

KIGO APP



USER GUIDE

VERSION 2.0

16 July 2025



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Version control

Version	Changes	Author	Date DD-MM-YYYY
1.3	Promo code	Eva	25-09-2023
2.0	New UI	Eva	16-07-2025



1. Introduction

Kigo aims to advance the digitalization of the electric vehicle (“EV”) infrastructure and facilitate the ease of EV adoption and use within and across borders.

The main feature of Kigo includes:

- Availability of EV chargers
- Payment
- Notifications when charging has completed
- Idling fee features
- Technical support channel

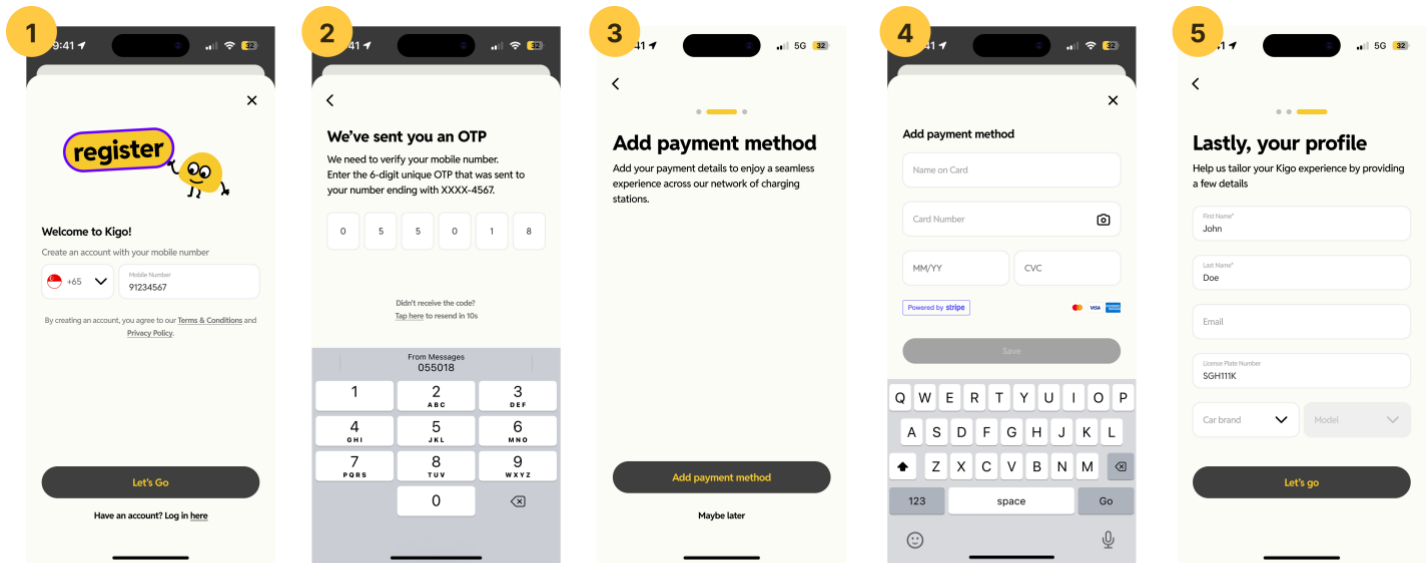
2. How to download Kigo App?

Search for ‘Kigo App’ on PlayStore for Android users or App Store for iPhone users Alternatively, click the links below from the respective stores

- [Android PlayStore](#)
- [iOS App Store](#)



3. How to sign up on Kigo App?



Verify number

Enter first and last name

1. Install the application (via android Play Store or iOS App Store) on your phone Enter your mobile number
2. Verify your number with the OTP
3. Verify payment method
 - CVV refers to the digit (usually at the back of your card)



