



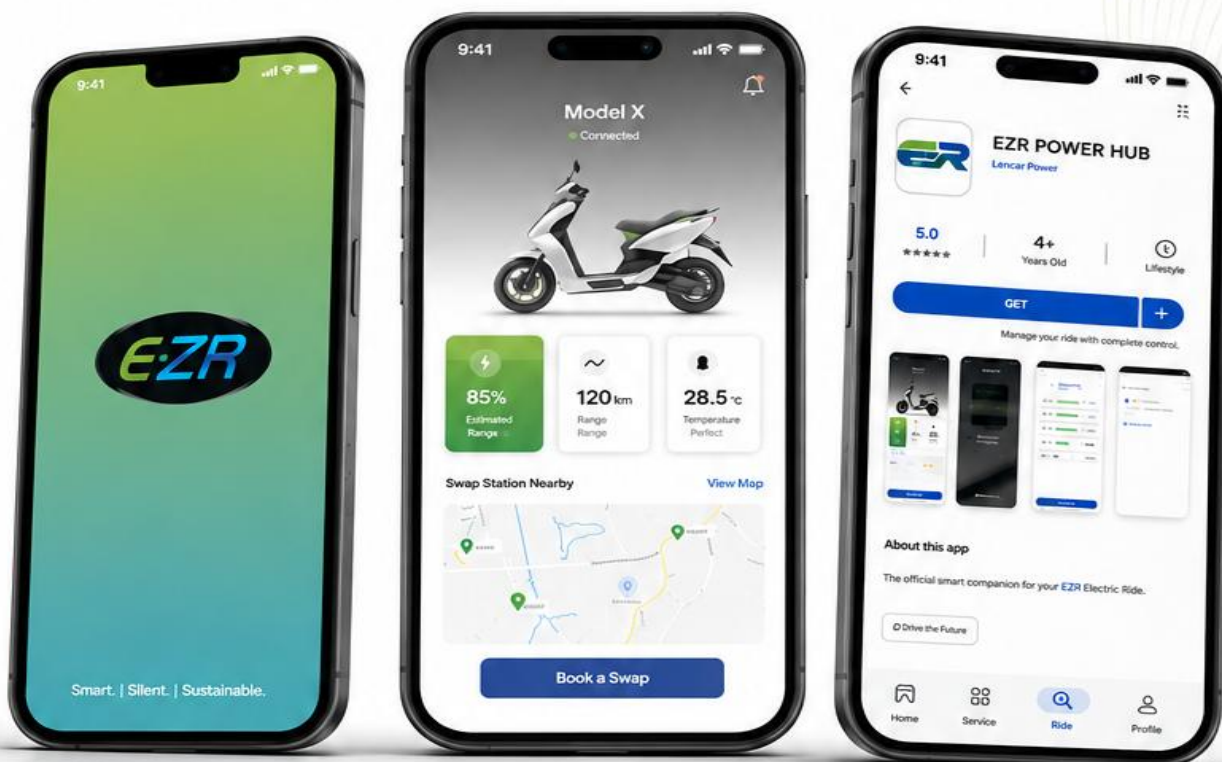
Lencar
Drive the Future

USER MANUAL

THE EZR APP

Detailed Content Guide

Your Ride. Your Power. **Your Control.**



SMART
Intelligent features
for a smarter ride.



CONNECTED
Stay connected to
what matters.



SUSTAINABLE
Powering a cleaner,
greener future.

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GETTING STARTED

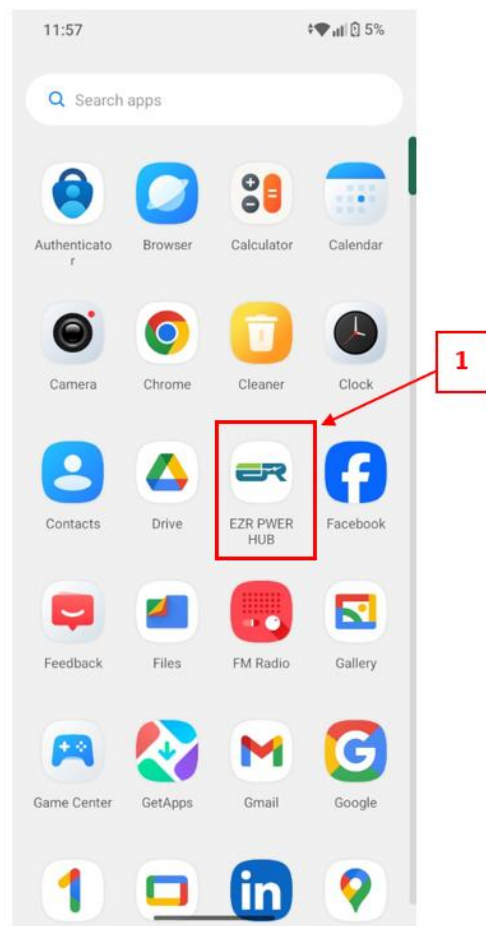
EZR POWER HUB helps you:

- View your vehicle's battery level
- Find nearby charging or battery swap stations
- Track charging and swap history
- Get alerts and notifications
- Manage payments easily

This guide shows you how to use the app step-by-step.

