



NGĀTI WHĀTUA ŌRĀKEI



HIKO HANDBOOK

WHĀNAU INFORMATION

ngatiwhatuaorakei.com/parongo/hiko

KIA HAUMARU, KIA ORA



SPEED MONITORED BY GPS

HIKO PROJECT OVERVIEW

Kaupapa

Hiko is the newly introduced Iwi Electric initiative that aligns to the shared commitment of Ngāti Whātua Ōrākei to te taiao.

Promoting not only a greener mode of transport but the benefits on sustainability and economic advances for whānau. Three (3) electric Hiko vehicles were purchased to serve as a shared waka kaupapa based at Ōrākei Marae in 2024. Allowing whānau the ability to use the Hiko EV for special events and iwi kaupapa.

Whānau Hiko

Currently, whānau are dependent on ICE vehicles, with some owning 4-5 petrol cars, due to intergenerational families living together and limited access and support to transition to affordable EVs .

Implementing a vehicle share programme for whānau, lead by whānau will reinforce iwi values of whānaungatanga and kaitiakitanga. The Hiko kaupapa is set to greatly reduce whānau CO2 emissions, vehicle and fuel costs, promoting community engagement with EV technology & education.

HIKO SAFETY

Keep our mokopuna safe!

The safety of you, your whānau and your passengers is paramount. Given the high road toll in NZ and nature of our roads, we require that safety is first, you must adhere to all safety requirements. It's not with the risk!

- **Follow road rules:** You must adhere to all New Zealand traffic laws and regulations.
- **Speed limit:** Driver's must observe and maintain the legal speed limit at all times.
- **Seatbelts:** As the driver, ensure seatbelts are fastened and secure for yourself and all passengers.
- **Child restraints:** The appropriate child restraints must be used and secured properly whilst travelling.
- **Under the influence:** Do not drive under the influence of alcohol or drugs, slower reactions cause accidents.
- **Phones:** Do not check your phone, text or make phone calls while driving. Distracted drivers cause accidents.
- **Don't drive tired:** Avoid driving tired, pull over and rest when travelling on long trips.

TERMS OF USE

Whānau Agreement

Kia ora! Thank you for choosing Hiko powered by Zilch. To ensure a smooth and enjoyable experience for all members of our Hiko whānau, please adhere to the following terms and conditions:

- 1. Road Rules:** Adhere to all traffic laws and regulations, including speed limits
- 2. Time Cap:** Each booking is limited to a maximum of 12 hours.
- 3.. Spacing Bookings:** Please avoid making back-to-back bookings to ensure vehicle availability for all users.
- 4. Weekly Booking Limit:** You may make one booking per week (every 7 days).
- 5. Cleanliness:** Please return the vehicle clean and tidy for the next user.
- 6. Sufficient Charge:** Ensure the vehicle is returned with at least 20% battery charge.
- 7. 15-Minute Rule:** Unclaimed vehicles will be available for re-booking 15 minutes after the scheduled start time.
- 8 Responsibility for Charges:** While the use of the vehicle and EV battery charging at the Marae EV carpark are complimentary for registered drivers, you are responsible for all costs associated with third-party charging stations, tolls, fines, late fees, and any infringements incurred during your booking.
- 9. Reporting Issues:** If you notice any damage or maintenance needs, please report them immediately to maintain safety and reliability for all.
- 10. Rule Adherence:** Failure to comply with these rules may result in a two-month suspension of booking privileges.

By booking a Hiko vehicle, you agree to these terms and conditions. Together, let's make shared driving seamless for Ngāti Whātua Ōrākei whānau.



HIKO TIPS

- Contact Hiko team to your collect your Hiko card after registering as a driver.
- Hiko card details must be entered onto your online profile BEFORE booking a car. The 8-digit card number can be found on your Hiko card.
- If you book before entering Hiko card details, your booking will be cancelled.
- Watch the Driver Safety video on the How to Guide.
- If connected successfully, your Hiko card will unlock the car from your booking start time. If your booking starts at 9:00am, your card will work from 9:00am and not a minute before.
- You can also start/extend your booking, unlock/lock the car via the PWA function. This is located as a link in your booking text reminder. More info about this function is included in the Onboarding Guide.
- Ensure you have your Hiko card on you when collecting your car to avoid issues.
- You can start your booking remotely, but please use the card to unlock the vehicle in the first instance.
- To unlock the car with your Hiko card, tap it against the reader located on the bottom-left of the windscreen of the booked car. The card reader is a gold, rectangle sticker visible through the windscreen.
- Tap your Hiko card quickly, do not hold the card over the reader for more than 1 second.
- If bookings are not redeemed within 15 minutes of your booking start time, it will automatically be cancelled. The car will then be made available online for bookings. If you still intend to use the car, please rebook immediately.
- Do NOT lock the car while the car is still ON as this causes an issue with the Hiko card. Ensure you turn the car off before locking.
- Remember: Screen is ON, car is ON.

