

welcome to

stadtmobil

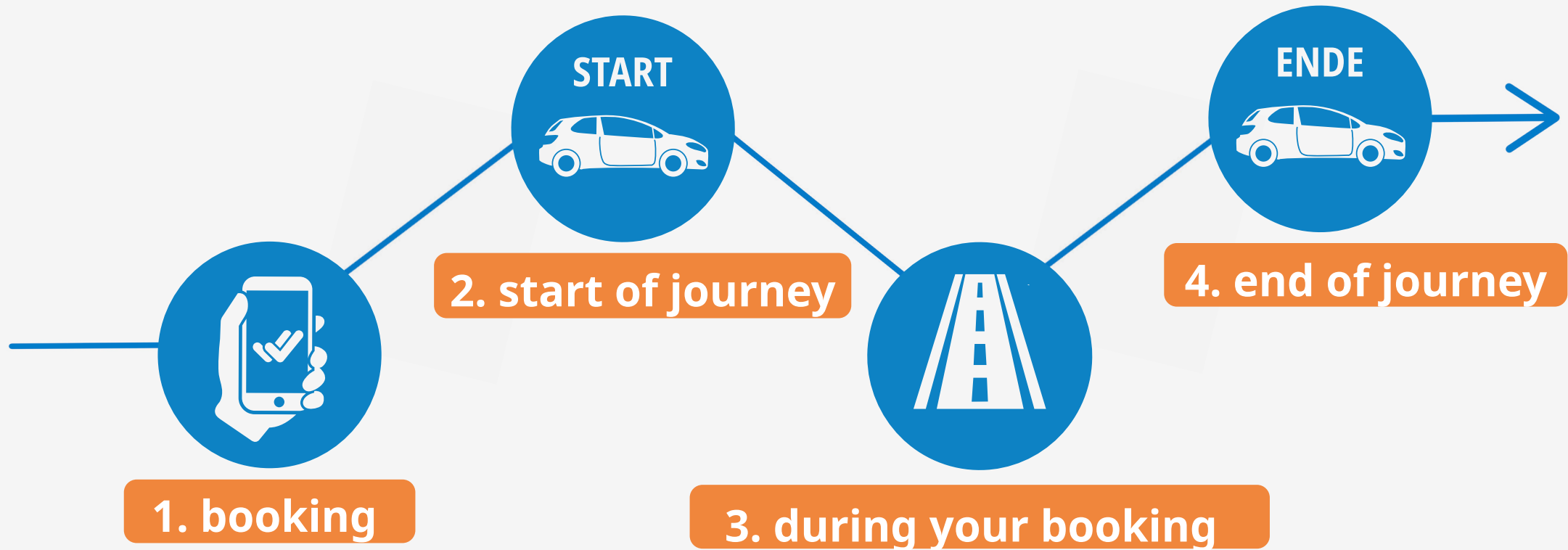
carsharing



property of stadtmobil Karlsruhe. Find the PDF here:



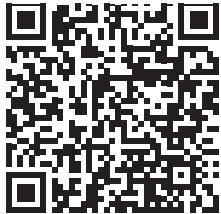
booking process



briefing

Online

via browser

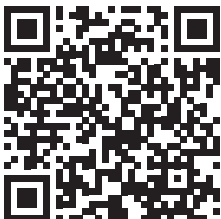


mein.stadtmobil.de

via free stadtmobil-App




iOS App



Play Store



service center

 0721 911 911-1
24h

- extensions
- cancellations
- breakdown assistance



booking possibilities



free Cancellation: At least 24 hours before the start of your booking.



Keep to your booking time. Please extend a booking in advance if needed!



non-smoking vehicles!



after transporting animals: thoroughly remove pet hair.



do not park private cars in stadtmobil parking spaces!

basic booking information



customer number

for login and all communication

phone password

for identification during calls.