Login

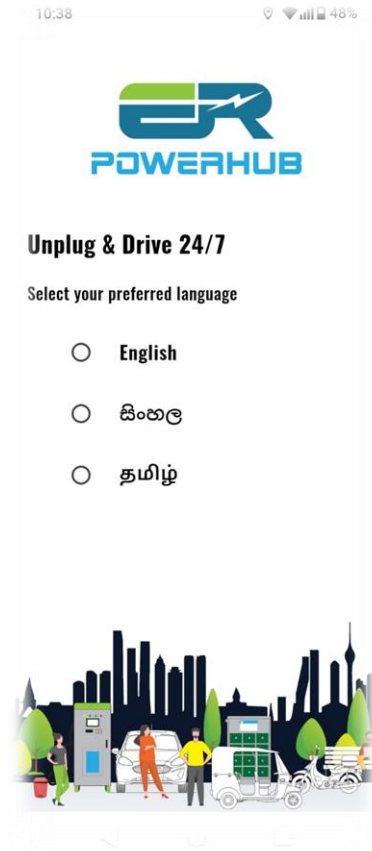
1. Open the EZR POWER HUB App



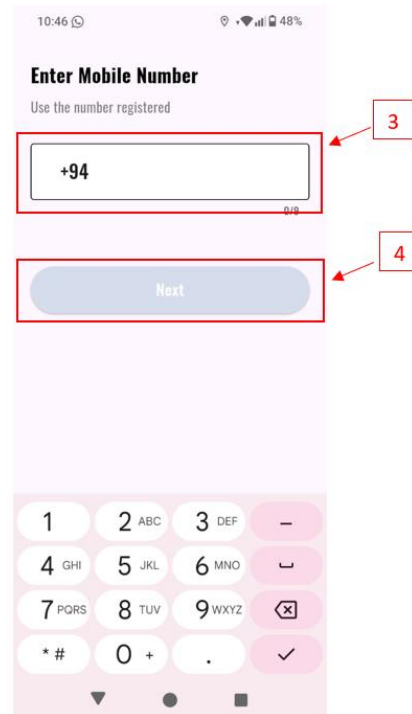
2. Choose Your Preferred Language

You will see a language selection screen.

Select the language you prefer (Ex, English / Sinhala / Tamil)



3. Enter Your Mobile Number and Tap “Next”



4. Enter the OTP and Tap “Continue.”

10:47 48%

Verification

Enter the OTP sent to
[Change Number](#)

[Continue](#)

Didn't receive the code? [Resend Code](#) 01:59

10:47 48%

5. If the Selected Language and App Language Are Different

If the language you chose is different from the app's current language, a message will appear:

“Your preferred language is different from the app language.

Do you want to use your preferred language or keep the app's default language?”

You have two options:

- Tap **Confirm** if you want the app to match the language you selected.
- Tap **No** if you prefer to keep the app's default language.



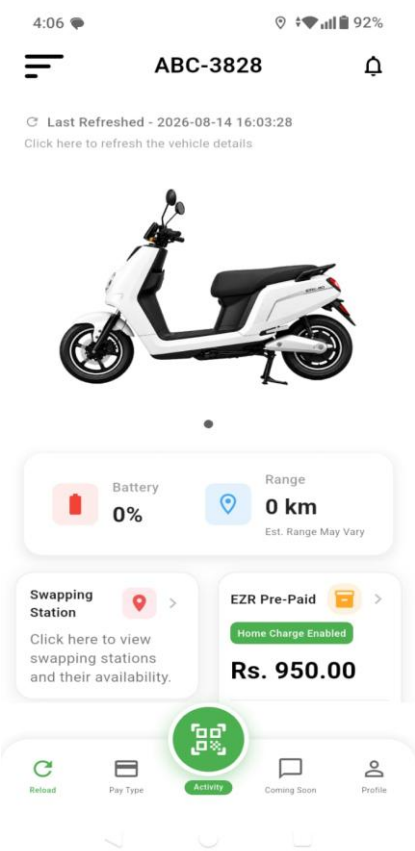
Language Mismatch Detected

Your app language is (English) and your preferred language is (தமிழ்) . Would you like to set the preferred language to match your app language?

[No](#) [Confirm](#)

