



# Handbook

**e-CARSHARING, CARSHARING und RENTALCARS**

# Welcome to tim.

This handbook is intended to help you with questions about our vehicles, the charging infrastructure, the booking platform and general topics.

You will also find a complete **operating manual** for the car in each glove compartment.

If something is still unclear to you, call the **tim hotline on 0316 887 4755**



e-SHARE



SHARE



RENT





## Contents

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## Unlock and lock the car

Hold the **tim** card up to the card reader on the windscreen on the vehicle's driver's side



-  → **Yellow LED begins to flash:** you can remove the card.
-  → **Green LED lights up:** the car is unlocked or locked.
-  → **Yellow LED flashes:** the system is blocked. If it still doesn't work after the third try, call the **tim** service centre.
-  → **Yellow flashing and red LEDs:** Are you in front of the right car? Wait until both LEDs turn off, then try again.

## You must do this **before departure**

1. Unlock the vehicle with the **tim** card (see page 4).
2. If you have rented an e-vehicle: first unplug the charging cable from the vehicle, then from the charging station (see page 10), and stow it in the boot.
3. Start the vehicle.

## You must do this **upon your return**

1. Park the vehicle at the **tim** location.
2. If you have rented an **e-vehicle**: plug the charging cable into the vehicle. Unlock the charging station with the **tim** card and plug the charging cable into it (see page 13).
3. Lock the vehicle with the **tim** card (see page 4).

**IMPORTANT:** You must always return **the rental** car to the **tim** location with a **full tank** at your own expense (see page 25).



## e-CARSHARING

With **tim** e-carsharing you are environmentally friendly and flexible on the road. Ideal if you need a car for a short period of time. Whether it's for running errands, a shopping trip or to visit friends.

It is important that you always return the vehicle to the same location from which you picked it up.

**tim is growing fast!**

Find out more about availability and current locations at [www.tim-graz.at](http://www.tim-graz.at)

from  
**5€/h**

**VW E-GOLF**

85 kW / 115 hp – electric

**Gearbox:** Automatic

**Seats:** 5

**Boot capacity:**

341 to 1,231 litres<sup>1</sup>

**Child car seat** available<sup>2</sup> (Isofix) **Child car seat** available<sup>2</sup> (Isofix)

**VW ID.3**

70 kW / 95 hp – electric

**Gearbox:** Automatik

**Seats:** 5

**Boot capacity:**

315 to 1.170 litres<sup>1</sup>

**Child car seat** available<sup>2</sup> (Isofix)



from  
**5€/h**

**Mercedes eVito<sup>3</sup>**

70kW / 95 hp – elektrisch

**Gearbox:** Automatic

**Seats:** 9

**Boot capacity:**

1.000 litres<sup>1</sup>

**No child car seat**

<sup>1</sup> with the rear seats folded down

<sup>2</sup> Selectable via the booking platform. For 4- to 12-year-olds or 15-36 kg. Additional child seats free of charge on request.

<sup>3</sup> Currently available at Griesplatz and Mohsgasse tim mobility nodes

## Unplug and **stow the charging cable**

**IMPORTANT: The cable must always remain with the car. Please don't leave it at the charging station!**



1. First unplug the charging cable from the car.  
The charging cable should be easy to detach!
- If it doesn't disconnect and the green light on the car's charging connector is also on (charging mode), you have to press the unlock button on the front of the driver's door.
2. Disconnect the second end of the cable from the charging station.
3. Place protective caps on both ends of the charging cable.
4. Stow the cable in the boot.



## Starting the **VW E-GOLF**

1. Gear stick must be in P | 2. Press the brake pedal
3. Press the Start button | 4. Use the gear stick



- P** = Park  
**R** = Back or reverse  
**N** = Neutral or idling → **WARNING: Press the brake!**  
**D** = Drive (without automatic regenerative braking).  
 → If you take your foot off the accelerator, the car continues to move at the same speed.  
**B** = Drive (with max. regenerative braking\*  
 → If you take your foot off the accelerator, the car brakes.\*



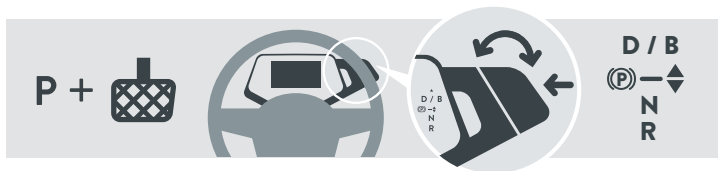
The **electric handbrake** is located on a button on the centre console.