→ No booking possible without a password.

internet password

can be changed online


important data

PIN

opens/unlocks vehicles

basic booking information

station-based carsharing

- pickup & return at the same location
- spontaneous, but also bookable up to 6 months in advance
- smallest billing unit: 1 hour
- rental period:
 - up to 10 days can be booked independently
 - over 28 days upon written request via email

billing: basic fee + time + kilometers



1. booking



stadtflitzer are not allowed to change operating areas!



free-Floating: stadtflitzer

- ▶ two Operating Areas:
 - Karlsruhe in red
 - Pforzheim in blue
- ▶ pickup & Return within the operating area (visible via the button in the app)
- ▶ bookable spontaneously and immediately, or reservable 30 minutes in advance
- ▶ smallest billing unit: 10 minutes
- ▶ maximum usage duration: 7 days, not extendable



1. booking

billing: basic fee + time + kilometers



special features of stadtflitzer Pforzheim

- blue operating area with e-vehicles
- charging at SWP charging points both inside and outside the Pforzheim operating area.
- Please note: SWP fast-charging stations cannot be used!
- Pay attention to the charge level upon return!
 - Below 25%: Return exclusively to SWP charging points.
 - 25-75%: Park in any parking space within the Pforzheim operating area.
 - Above 75%: Return to SWP charging points is not permitted.

1. booking

billing: basic fee + time + kilometers

Before picking up your vehicle, familiarize yourself with the station details

- location map with description
- brief description
- station description
- use of permanent parking permits
- charging options

Staatstheater Parkhaus

Standortinformationen

Kurzinfo

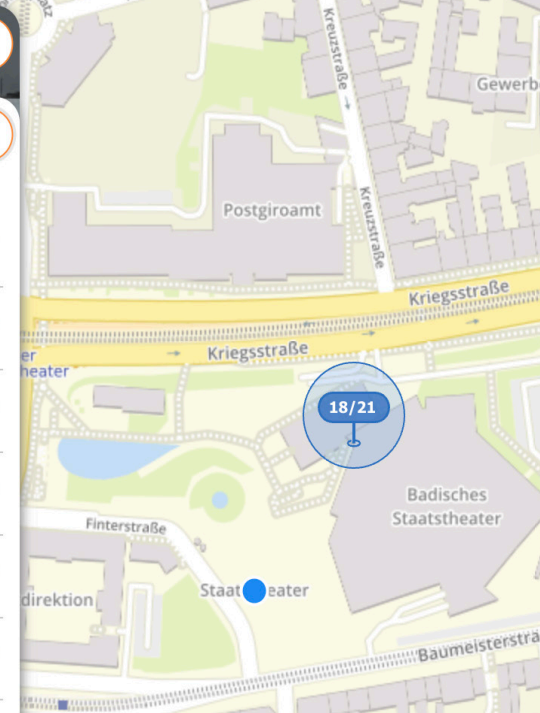
Standortskeze

Beschreibung

Nutzung der Dauerparkkarte

Foto 1

Foto 2



departure check

please inspect the vehicle for damage before starting your booking.



2. start of journey

vehicle access option

If you interrupt your trip, lock the vehicle with the car key.

via the stadtmobil-App

- Open your booking.
- Select the „Start booking“ and „Open vehicle“ options.
- Enter your PIN in the stadtmobil app.
- Take out the key.
- Start the vehicle.



Using the access card

- Hold the card to the reader, and the vehicle unlocks.
- Enter your PIN at the terminal, if prompted.
- Take out the key.
- Start the vehicle.

2. access system A: at the vehicle

access option: key safe

via the stadtmobil-App

- open the app.
- start your booking + open the key safe.
- enter your PIN at the key safe.
- remove the key with the green LED lit.
- close the key safe door.
- unlock and start the vehicle



with the access card

- hold the card to the reader.
- enter your PIN at the key safe.
- remove the key with the green LED lit.
- close the key safe door.
- unlock and start the vehicle.




2. access system B: key safe

inspect for existing damage


before you start your trip, always check the vehicle for damage!

- any previously registered damage is noted in the app. Please verify if any new damage has occurred.
- report new damage using the app's „report a problem“ function or by phone.
- Report any other issues via the app.