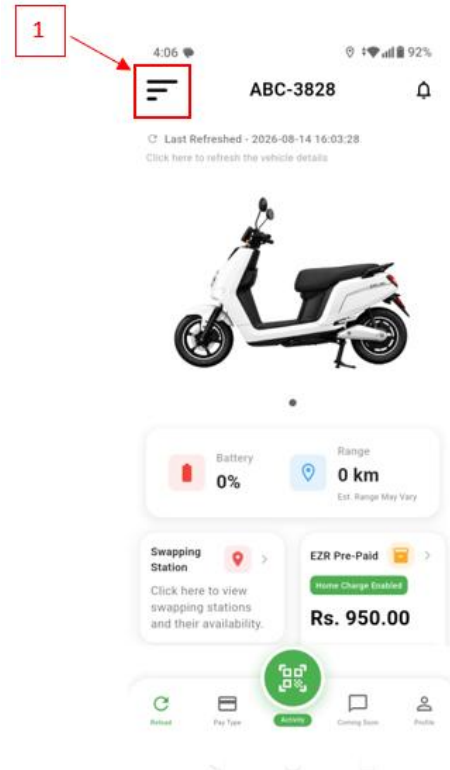
6

6. You will now be logged in to the Home Dashboard



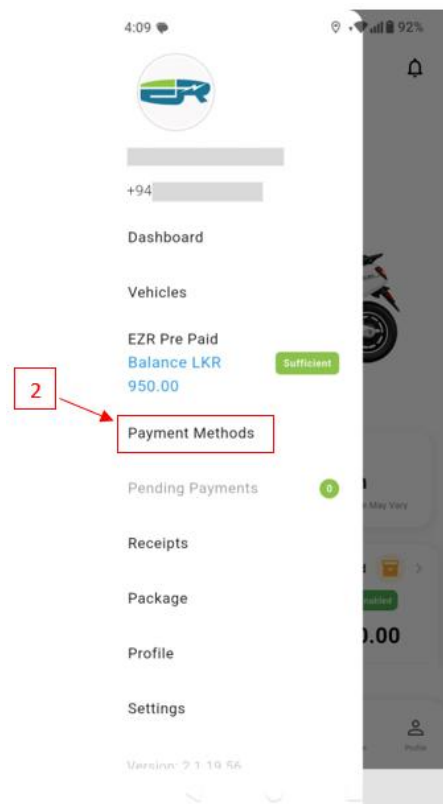
Set Up Payment Method

1. Open the Menu



2. Go to Payment Methods

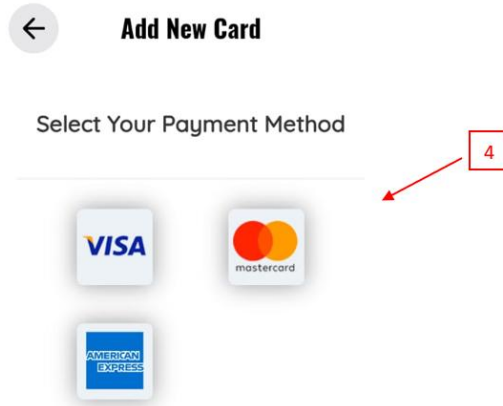
3. Add a New Card



4. Select Payment Type

Choose your payment type:

- Credit Card
- Debit Card
- Other supported methods



5. Enter Your Details

Fill in:

- Cardholder First Name and Last Name
- Email
- Mobile number

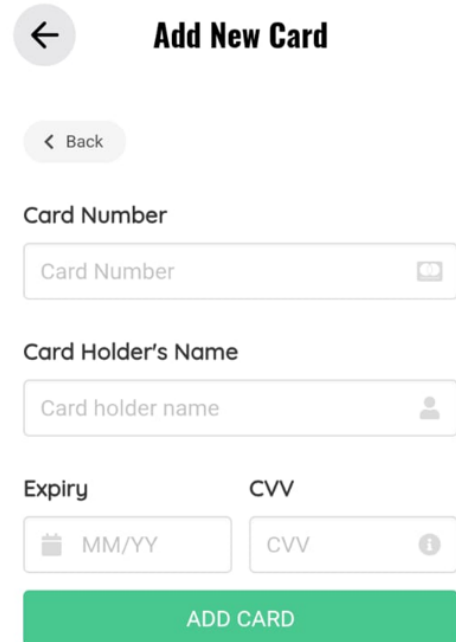
Then tap **Next**.

A screenshot of a mobile app interface titled "Add New Card". At the top left is a back arrow icon. Below the title is a "< Back" button. The form contains four input fields: "First name" and "Last name" (each with a person icon), "Email" (with an envelope icon), and "Mobile number" (with a telephone icon). At the bottom is a large green button labeled "NEXT".

6. Enter Your Card Details

Fill in:

- Card Number
- Cardholder Name
- Expiry Date
- CVV



The screenshot shows a mobile app interface for adding a new card. At the top, there is a back arrow and the title "Add New Card". Below the title is a "Back" button. The form contains four input fields: "Card Number" with a card icon, "Card Holder's Name" with a person icon, "Expiry" with a calendar icon and "MM/YY" placeholder, and "CVV" with an information icon. At the bottom is a green "ADD CARD" button.

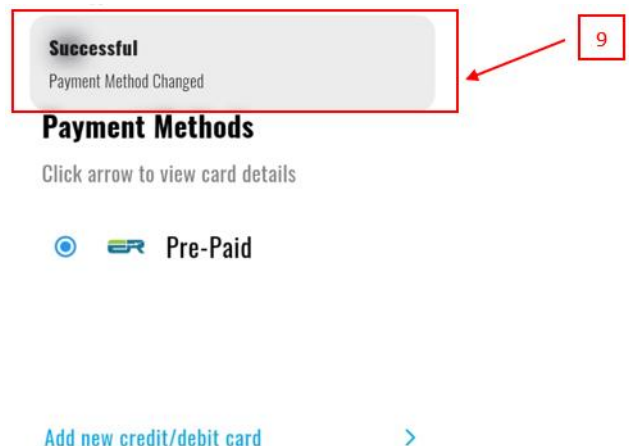
7. Tap Add Card

8. OTP Verification

Enter the **OTP** sent by your bank to confirm your card.

9. Done

Your card is confirmed.

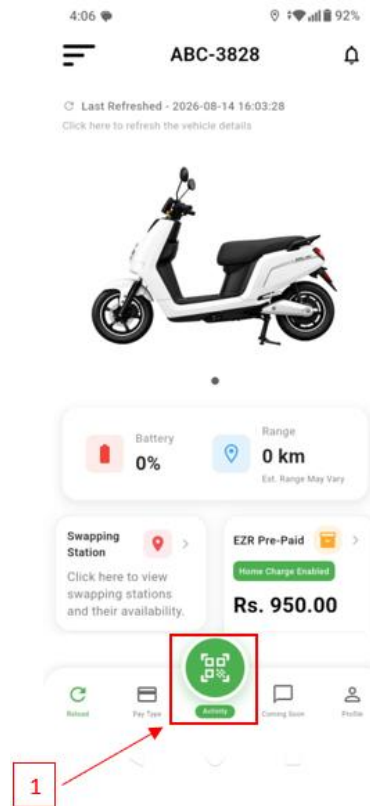


The screenshot shows the "Payment Methods" screen. At the top, there is a grey notification box with the text "Successful" and "Payment Method Changed". A red arrow points from a box containing the number "9" to this notification box. Below the notification box is the title "Payment Methods" and the text "Click arrow to view card details". There is a radio button and a "Pre-Paid" label. At the bottom, there is a link "Add new credit/debit card" and a right arrow.

