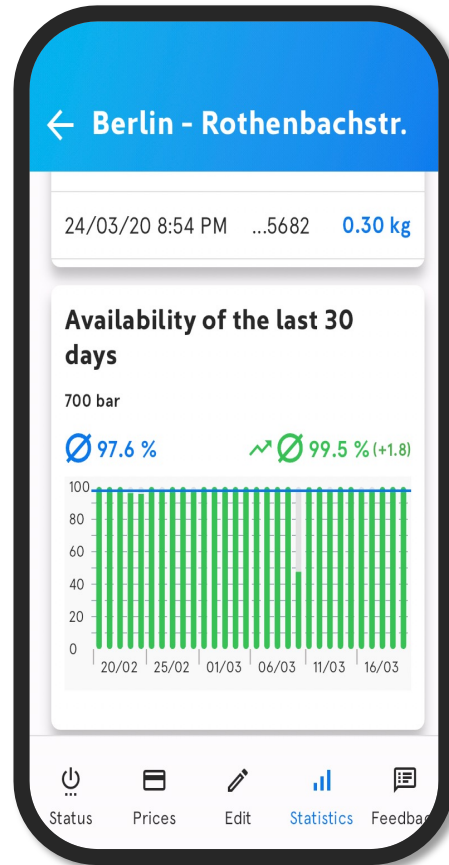
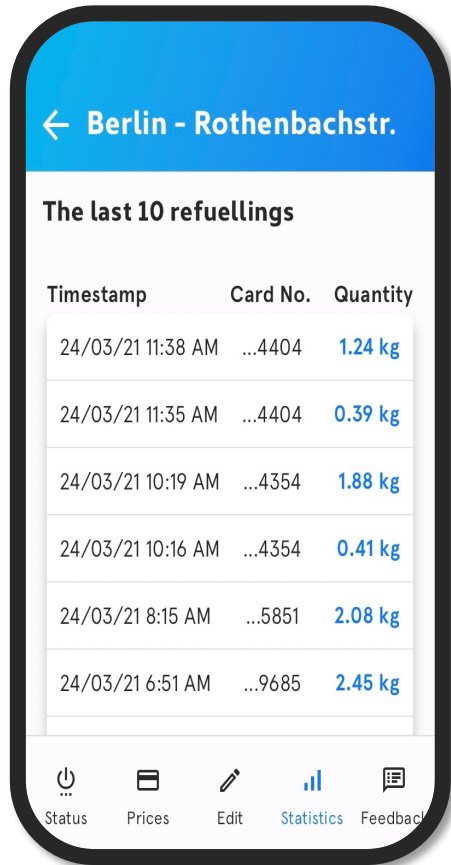
Please note :

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:

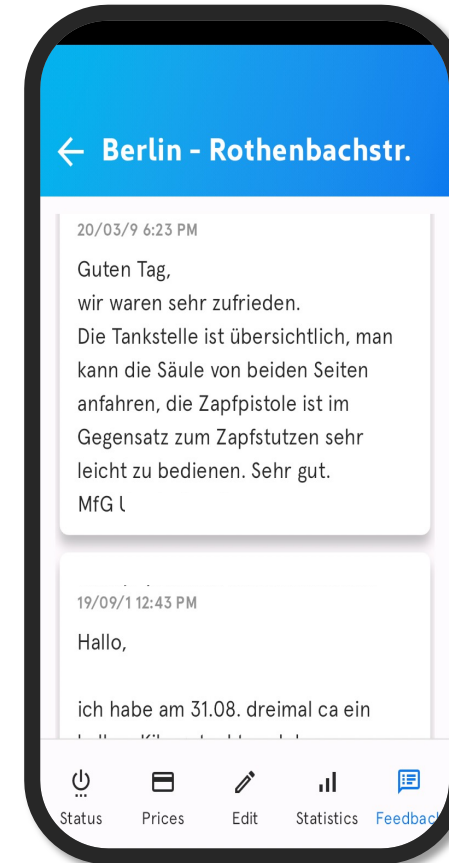
1. Access the app's dashboard.
2. Search for the station to which you want to view performance insights.
3. Open the menu item "Stats" to display the following information:
 - Details about the last 10 refuelings.
 - Details about the availability of the HRS in the last 30 days.
 - Insights into the 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.



4 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.

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.



H2.LIVE

Deutschland GmbH & Co. KG

EUREF-Campus 10-11

10829 Berlin

team@h2.live

www.h2.live

Shareholder

Hy24 | Shell | Air Liquide | TotalEnergies |
Linde | Daimler Truck | EG Group | Hyundai

Associated Partners

BMW | Honda | Tank & Rast | Toyota |
Volkswagen | NOW GmbH Nationale
Organisation Wasserstoff- und
Brennstoffzellentechnologie