## Start the VW ID.3

The ID.3 does not have to be started manually.

1. **Gear stick** must be in **P** position
2. Press the **brake pedal**
3. Select **drive mode**

There is also a manual Start/Stop button just in case.



The **gear stick** is on the right behind the steering wheel!  
Flick the gear stick back or forth to select the desired gear.  
You can choose between **D/B | P | N | R** (see page 11).

- (P)** The electric **handbrake** is also located on the gear stick.

To **park** the ID.3, press the brake pedal and press the **P** button on the gear stick, which activates the handbrake.

## Parking and charging the car



1. First connect the bigger end of the cable **to the car**.
2. Then take your **tim** card and unlock the charging station by holding it up to the card reader above the safety cover.  
→ wait until the card is read and the charging station is unlocked.
3. Connect the second end of the cable to the charging station.  
→ the charging process only begins once the **smiley** face has appeared on the charging station's display

### Parking and charging the car

If **no smiley face** appears, press the charging cable in a little harder. An **error message** will appear on the charging station if you take more than 15 seconds to do this.

In this case, press the **unlock button** on the vehicle again, **remove** the charging cable from the vehicle and then from the charging station, **plug** the charging cable back into the vehicle, log into the charging station with your **tim** card and then plug the charging cable **firmly** (until it clicks into place) into the charging station.

**If the smiley face lights up, you've done everything right.**



Foto: Lupi Spuma





# CARSHARING

**tim** carsharing is the fuel-operated alternative to **tim's** electric cars. **tim** carsharing is the ideal complement to public transport and brings with it all the advantages of having your own vehicle without having to own one.

Please always return your vehicle to the location from which you picked it up. Also note the ground markings.

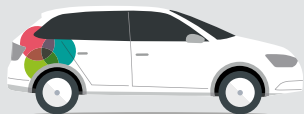
Please note: if you're booking for several days, a **tim** rental car is cheaper than a carsharing car.

Find out more about **tim** carsharing on the following pages.

**tim is growing fast!**

Find out more about availability and current locations at [www.tim-graz.at](http://www.tim-graz.at)

from  
**5€<sup>1</sup>/h**

**Skoda Fabia Combi**

55 kW/74 hp – fuel-operated

**Transmission:** 5 gears

**Seats:** 5

**Boot capacity:**

530 to 1,395 litres<sup>1</sup>

**Child car seat** available<sup>2</sup> (Isofix)

**Peugeot Transporter<sup>3</sup>**

85 kW / 115 hp – fuel-operated

**Transmission:** 6 gears

**Seats:** 3

**Boot capacity:**

4,600 litres

**No child car seat**

<sup>1</sup> with the rear seats folded down. <sup>2</sup>Selectable via the booking platform. For 4- to 12-year-olds or 15-36 kg. Additional child seats free of charge on request.

<sup>3</sup> Available at the Andreas-Hofer-Platz tim carsharing location and at the Schillerplatz tim mobility node

## Refuelling the vehicle

**You can refuel non-electric tim cars at any petrol station.**



Before you bring the carsharing car back to the tim location, please check how full the tank is. Please head to a petrol station and fill it up if the tank is only a quarter full or less!

**IMPORTANT: Please note the information on the correct type of fuel. You can find it on the inside of the gas cap.**



The costs for this will be credited to your next bill. Please send us the original receipt by post or bring it to the tim service centre within 30 days.

Tutorial videos can be found in the FAQ at [tim-graz.at](http://tim-graz.at)

## CARSHARING

### Where is the **key**?

**You don't need a key to unlock and start your tim car, you only need your tim card.**

Exception: in the Mercedes eVito you will find a key box containing the car key in the centre console.  
The code to open the box is 0000.

**After your trip, please put the key back in the box and lock the vehicle with the tim card.**



Foto: Lupi Spuma



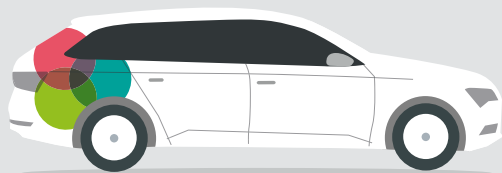
# RENTALCAR

Do you want to go away for the weekend, or do you need a car for several days?