Problem melden




vorne




hinten




links



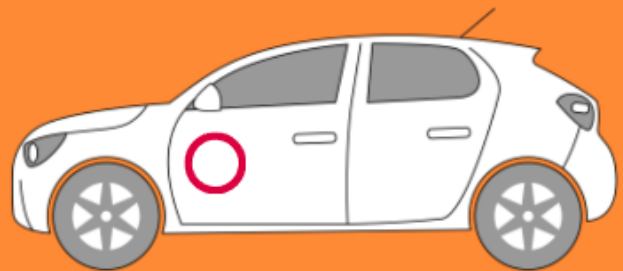
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oben



innen

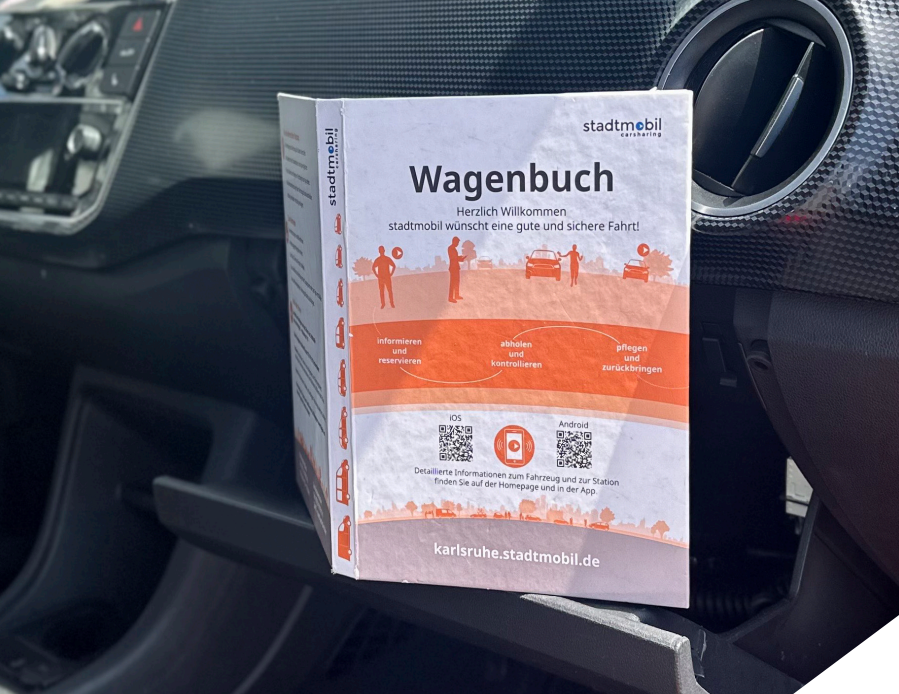


Fahrerseite

Zurück

Weiter

2. pre-departure check



here's what you'll find in the vehicle logbook:

- Fuel and charging cards, and potentially permanent parking permits
- Vehicle registration document and the green insurance card
- Useful information: warning and indicator lights, how to find charging stations
- Important information in case of an accident/breakdown



**Is something missing?
Please report it to stadtmobil if
anything isn't in the vehicle.**

3. during your booking



Fueling and charging

- The vehicle must be at least 1/4 full or charged when your booking ends.
- Use the fuel and charging cards from the vehicle logbook for payment. The PIN can be found on the vehicle key and in the app.
- Pay for operating fluids (wiper fluid, oil, and AdBlue) with the fuel card



card defective?
prepaid > submit receipt via App

3. while journey



clean driving is better driving

- with the fuel cards, you can get a free car wash at participating gas stations or cooperating car wash parks. For more info, check the QR code in the vehicle logbook.
- please completely remove any self-caused dirt. If necessary, wash and vacuum the vehicle.



Is the vehicle heavily soiled at the start of your booking?

report it directly via the app, clean it, and secure a €2.50 driving credit!

options > report a problem > soiling

3. while journey

back at the station?

don't forget to:

- remove dirt/trash and shake out floor mats.
- turn off lights and close doors & windows.
- return the key and end your booking.

Upon return to the station, electric vehicles must be connected to the charging point!

in case of accident or breakdown:

- any accident must be reported to stadtmobil by phone immediately.
- the well-being of those involved and securing the accident site always have priority.
- emergency Police: 110
- take photos of all damage incurred and vehicles involved, as well as the accident scene.



4. end of journey

more infos

fueling, charging, washing



overview

video guide



station-based
carsharing



free-floating
stadtflitzer



As an additional source of information, you can also watch out videos on **karlsruhe.stadtmobil.de** or on YouTube,

This briefing does not replace the user manual.

visit us online:

