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Ein Service der
LINZ AG LINIEN

Handbook

e-CAR SHARING, CAR SHARING and RENTAL CARS





Welcome to tim.

This handbook will help you with questions regarding our vehicles, the charging infrastructure and general issues.

Additionally, you will find an operating manual in the glove box of all our cars.

If you still have any doubts or questions, just give us a call on our service number: **+43 732 3400-7733**



e-CAR SHARING



CAR SHARING



RENTAL CARS



Photo: Lupi Spuma

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e-CAR SHARING

tim e-car sharing is an environmentally friendly and flexible way of getting around. It's perfect, when you just need a car for a short period of time – whether you have to run errands or want to go shopping or visit friends.

It is important that you bring the car back to the very same station where you picked it up.

Did you know, that for a longer booking of several days, it is cheaper to rent a **tim** rental car than to book an e-car sharing vehicle?

And with your **tim** card, you can charge your **tim** car for free at nearly all BEÖ charging stations across Austria. Find them here: www.linzag.at/ladestellen



SHORT TERM USE
1h or more hours



VW E-GOLF
electric car

Range: 190 – 300 km*

Transmission: automatic

Seats: 5

Storage space:

341 to 1,231 litres**

Childseat available*** (Isofix)

* Depending on the technical equipment of the selected e-Golf

** Trunk or with folded rear seats

*** We offer cars with a child seat as standard equipment. On the booking platform they are marked with a child seat symbol and can be selected accordingly. Further free child seats on demand.

SHORT TERM USE
1h or more hours



VW ID.3
electric car

Range: 390 – 425 km*

Transmission: automatic

Seats: 5

Storage space:

315 to 1,170 litres**

Childseat available*** (Isofix)

* Depending on the technical equipment of the selected e-Golf

** Trunk or with folded rear seats

*** We offer cars with a child seat as standard equipment. On the booking platform they are marked with a child seat symbol and can be selected accordingly. Further free child seats on demand.



Here is what you have to do **before you start:**

1. Open the car using your **tim** card (see page 11).
2. Disconnect the charging cable, first at the car, then at the charging station (see page 12).
3. Store away the charging cable in the trunk of the car.
4. Inspect the vehicle for damages and soiling and, if necessary, inform the **tim** servicecenter immediately and before you start your journey. Existing damages are registered in the list of damages in the glove box.

And this is what you do **when you get back:**

1. Park the car at the same **tim** station.
2. Connect the charging cable, first at the car, then at the charging station.
3. Start the charging process by holding your **tim** card to the charging station (see page 15).
4. Close the car using your **tim** card (see page 11).



Locking and unlocking the car

Move the **tim** card towards the card reader behind the wind screen on the driver's side.



-  → **A yellow LED will begin to flash (in combination with red or green):** you can remove the card.
-  → **A green LED lights up:** the car is unlocked.
-  → **A red LED lights up:** the car is locked.
-  → **A yellow LED flashes:** the system is blocked. If you have tried three times and it is still not working, please call the service center.
-  → **A yellow LED flashes and a red LED is lighting up:** Are you standing at the right car? Wait until both lights go out, then try again.



Disconnect the **charging cable** and store it away

IMPORTANT NOTE: The cable must always remain with the car. Please do not leave it at the charging station!



1. First disconnect the cable from the car.

→ **Caution:** If you cannot remove the charging cable, press the release knob at the inside of the driver's door (see symbol).



2. Now disconnect the other end of the cable from the charging station.

3. Put the caps onto both ends of the charging cable.

4. Store away the cable in the trunk of the car.

5. Close the tank cap.



Starting a **VW E-GOLF**

1. Gear shift must be on **P** | 2. Step on the brake
3. Press the start button | 4. Select the gear



P = park

R = reverse gear

N = neutral/idle → **CAUTION: step on the brake!**

D = drive

B = drive (while recovering energy
and recharging the battery*)



The electronic **parking brake** is operated via the corresponding switch in the middle. It is automatically released when you put the seatbelt on.



Starting a VW ID.3

You do not have to manually start the ID.3.

- 1. Gear shift must be on P** | **2. Step on the brake**
- 3. Select the desired driving mode.** | There is also a manual start/stop button in the vehicle, just in case.



The gear shift is located on the right behind the steering wheel! Tilt the switch back or forth in order to select the desired driving mode. Choose from **D/B** | **P** | **N** | **R**

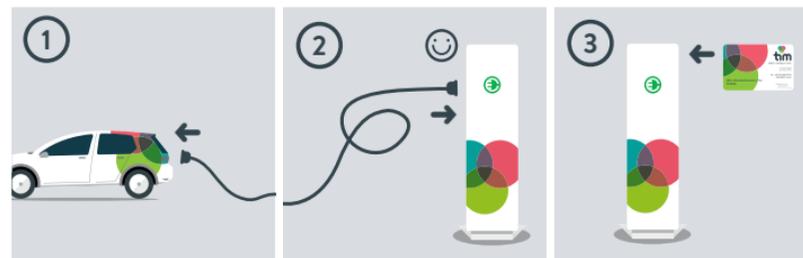
- For information on the individual gears, please refer to page 13.