**tim** offers you Skoda Octavia Combis as rental cars. These are comfortable and offer a lot of space.

All information about our rental cars can be found on the following pages.

Foto: Lex Kareilly

**Skoda-Oktavia-Combi**

85KW/115PS – fuel-operated

**Transmission:**

7-gear automatic

**Seats:** 5**Boot capacity:**

610 bis 1,740 litres

**No child car seats**

## Unlock and lock the vehicle

You unlock and lock the rental cars with the **tim** card (see page 4).

## Refuelling the vehicle

**Always fill up your rental car at your own expense before you return it. You can fill up at any petrol station.**

For rental cars, fuel is not included in the price. So return your tim rental car to the tim location from which you picked it up with a full tank.



**IMPORTANT:** Please note the information on the correct type of fuel. You can find it on the inside of the petrol tank cap.



# Booking platform and app

You can book the car you want quickly and easily via the booking platform on our website or via the **tim** app.

Then let the **good times** roll!!

# Book tim-vehicle by the date

## 1. Open the tim app

→ Select the **by date** option



## 2. Select location

→ Select from the **list** or

→ Click on the **map symbol** to select from **location map**



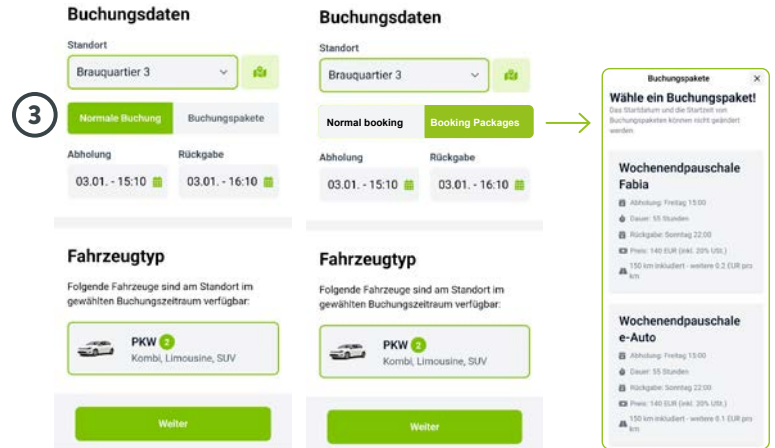
## 3. Select type of booking

Two options are available:

normal booking and booking packages

→ For **“normal booking”**, specify collection time and return time

→ When selecting **“booking packages”**, a booking package with a specified start date and start time can be selected



#### 4. Select vehicle type

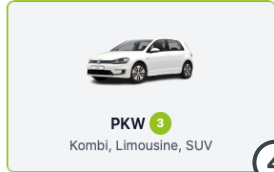
With “**vehicle type**”, you can see how many vehicles are available at your chosen location for your chosen booking period.

→ Select **vehicle type**

#### 5. Select **Continue**

##### Fahrzeugtyp

Folgende Fahrzeuge sind am Standort im gewählten Buchungszeitraum verfügbar:



#### 6. Specify **vehicle requirements**

→ Specify planned **route**

→ Select **number of seats**

→ Select **type of transmission**

#### 7. Select **display vehicles**

##### Fahrzeugaanforderungen



##### Weitere Features





## 8. Select vehicle

→ Click on **desired vehicle** from the list

### Unsere Empfehlung



Seat Ibiza G-226WL

G-226WL



77%



5 Sitze



Automatik

8



E-Auto

VW ID.3 G-TIM32

G-TIM32



100%



5 Sitze



Automatik



Peugeot Expert G-TIM 20

G-TIM 20



90%



3 Sitze



Manuell

## 9. Type of use

→ Select **type of use (personal/business)**

→ For **business trips**, specify destination and purpose of trip

## 10. Other information

→ If needed, enter personal memo



Skoda Fabia Kombi G-581VR

G-581VR



74%



5 Sitze



Manuell

### Benutzungsart

Privat

9

Dienstlich

### Dienstliche Eingaben

#### Fahrziel

Hier eingeben

#### Fahrtzweck

Hier eingeben

### Sonstige Eingaben

#### Persönliche Notiz

Hier eingeben

10

Nutze dieses Feld um Notizen zu dieser Fahrt zu hinterlegen. Dieses Feld ist nur für dich sichtbar.

