

Employee Communication & Frequently Asked Questions

We have recently installed Blink electric vehicle (EV) charging stations in our community. These stations are available for tenants and their guests to charge their plug-in hybrid and fully electric vehicles. Due to the limited number of chargers, we are informing residents that once their vehicle is charged, they must move their vehicle from the EV spot.

We anticipate residents who will be using the stations will already be familiar with their operation. Below are some frequently asked questions to help you if an EV driver needs assistance.

Why did we install EV charging stations?

Our community is committed to providing a comfortable, attractive, and tenant-focused building. As electric vehicles become commonplace, we have decided to provide an amenity attracting and retaining tenants who choose to drive electric.

What should be done if a non-EV is parked in the EV parking spot?

Contact the vehicle's owner alerting them they are parking in an electric vehicle parking spot and request that they move their vehicle.

Do tenants and visitors need to valet to use the EV charging station?

Typically, no. Tenants and visitors should not be required to valet their vehicle to park in the EV parking spot. From time-to-time, this may change. If this policy changes, we will alert you in advance.

Do users have to pay to use the EV chargers?

Yes. Charge rates are indicated on the machines. For more information, please review the “EV Driver Communication” document.

How do users start a charge?

To operate a Blink EV charger, simply plug in the electric vehicle and touch the screen to follow the prompts. Users will have the option to use their Blink membership account or charge as a guest. For more information on the membership, please refer the driver to Blink Customer Service at (888) 998.2546 or www.BlinkCharging.com.

How do I know if the charger is working?

The charger’s port will display blue if it is plugged into an EV and charging. When the light displays green the charge has been completed, and the station is available to be used by another EV driver.

What happens if the power goes out?

When the power turns back on, the unit will go through its reboot and test cycles. Upon successful completion, it will automatically return to its waiting to charge state. If a vehicle was charging at the time the power went out, the driver would need to restart their charge.

What if the station won’t turn on?

Typically, if the station won’t turn on or the screen does not display, the breaker feeding the unit has been tripped or is turned off. Please check the breaker. If the breaker is on and the unit still does not work, please contact Blink Network Operations Center (NOC) at (888) 998.2546 x2.

Are Blink charging stations weatherproof?

Yes, Blink equipment is weatherproof, capable of withstanding normal wear and tear due to daily exposure to environmental elements and are stable in extreme weather conditions.

Who do I contact if I have a problem with the Blink Charging station?

If there is an issue with the EV charging station, please contact Blink Customer Service at (888) 998.2546 anytime, day or night.