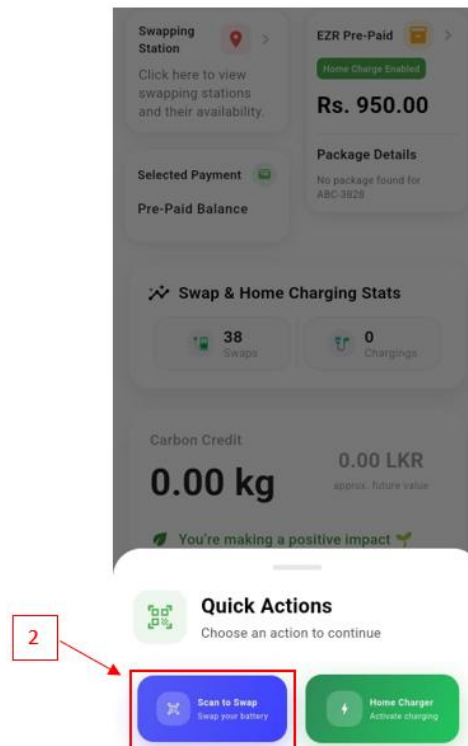
10. If you have multiple cards, select the correct card.

Battery Swap

1. Open the EZR POWER HUB App and click the Scan icon



2. Click 'Scan to Swap.'

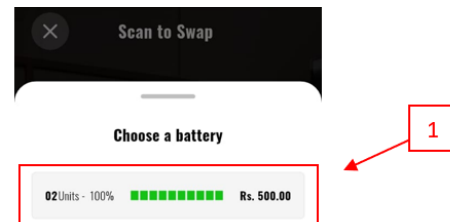


Scan the QR code on the machine



4. Select the Battery You Want

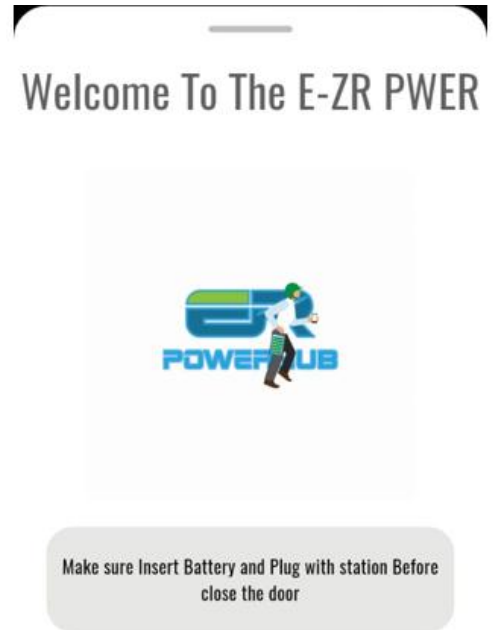
From the available battery list, choose the battery you want to swap and tap “Continue to Open Locker”.



5. Place Your Old Battery in the Opened Locker

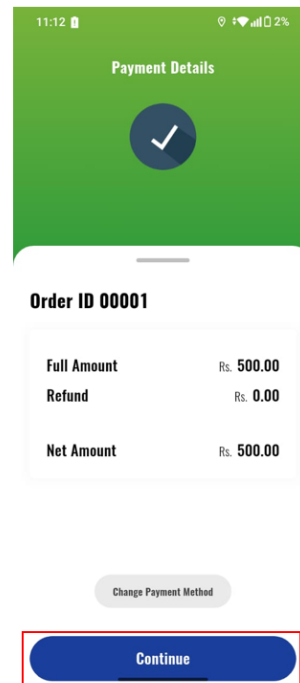
Once the locker door opens:

- Put your old battery inside the locker
- Plug the charging socket into your old battery
- Close the locker door

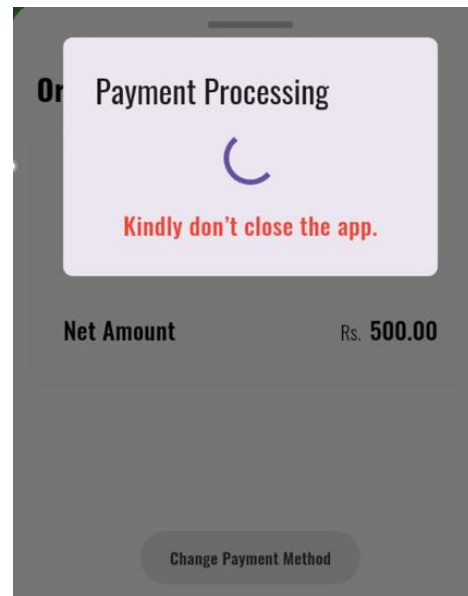


6. Make the Payment

Tap "Continue" to complete the payment for the swap.