## 11. Check booking information

## 12. Confirm booking

→ Complete booking

**Skoda Fabia Kombi G-581VR**  
G-581VR  
74% 5 Sitze Manuell

**Buchungsdetails** 11

**Standort & Zeitraum**

|                              |   |
|------------------------------|---|
| Standort<br>Jakominigürtel 4 | Buchungszeitraum<br>31. Jan., 13:10 - 31. Jan., 14:10 |
|------------------------------|---|

**Geschätzter Preis**

Preis  
-

**Fahrtdetails**

Benutzungsart  
Privat Dienstlich

**Dienstliche Eingaben**

Fahrziel  
Hier eingeben

Fahrtzweck  
Hier eingeben

**Sonstige Eingaben**

Persönliche Notiz  
Hier eingeben

Nutze dieses Feld um Notizen zu dieser Fahrt zu hinterlegen. Dieses Feld ist nur für dich sichtbar.

**Buchung abschließen** 12

## 13. Booking summary

→ Check booking

14. If necessary, change or cancel booking

**Geplant** 7d zum Start

**e-Golf G-TIM 25**  
G-TIM 25  
96% 5 Sitze Automatik

**Buchungsinformationen** 13

|   |                           |
|---|---------------------------|
| Buchungszeitraum<br>31. Jan., 13:10 - 31. Jan., 14:10 | Standort<br>Griesplatz 10 |
|---|---------------------------|

**Geschätzter Preis**

Geschätzter Preis

**Fahrt verwalten**

- Benutzungsart wechseln >
- Buchungsinformationen bearbeiten >
- Route zum Standort öffnen >
- Support kontaktieren >
- Kalendereintrag herunterladen 📄

**Buchung stornieren** 14

# Book **tim** vehicle **by vehicle**

1. When you open the **booking platform**  
→ Select the **by vehicle** option



2. When booking **by vehicle**

→ **available vehicles** are displayed.  
**Available periods** are in **green**; **booked periods** are in **red**.

3. Using a **filter** according to location or vehicle type narrows down the **choice of vehicles**.

4. **Master data**, such as seats, transmission, charging state/ tank level, and availability for 48 hours from the requested date, are displayed for each vehicle.

Normale Buchung | Buchungspakete

Gewünschte Abholzeit: 24.01. - 11:50

Ab jetzt

**3**

ALTE POSTSTRASSE/FELDGASSE | 1 FAHRZEUG

**Skoda Fabia Kombi G-849RP** G-849RP

100% | 5 Sitze | Manuell

VERFÜGBARKEIT: 25.01.2023 - 26.01.2023

ANDREAS-HOFER-PLATZ 15 | 4 FAHRZEUGE

**Peugeot Expert G-TIM 20** G-TIM 20

90% | 3 Sitze | Manuell

VERFÜGBARKEIT: 25.01.2023 - 26.01.2023

**2**

**Seat Ibiza G-226WL** G-226WL 4

77% | 5 Sitze | Automatik

VERFÜGBARKEIT: 25.01.2023 - 26.01.2023

Fahrzeuge filtern

## 5. Select vehicle and time of departure

→ Select vehicle from the list

→ A drop-down list appears. **Select time of departure.**

**Available times are in green;** booked times are in red.

5

## 6. Enter collection time and return time

7. Select estimated route

## 8. Specify use type

→ Select **type of use (personal/business)**

→ For **business trips**, specify destination and purpose of trip

## Buchungsdetails

### Standort & Zeitraum

## Fahrtdetails

## Sonstige Eingaben

Nutze dieses Feld um Notizen zu dieser Fahrt zu hinterlegen. Dieses Feld ist nur für dich sichtbar.

Die Buchung ist bis zum Buchungsende editierbar.