- (P)** The electronic **parking brake** is also located on the gear shift. It is automatically released when you put the seatbelt on.

In order **to switch off** the ID.3, step on the brake and press the P button on the gear shift which will activate the parking brake.



Parking the car and charging



- 1. First connect** the cable to the **car**. Then connect the **second cable ending** to the **charging station**.
 - Take your **tim** card to activate the charging process by holding it to the card reader.
 - Wait until the card is verified and the charging station unlocked.
- **Caution:** The charging confirmation may look different depending on the charging station – to make sure the car is actually charging, watch out for a green light near the charging socket on the car.





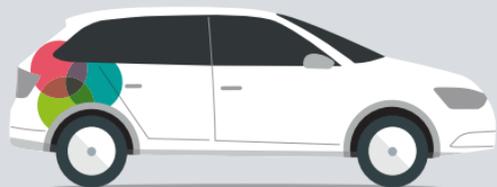
CAR SHARING

tim car sharing is the conventional alternative to the **tim** electric cars. **tim** car sharing is the perfect complement to public transport and offers all the advantages of a private car without having to actually own it.

Please always drop off your vehicle at the same station where you picked it up. Please also note the marks on the ground.

Note: If you book for several days, a **tim** rental car is cheaper than a car sharing vehicle.

The following pages offer more information on **tim** car sharing.



Skoda Fabia Combi

70 kW / 95 HP – conventional

Transmission: 5 gear manual

Storage space:

Seats: 5

530 to 1,395 litres*

Fuel: petrol

Childseat available** (Isofix)

* Trunk or with folded rear seats

** We offer cars with a child seat as standard equipment. On the booking platform they are marked with a child seat symbol and can be selected accordingly. Further free child seats on demand.

Fuelling the car

Conventional cars can be refuelled at any petrol station.



Before you bring the car sharing vehicle back to the **tim** station, please check if the tank is full. If it is only filled to a quarter or less, please fill it up before returning it.

IMPORTANT NOTE: Please make sure you use the fuel type indicated on the inside of the tank cap.

The cost of refuelling will be credited to your account with **tim** in the following month. For this, please drop off the receipt at our offices or send it per mail or e-mail to office@tim-linz.at.





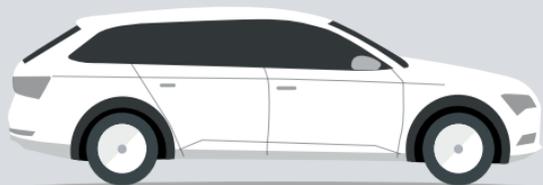
Photo: Lupi Spuma

RENTAL CARS

Would you like to go out of town for the weekend or do you need a car for a few days?

tim offers Skoda Octavia Combi cars as rental cars. They are comfortable and spacious.

Find more information on our rental cars on the following pages.



Skoda Octavia Combi

85 kW / 115 HP – conventional

Transmission: 7 gear automatic

Storage space:

Seats: 5

610 to 1,740 litres*

Fuel: petrol

Childseat on demand**

* Trunk or with folded rear seats

** Further free child seats on demand

Locking and unlocking the car

Use your **tim** card to lock and unlock the rental car

(see page 11)

Fuelling the car

You must return the rental car with the tank refuelled at your own cost. To refuel, use any petrol station.



Then bring the **tim** rental car back to the same **tim** station where you picked it up.

IMPORTANT NOTE: Please make sure you use the fuel type indicated on the inside of the tank cap.



FAQ

Here's where you will find things:

Back of the sun visor on the driver's side:

- vehicle registration documents

Glove box:

- operating manual
- accident report
- ballpoint pen
- insurance card

Trunk:

- first aid kit (breakdown triangle, high-visibility jacket)
- snow brush
- gloves

Side pocket driver's side:

- parking disk
- ice scraper

Back of driver's seat:

- umbrella

What do I do in case of an accident?

In any case, please call the **tim**-servicecenter.

How can I find the nearest e-charging station?

Here is a list of all charging stations:

www.linzag.at/ladestellen

What do I do if I discover a damage on the vehicle or if I caused one myself?

Go through the list of damages in the glove box. It contains all the damages that have been registered. If there is a new damage, please contact us before you use the car or as soon as the damage happens.

What do I do when I find the vehicle excessively soiled or if I soiled it myself?

Excess soiling must be indicated at the service center before you use the car. If you soil the car, please clean it before you return it.

Please call the tim servicecenter, when ...

- ...the car you booked has not been charged or refuelled.
- ...the car you booked is not there.
- ...your **tim** card is not working (e.g. when trying to unlock the car).
- ...the car is excessively soiled on the inside.
- ...the car is defect.
- ...a warning light appears.
- ...you cannot return a car on time (e.g. because of a traffic jam).
- ...the car breaks down.
- ...a different car is parked on the **tim** parking.



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Ein Service der
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tim-servicecenter

Wiener Straße 151, 4021 Linz
Hotline: +43 732 3400-7733
office@tim-linz.at

Opening hours:

Mon to Thu: 8 a.m. to 5 p.m.

Fri: 8 a.m. to 1 p.m.

tim-linz.at