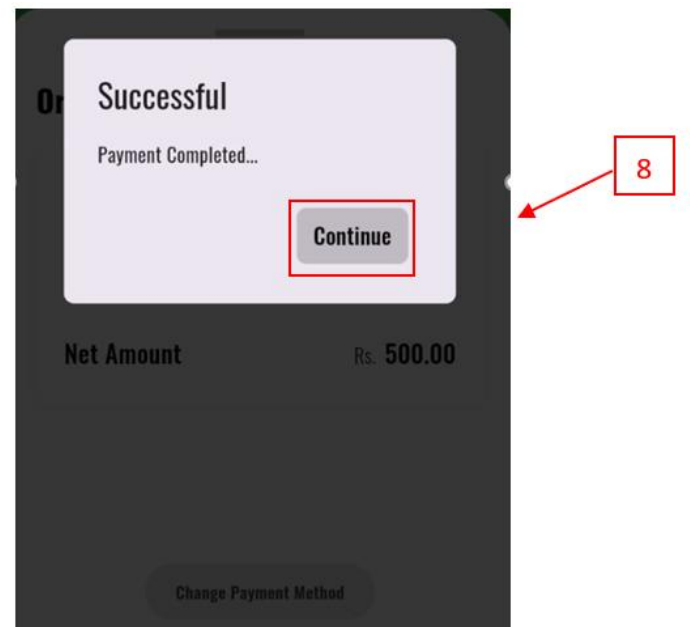
7. Wait for payment to be complete



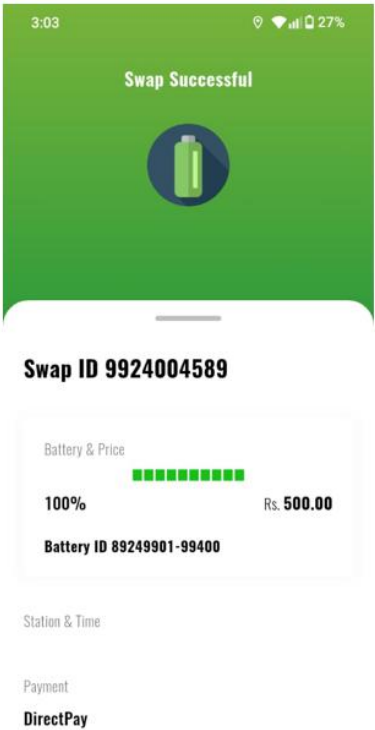
8. Collect the New Battery

After payment:

- The locker with your new battery will open
- Take the new battery
- Close the locker door
- Tap “Continue” in the app

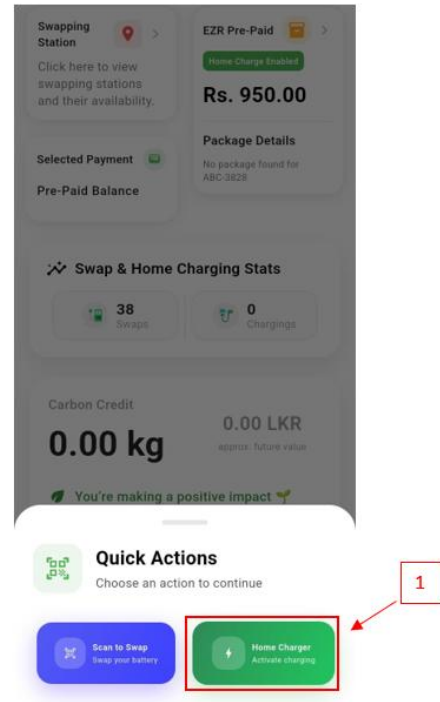


9. Swap is successful.



Home Charger Activation

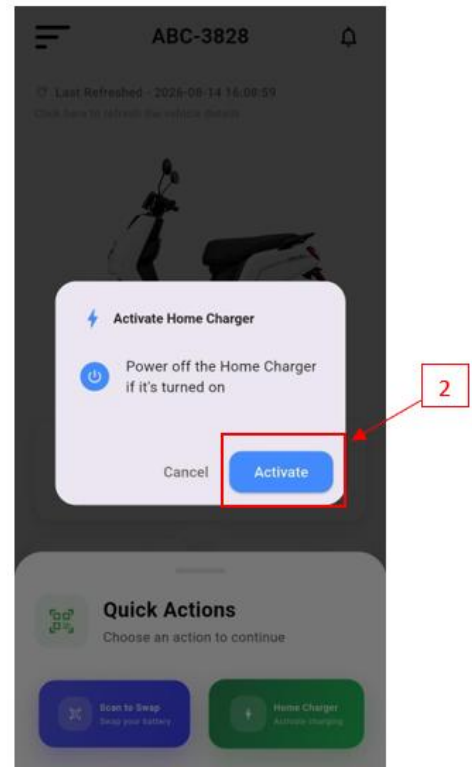
1. Tap the QR icon and click “Activate Charger.”



2. Power Off Your Home Charger

If your home charger is already turned on, switch it **OFF** first.

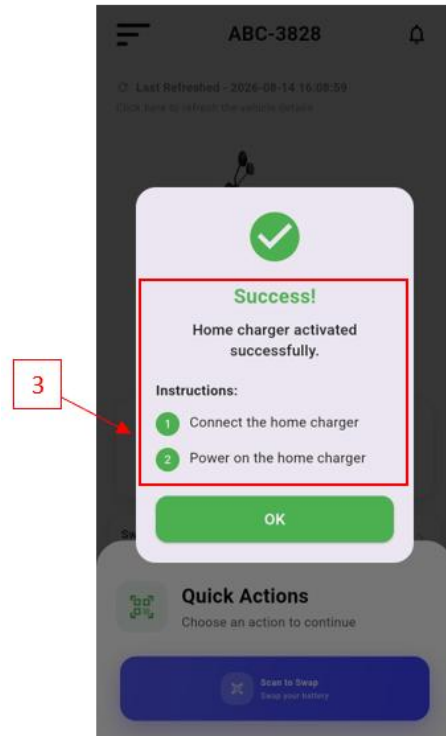
If it's done, click “**Activate.**”



3. Check the Charger Connection

Make sure your home charger is

- Connected properly
- Plugged in safely

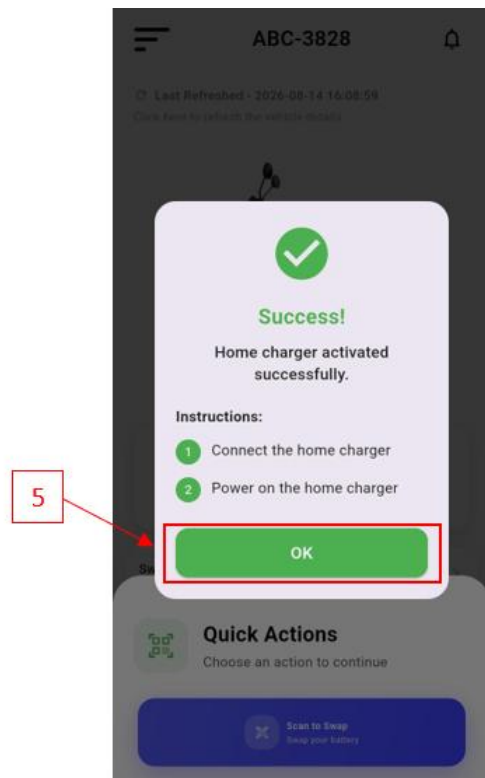


4. Power On the Home Charger

Turn your home charger **ON**.