## 9. Other information

→ If needed, enter personal memo

## 10. Confirm booking

→ **Complete**

# tim vehicle selection with booking package

1. Open the **booking platform**

→ Select the **by vehicle** option



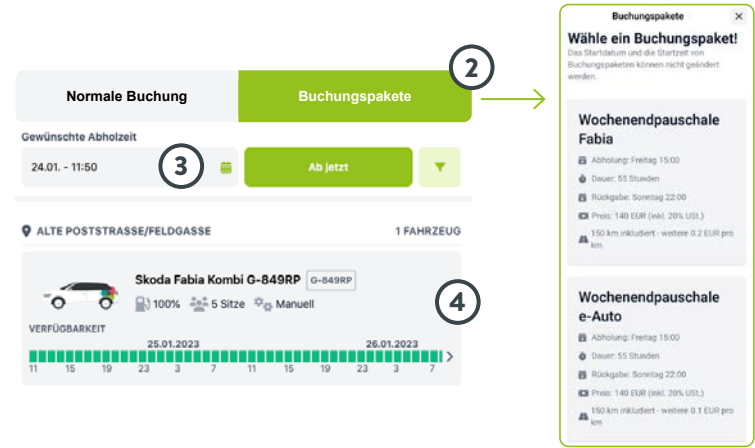
2. Select the booking package option.

Available booking packages are displayed.

3. Enter **desired date**.

Available vehicles for this option are displayed.

4. Select desired **vehicle**.



**Collection time and return time** are default settings for the booking package and cannot be changed.

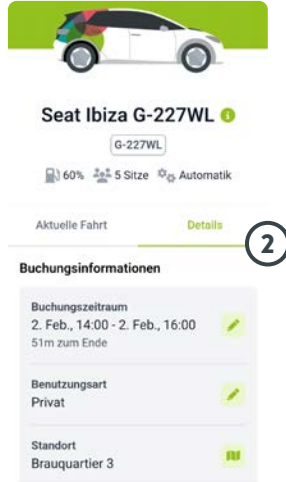
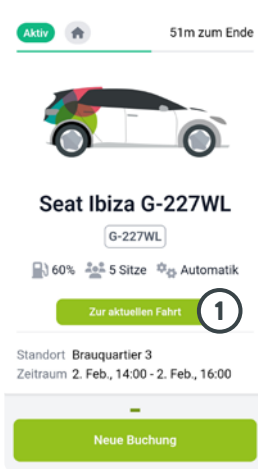
Fill in the rest of the form as on p. 39 and **complete booking**.

# Change tim booking

## 1. Select booking

→ Select **To current trip**

## 2. Select details



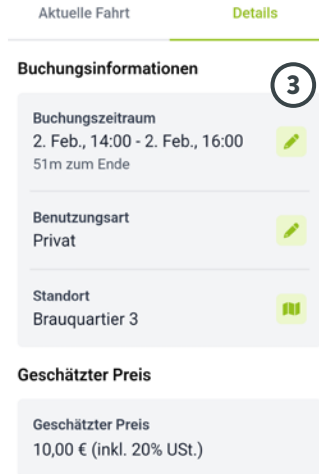
## 3. Change booking option

→ Adjust **booking period**

→ Adjust **use type**

→ Adjust **location**

## 4. Apply changes

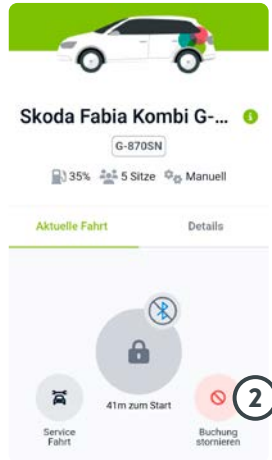


# Cancel tim booking

## 1. Select booking

→ Select **To current trip**

## 2. Select **Cancel booking**

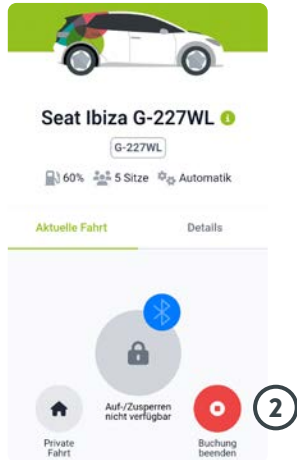
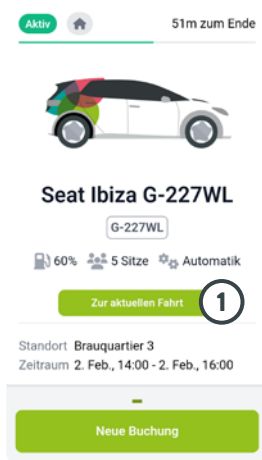


## 4. Confirm



# End **tim** trip

1. Select booking  
→ Select **To current trip**
2. Select **End booking**



3. Complete checklist **Have you thought of everything?**
4. Select **Continue**
5. Rate **Condition of vehicle** or enter comment
6. Select **Complete**

## Hast du an alles gedacht?

Bitte bestätige folgende Punkte, bevor du das Fahrzeug verlässt.