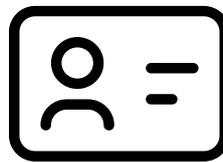


BOOK A HIKO



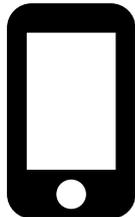
STEP 1:

Accept the Hiko email invitation to register and complete the signup process



STEP 2:

Collect & upload your Hiko card details then book an available Hiko online



STEP 3:

Receive booking confirmation & reminders via text & email



STEP 4:

Tap your Hiko card to unlock the car & enjoy your trip!

Please use the Onboarding Guide to assist you through this process



FAQS

- **Why are the Hiko allocated 12-hours maximum for bookings?**

To allow equal opportunity for whānau to use them. Soon, we will have 200+ registered drivers and with full utilization of only 3 cars. You may find the cars will be booked out in the coming months!

- **Is it FREE to use a Hiko?**

Āe! The Hiko service is completely free for whānau to use! All you pay for is your toll fees, parking/speeding fines and third-party charging fees.

- **Why isn't my driver license verified?**

We have found some users encounter issues with driver license verification with no known cause. Note: your DL expiry automatically sets to 01/01/1970 while processing. This is not the issue. Please refer to the checklist below or contact Zilch at support@zilch.nz or call 0800 294 524.

1. Delete then reenter DL information to restart the verification process (each time a detail is changed, the verification process restarts)
2. Ensure the last name of the driver profile and DL match exactly
3. An orange clock symbol should appear next to the version number to indicate it's being processed
4. Clear the tab to reset the cache/browser history
5. Log out then log back in in a few hours
6. A green tick icon will appear next to the DL version number once it is verified

- **Why isn't my Hiko card unlocking the car?**

Please ensure you have checked:

- 1) Your Hiko card number was loaded onto your profile BEFORE booking a car.
- 2) You have an active booking in the system and are there at the correct time.
- 3) Has your booking expired? Please rebook if this is the case.
- 4) Are you trying to unlock the correct car? Please check your text reminder.
- 5) Did you forget to turn the car off BEFORE locking? Please call the Hiko team immediately.

- **Why is the car dash displaying "no key identified"?**

The car hasn't read your Hiko card correctly. Please ensure you use the Hiko card to unlock the car when collecting for your booking to avoid issues.

Simply tap your Hiko card to the card reader once, twice, then one more time. Leave a few seconds between taps. This will allow the car's locking cycle to sync up again and the message should disappear, allowing you to start the car and begin your journey. If this doesn't work, try to unlock via the PWA web app function in link in your text reminder.

If it still doesn't work, please call 0800 294 524.

FAQS

- **Why won't the website let me book a car?**

You may be having driver license verification issues. Please refer to the above steps or contact the Hiko team. Alternatively, there may be no cars available and you will need to check the planner.

- **Why is the booking page frozen/keeps loading?**

The page is not frozen. If no cars appear below the yellow bar on the booking page, there are NO cars available for the date and times you have selected.

- **How do I know which car is Hiko Tahī, Rua, Toru?**

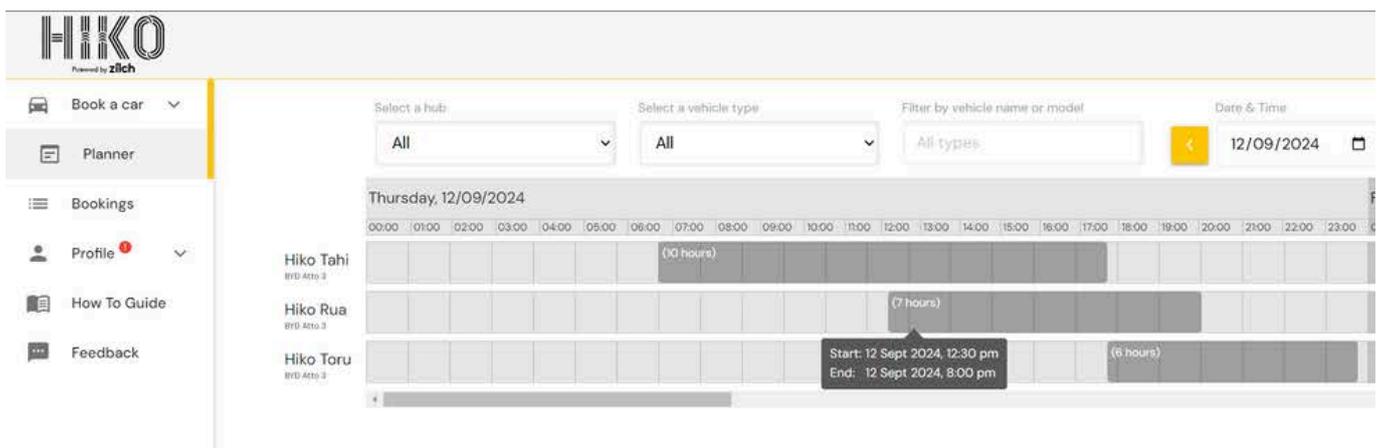
Hiko Tahī is our yellow and red car, registration: QJE375

Hiko Rua is the bright blue car, registration: QJE376

Hiko Toru is the white car, registration: QJE377

- **How can I see when cars are available?**

You can view bookings in the planner function. Please click the down arrow next to “book a car” to access this.



Planner view offers an alternative method to make a booking, whilst giving you visibility of vehicle availability up to a month in advance. You can also use Planner to easily book a seat with others who have enabled carpooling on their booking.

Please note, personal booking details are not visible in the planner for privacy reasons. You will only have the ability to see the booked hours and edit/create your own bookings.

More information about how to use the Planner view can be found on the next page.

CHARGE A HIKO

Ōrākei Marae EV chargers are free and accessible using your Hiko card. Third-party EV chargers will require you to register a personal account and pay charging fees.

STEP ONE

Check your emails: You'll receive an email invitation to **Wallbox** once you have collected your Hiko card. **Wallbox** is our online EV charging platform and connects your Hiko card to the marae chargers. Follow the signup process to register an account. If the chargers are not showing on your profile after creating an account, return to your email inbox and accept the invitation again to restart the app.

STEP TWO

Green means go: Once you have a **Wallbox** account, you can access the marae chargers! Tap your Hiko card onto the charger and wait for the charger lights to flash green.

STEP THREE

Start your session: Once the charger is flashing green, plug the charging cable into the car to start your session. Ensure the car is unlocked. Push to open the charging socket. Ensure you have secured the cable all the way into the car socket. The charger will slow-blink dark-blue when successfully charging.

STEP FOUR

Lock up and walk away: Secure the charging cable by locking the car. It's best to charge to around 80% rather than to a full 100%. This allows the vehicle's regenerative braking to store the additional kinetic energy it captures within the remaining capacity of your battery.

STEP FIVE

Unplug and go: Check your battery is sufficiently charged and ready to go. Unplug the cable and return it to the charging unit securely. Drive off and enjoy your journey!

You can request a full PDF Wallbox guide from the Hiko team



WALLBOX LIGHTS

Charger Status

The LED on the front cover of your Copper charger will indicate the status of the charger with an intuitive colour code.



READY

The charger remains in this state when it is not connected to a car and ready to be used.



CONNECTED

The charger detects that it is connected to a car. There are few situations where the charger can remain in this state.

- **Waiting for car demand:** this situation occurs when the car is not willing to charge although the charger is ready. This is due to one of the following situations:

Car battery is fully charged.

The transition between connecting the car and start charging.

The transition between resuming the charge and start charging.

The car has a pending, programmed schedule within the next 12 hours.

- **Charge paused:** the user has paused the charge through the app or the gesture.
- **Schedule completed:** the charger is waiting for the next charging action.



CHARGING

The charging process has started and the car is being recharged for the next ride.



LOCKED

The charger is locked. Only an authorised user can unlock it. User authentication can be done via RFID card, Wallbox app or myWallbox portal.



ERROR

The charger is in fault mode. Do not try to charge in this condition. Contact Wallbox Service so they can advise you on this topic.

CHARGE A HIKO

Third party charging is at the cost of the Hiko user. We recommend downloading the Chargenet app and creating a personal account. Chargenet services incur fees that are the responsibility of the driver.



The Chargenet app is available to download onto your smartphone from the Apple App store or Android playstore.

If you plan on taking the Hiko on a longer trip, please contact Hiko kaiāwhina to check how much charge/kms your allocated car has. You may be required to charge your Hiko at a third-party charger before departing. Please allow time for this when selecting your booking start time.

You can find more EV charging tips here: <https://charge.net.nz/how-to-charge/>



HIKO DRIVERS



Before your booking

- Watch the Hiko Driver Safety video
- Inspect the vehicle for any damage
- Inspect cleanliness of car
- Report issues immediately and email photos to hiko@nwo.iwi.nz
- Ensure you have enough charge power for your trip
- Know where your trips EV chargers are located

After your booking

- Ensure you turn the car OFF before locking!
- Remove all rubbish from vehicle
- Remove all personal belongings
- Return the car clean and tidy
- Ensure car is returned on enough charge (20%)
- Plug car in on return and ensure it's charging for the next whānau



TRAVEL TIPS



Plan ahead

- Plan your trip in advance
- Shorter charging sessions are often better
- Charge up where you're staying
- Download useful EV apps to plan your trip effectively
- Check the Hiko Zilch app before you hit the road

EV Etiquette

- Remember EV etiquette
- Have a plan B for where to charge
- Understand your EV

Find more info here:

<https://charge.net.nz/knowledge-article/road-trip-tips/>



ROADSIDE ASSISTANCE

BYD Support

Please contact BYD for roadside assistance. BYD Support is available 24 hours, 7 days a week, 365 days a year. Call **0800 293 288**. Please report all vehicle incidents to Hiko Kaiāwhina promptly.

Jump online and head to **<https://www.bydauto.co.nz/roadside-assistance>** for more info.





CONTACT INFORMATION



www.hiko.zilch.nz



hiko@nwo.iwi.nz



021 046 8414

Zilch System Support



0800 294 524



support@zilch.nz

BYD Roadside Assistance



0800 293 288