5. Tap “OK” in the App

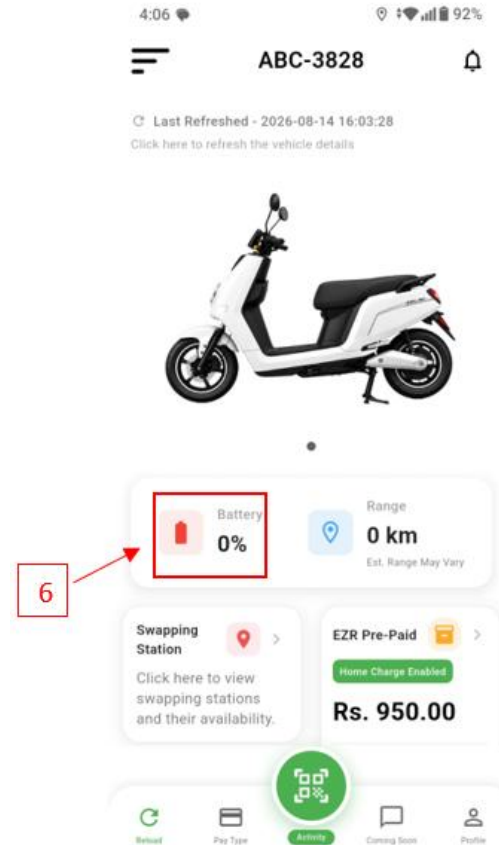
Once the charger is powered on, tap “**OK**” in the app to continue.



6. Activation Successful

After completing the steps, check in the app that the battery percentage is increasing.

This confirms the home charger is activated successfully and charging has started.



Pending Payment Handling

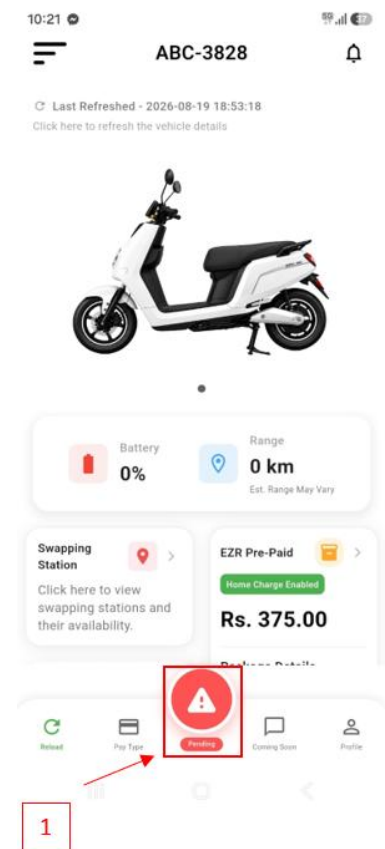
If you have a pending payment, the app will not allow you to start a new battery swap or home charging session until the pending amount is cleared.

How It Works

- When a pending payment exists, the Swap Battery button will automatically change to “Pending Payment”.
- You must pay the pending amount first.
- Only after successful payment can you continue with a new swap or home charging session.

Steps to Clear Pending Payment

1. Tap the “Pending Payment” button on the dashboard.



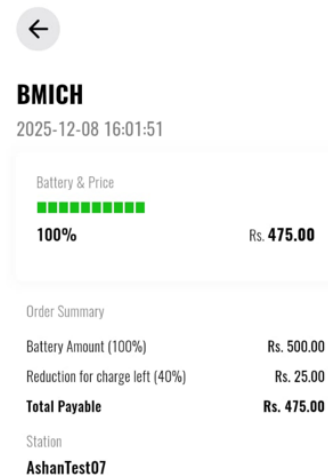
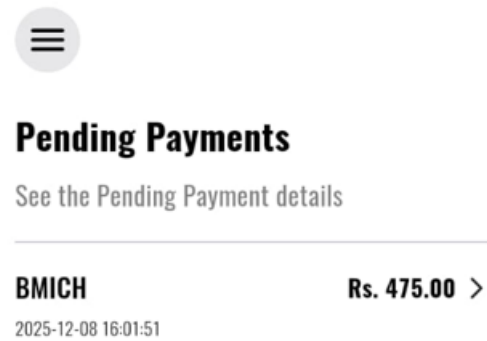
2. The app will display your Pending Payment Details, including:

- Amount Due
- Date and time

Tap the payment.

3. Tap “Pay” to proceed.

Complete the payment using your saved payment method.