- Fahrzeug befindet sich am Rückgabeort **3**
- Autoschlüssel ist im Handschuhfach
- Fenster sind geschlossen
- Alle Stromverbraucher sind aus
- Persönliche Gegenstände mitgenommen

Alle auswählen

Weiter **4**

## Bewerte den Zustand

Bitte hilf uns mit einer schnellen Bewertung des Fahrzeugs.

★★★★★ **5**

Bewerte das Fahrzeug

Deine Anmerkung Optional

Hier eingeben

Abschließen **6**

## Vielen Dank

Wir freuen uns über dein Feedback. Bis zum nächsten Mal!

Fertig





## Good to know ...

Here you will find:

### **Glove compartment:**

- registration certificate
- operation manual
- accident report
- ballpoint pen
- insurance card
- parking disc

### **Centre console:**

- disinfectant wipes

### **Driver's side door:**

- ice scraper

### **Boot:**

- first aid kit
- warning triangle
- safety vest
- snow brush
- gloves



## GOOD TO KNOW ...

### 1. BOOKING MY TIM CARS

#### How do I tell the difference between tim carsharing vehicles and tim rental cars?

- **tim carsharing vehicles** are VW e-cars, Skoda Fabia Combis or Mercedes eVitos. They feature **tim's** brand name and recognisable logo.
- **tim rental cars** are Skoda Octavia Combis and have a neutral colour scheme. They are listed as rental cars on the booking platform.

#### What can I do if I have problems booking my tim car?

- If you have problems with your booking, contact the **tim** service centre on 0316/887-4755. You can also send an email to **office@tim-graz.at**, but this will only be answered during **office hours**.

#### What do I do if my booked vehicle is not there?

- Contact the **tim** service centre immediately on 0316/887-4755.

#### What should I do if I'm going to be late returning my tim car?

- Please extend your booking.
- If this is not possible, please inform the **tim** service centre on 0316/887-4755.

#### What should I take into account when driving a tim e-car on the motorway?

- The vehicle's range is reduced by up to 30 per cent.
- The faster you go, the more energy you use. The optimal speed is 100 kph.

## GOOD TO KNOW ...

### Is the toll sticker for Austrian motorways included?

- All **tim** vehicles have a digital motorway toll sticker for Austrian motorways.

### Do I have to pay tunnel tolls myself?

- With all **tim** cars, the tunnel toll for the Gleinalm tunnel and Bosruck tunnel is **included** (until further notice).

## 2. STARTING MY TIM CAR

### When do I use the start button?

- To turn on the ignition and to start and stop the car.





## GOOD TO KNOW ...

### What do I do if I can't unlock the car or my tim card doesn't work?

- If the reader displays a red light, this means that an error has occurred. Please check your booking. Do the vehicle, date and time match up? Or are you perhaps a little too early for your booking?
- If a yellow light is flashing, there is a connection error. Please be patient and try again in a few minutes.
- If it still doesn't work, please contact the **tim** service centre on 0316/887-4755.
- If no light comes on on the reader, please inform the **tim** service centre on 0316/887-4755.

### What do I do if I can't start the electric vehicle?

- Put the gear stick in the **P** position – press the brake AND press the Start button.

- If it still doesn't work, please book another vehicle and inform the **tim** service centre on 0316/887-4755.

### What do I do if I can't move the gear stick?

- Press the brake and push the button on the front of the gear stick.
- If it still doesn't work, please book another vehicle and inform the **tim** service centre on 0316/887-4755.

### What to do if I can't release the electronic parking brake?

- Strap yourself in and press the electronic parking brake button in the middle of the centre console.
- If it still doesn't work, please book another vehicle and inform the **tim** service centre on 0316/887-4755.

## GOOD TO KNOW ...

### What do I do if my carsharing vehicle's tank is less than 1/4 full?

- Please fill up the vehicle and bring the original invoice to the **tim** service centre within 30 days. The money will be refunded to you there in cash. You can also send your fuel bill to the **tim** service centre by post and we will transfer the money to your account.

### What do I do if the e-vehicle does not move after starting it and just rolls?

- Turn off the ignition – unlock the gearstick and put it in P, step on the brake harder AND press the Start button
- Lock and unlock vehicle.
- If it still doesn't work, please book another vehicle and inform the **tim** service centre on 0316/887-4755.

## 3. CHARGING

### What do I do if I can't unplug the charging cable?

- Unlock the vehicle and unplug the charging cable from the car within 30 seconds
- or press the unlock button on the inside of the driver's door next to the mirror adjustment controls (central locking system). Then unplug the charging cable from the car before unplugging it from the charging station (take the charging cable with you).
- If it still doesn't work, please book another vehicle and inform the **tim** service centre on 0316/887-4755.

### How do I correctly connect the e-vehicle to the charging station?

- With the e-car unlocked, first plug the charging cable into the vehicle and hold the **tim** card against the charging station. Wait until the charging station is activated, then plug the charging cable in firmly (until it clicks into place) and wait until the smiley face appears - you're done!



Foto: Lex Kareilly

## GOOD TO KNOW ...

### How long does it take to charge the e-Golf?

- With fast charging stations (50 KW): approx. 30 minutes,
- With normal charging stations (3.7 KW): approx. 7 hours.

### Where can I find charging stations?

- You can find these under “Points of interest” (“Sondeziele”) in the e-car’s navigation system, on the internet and in the e-charging station (“e-Tankstellenfinder”) finder.

### What should I do if the e-car I booked is not charged?

- Please book another vehicle and inform the **tim** service centre on 0316/887-4755.
- You should never drive if you don’t have enough range for your route.
- In the event of a breakdown due to insufficient power, please call the **tim** service centre immediately on 0316/887-4755, and NOT a roadside assistance service (like the ÖAMTC or a similar service provider).

## GOOD TO KNOW ...

### 4. PROBLEMS & DEFECTS WITH THE TIM CAR

#### What do I do if I have lost my tim card?

- We can reissue your **tim** card at the **tim** service centre for a fee.
- Please call us at the **tim** service centre on 0316/887-4755 or send an email to **office@tim-graz.at**.

#### What should I do if the car is very dirty?

- Inform the **tim** service centre on 0316/887-4755 and send a report with photos to **office@tim-graz.at**.

#### What do I do if my booked car has a defect?

- Please book another vehicle and inform the **tim** service centre immediately on 0316/887-4755.

#### What should I do if a headlight is broken?

- Please inform the **tim** service centre on 0316/887-4755 or by emailing **office@tim-graz.at**.

#### What do I do if a warning light comes on?

- If possible, please book another vehicle and inform the **tim** service centre immediately on 0316/887-4755.

#### What do I do if there is a problem with one of the tyres?

- If possible, please book another vehicle and inform the **tim** service centre immediately on 0316/887-4755.

#### What can I do if I have an accident with the tim car?

- Behave as you would in any accident: keep calm, secure the scene of the accident, call the police and then
- inform the **tim** service centre on 0316/887-4755.
- Please take photos of the accident site and damage to property. Send the photos with the completed accident report and damage report to **office@tim-graz.at**

Call the **tim service centre**, if...

**0316 887 4755**

- ... a booked car was not charged or refuelled.
- ... the car isn't there yet.
- ... your **tim** card doesn't work (e.g. for unlocking the car).
- ... the inside of the car is very dirty.
- ... the car has a defect.
- ... a headlight is defective.
- ... a warning light comes on.
- ... you cannot return a car in time – because of a traffic jam, for example.
- ... the car breaks down.
- ... the parking space is occupied upon return.
- ... you have a problem with a **tim** car both during and outside of business hours (for example, at night).



Foto: Lex Kareilly





## **tim-Service-Center**

Steyrergasse 116, 8010 Graz

Tel.: 0316/887-4755

office@tim-graz.at

8 a.m. to 4 p.m.

**[www.tim-graz.at](http://www.tim-graz.at)**

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Steirischer Zentralraum



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