

## ChargeBox - Further Information and FAQs

### Welcome to the ChargeBox® Charging Service at Frankfurt Airport

Thank you for using our new charging station. We're conducting a trial to enhance the charging experience for passengers. Below are more details about the service and answers to frequently asked questions (FAQs).

#### About the Service

Our charging stations are meticulously designed and built in the UK to offer fast, efficient, and reliable charging for all your devices. Each station provides:

- 16 charging ports, including 8 cables (USB-C and Apple Lightning), 4 fast wireless charging pads, and 4 USB sockets for your cables.
- Fast charging technology: up to 60W for cables and 15W for wireless pads.
- Convenient design: accessible for seated, standing, and wheelchair users.
- Real-time monitoring: ensuring the best possible service and quick resolution of any issues.

We hope this new generation charging experience makes your journey through Frankfurt smoother, more relaxing, and more enjoyable!

#### Frequently Asked Questions (FAQs)

##### How fast can I charge my device?

Our fast-charging technology can charge up to 20% of your device's battery in just 10 minutes, depending on your device, its battery level, and its charging capacity. Your device controls the speed at which it charges. The charging cables provided offer the best charging speed, and each cable offers up to 60 watts of power, which is a lot!

##### Can I use my charging cable?

Yes, the stations have USB-C and USB-A sockets for your cables. However, we recommend using the cables provided for the best charging experience.

##### Why are the charging cables the length they are?

The cables' lengths are intentionally designed to minimise strain on the charging components, reduce the risk of damage from overhanging, and ensure a smooth passenger flow around the charging stations. Longer cables can create hazards and lead to wear and tear. Please treat the cables carefully, as you would your own, and avoid pulling them beyond their natural limit. Returning them to their seated position after use would be greatly appreciated, as well as ensuring they're ready for the next passenger.

### What's the best way to charge my device(s)?

See a table [here](#) for many Apple & Android device charging recommendations. For the best charging experience, we recommend you try to not use your device while charging - especially for laptops and tablets, which use much of the charging power just to keep the screen on.

### What do I do if the charging station isn't working?

Please let us know by filling out the user survey. We'll do our best to resolve any issues as quickly as possible.

### Who do I contact if I have more questions or feedback?

You can contact us at [support@ChargeBox.com](mailto:support@ChargeBox.com).

### What data is collected when I use the charging stations?

We collect anonymised charging data for technical monitoring, including usage patterns and performance. We don't collect personal information or device identification information. We aim to ensure the stations function optimally and gain insights into improving the service.

For more details, please refer to our [Privacy Notice](#).