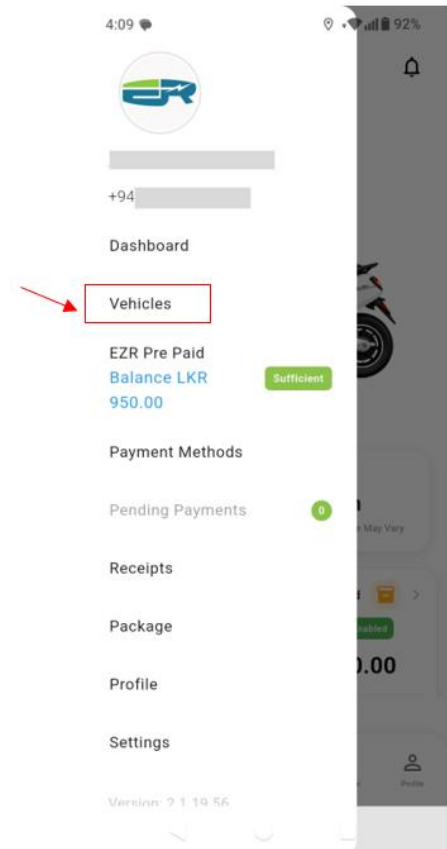
4. After payment is successful, the system will:

- Mark the pending amount as Paid
- Allow you to start a new Swap or Home Charging session normally

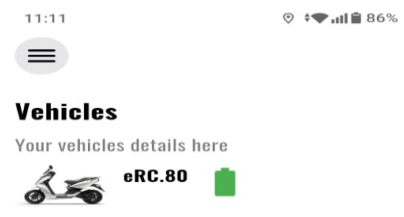
Other Features

1. Vehicle details

- Open the app.
- Tap the Menu (≡) icon at the top-left or top-right corner.
- Open the Vehicle section in the app.

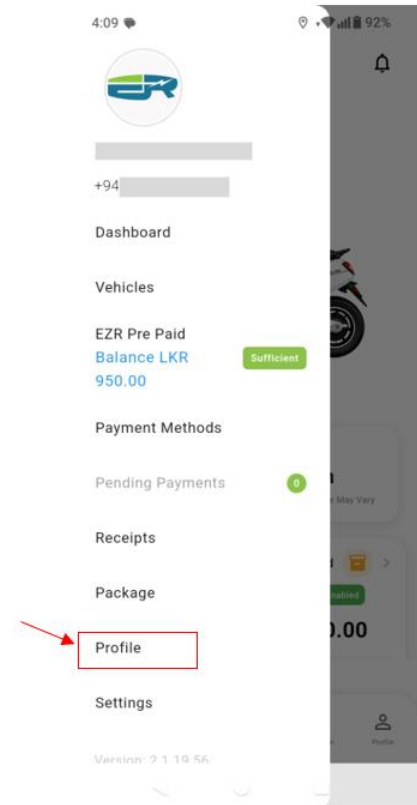


- The system will display the Assigned Vehicle

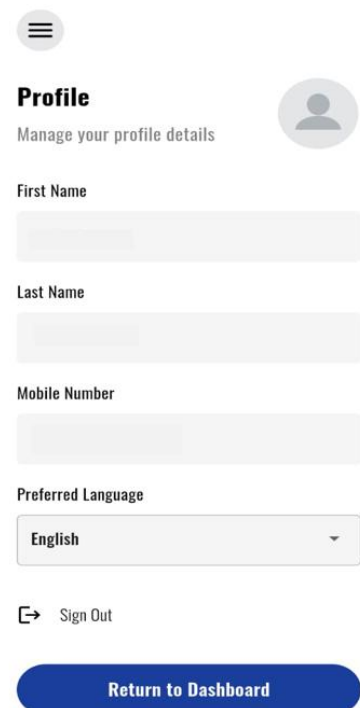


2. Profile details

- Open the app.
- Tap the Menu (≡) icon at the top-left or top-right corner.



- Select Profile from the list.
- Inside the Profile section, you can:
 - Change your preferred language
 - View your details
 - Log out of your account



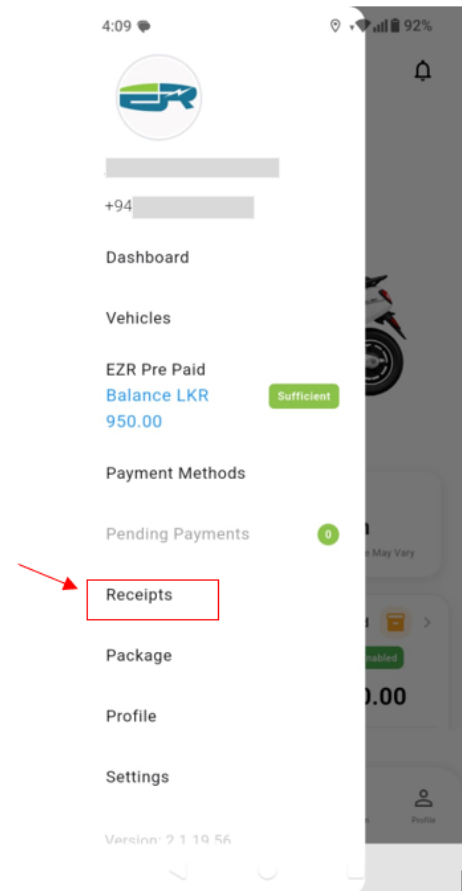
3. Receipt Details

After completing a payment, you can easily view the receipt for your transaction.

- Open the app.
- Tap the Menu (☰).
- Select Receipts.
- Choose the transaction you want to view.
- Tap “Receipt”.

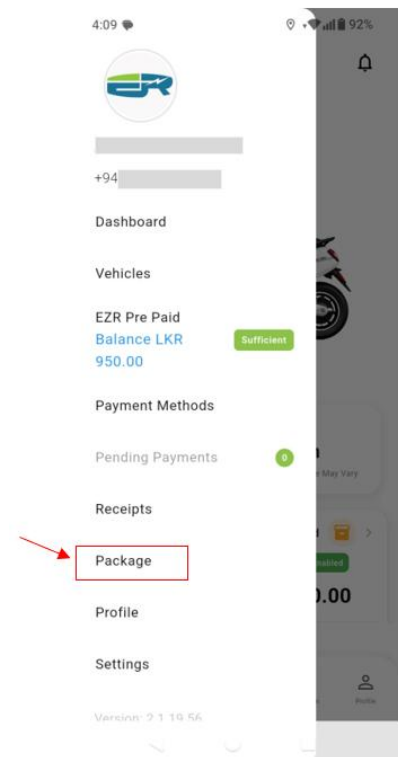
Important

You can view the receipt history for the last month.



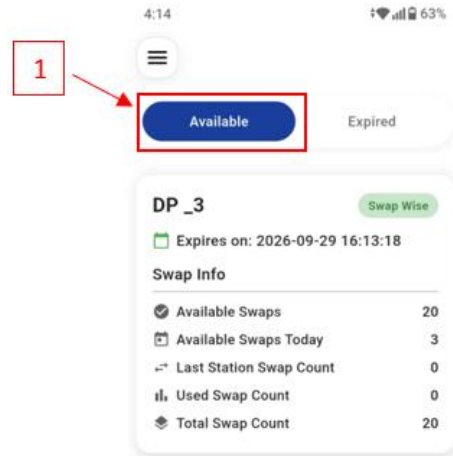
4. Package details

The Available Packages section displays packages that are currently active and expired packages.



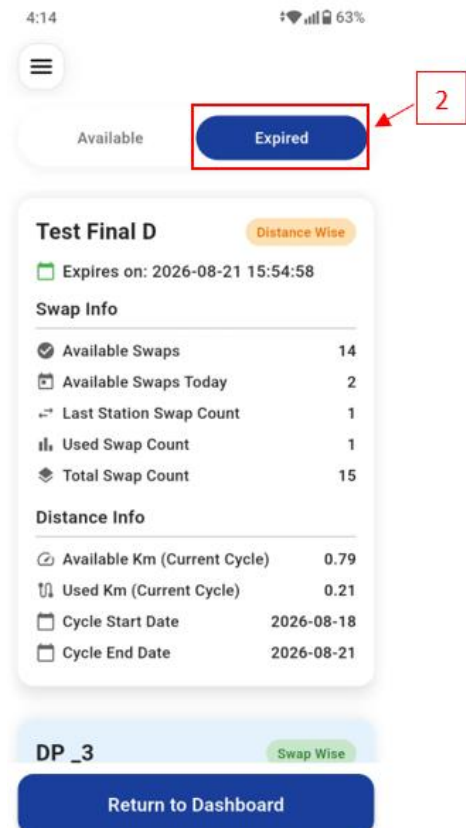
Users can:

1. View the available package details.



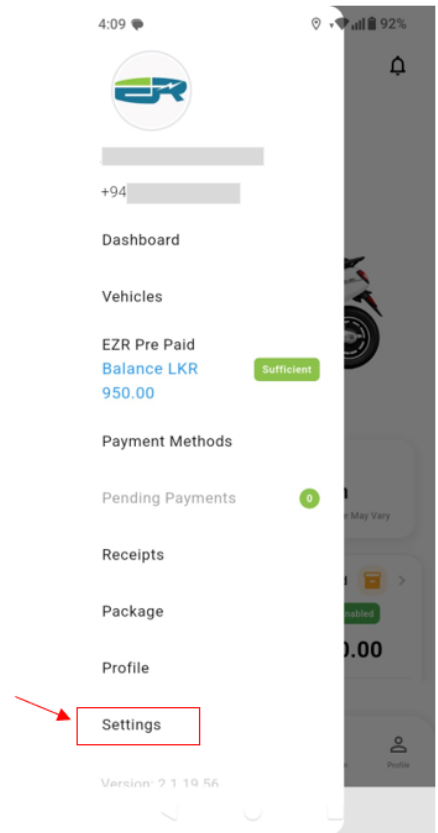
[Return to Dashboard](#)

2. View the expired package details.
 - Check the package validity and other relevant information.



5. Settings

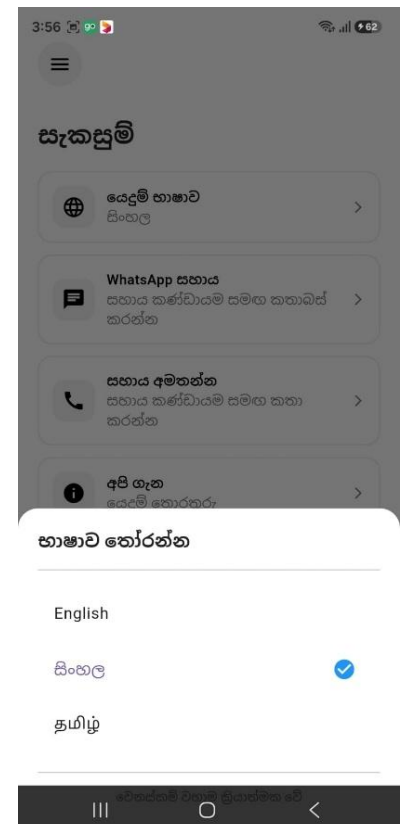
The Settings section allows users to customize their app experience and access customer support options.



- **Language**

Users can change the application language according to their preference.

1. Navigate to the Settings section.
2. Select Language.
3. Choose the preferred language.
4. The app will display the content in the selected language.



- **WhatsApp Support**

The WhatsApp Support option allows users to contact the support team directly through WhatsApp for assistance or inquiries.

Tap WhatsApp Support to open WhatsApp and start a conversation with the support team.

- **Call Support**

The Call Support option allows users to contact the support team directly by phone.

Tap Call Support to initiate a call to the designated support number.