4. Enter 'first' and 'last name

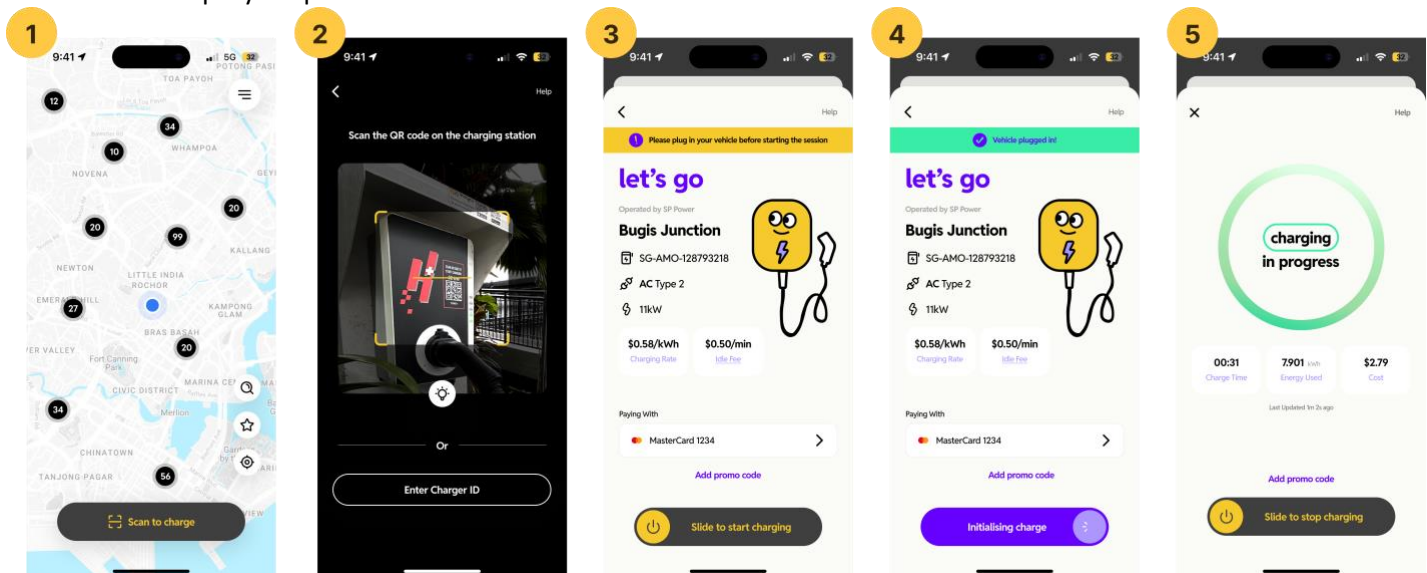


4. Pre-requisites for using 'Kigo App'

- User must have an account on Kigo app
- User must log in with their phone number and verify their number with the OTP
- Payment method must be verified
- User must have at least \$50 in their account/card
- Latest version of the application

5. How to charge your EV?

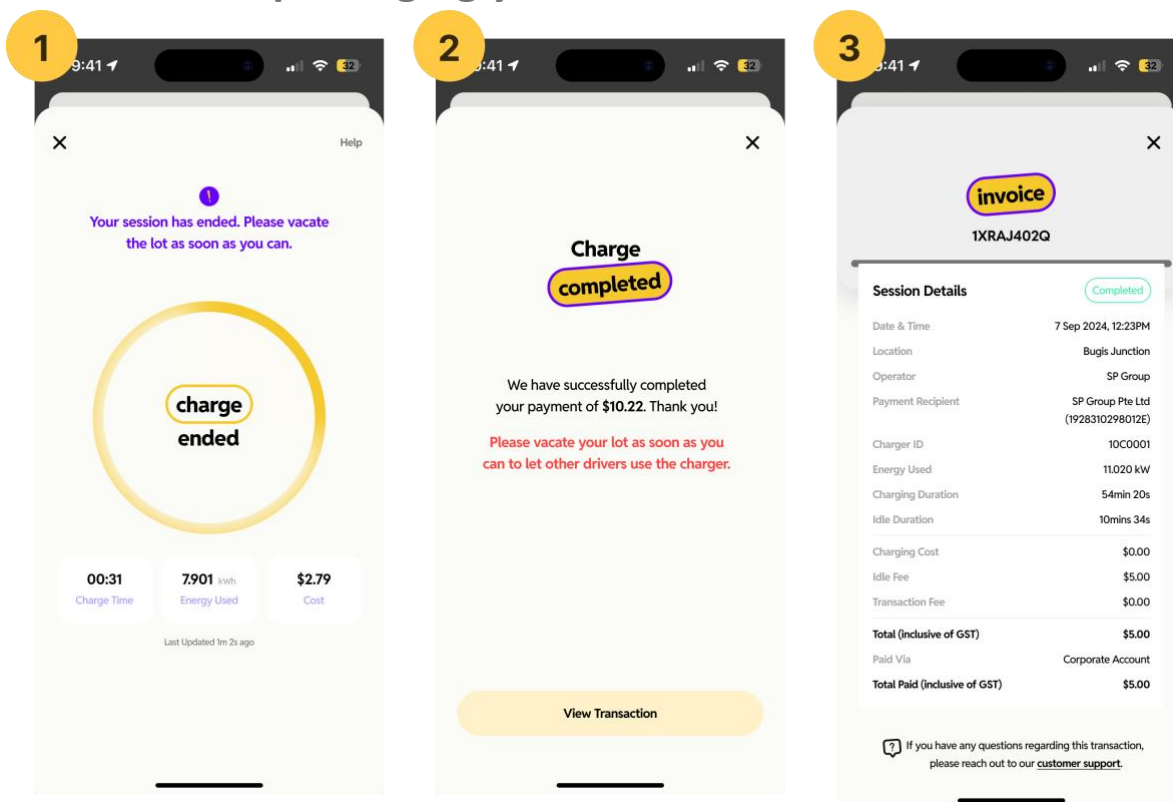
Step-By-Step Guide



1. Discover EV charger with the status 'AVAILABLE' from the app
2. Connect charger to EV
3. Scan the Kigo QR code located on the charging station or enter the charger ID manually
4. Slide to charge now when vehicle is plugged in
5. User can monitor charging status



6. How to stop charging your EV?



1. Slide to 'STOP' when user is done charging
2. Unplug the EV charger
3. Return the charging cable back to the charging station
4. A payment summary will be shown with the amount charged

7. FAQ

GENERAL

How to use the charger

- Download the "kigo app" on the iOS App store or Google Play Store
- Plug the connector to the vehicle
- Scan the Kigo QR (or click the charge button on the app)

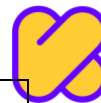
Why can't I find kigo app on the Appstore or Play Store

Kigo app is only available in the Singapore/Thailand/USA/France/Japan/Hong Kong/Netherlands/Philippines/UK/Malaysia for now. You will have to change your app store or Play Store region accordingly.

iOS App store: <https://apps.apple.com/sg/app/kigo-app/id1616117249>

Google Play Store: <https://play.google.com/store/apps/details?id=app.kigo.customer>

How much power does this charger deliver



You can find the power rating of the charger in 2 places:

- Above the Kigo QR code
- On the App when you have selected the connector

Can anyone pull out the charger while it is attached to my car

No, the charger cannot be unplugged when it is still charging as the plug will be locked in position.

How to pay for charging

You will need to input your credit/debit card into the Kigo app. Our app only accepts Visa/Mastercard/American Express cards.

At the end of each session the amount charged will be displayed in the receipt. Please note the minimum transaction amount is 50 cents.

Why is my car not charging as fast

The charging rate is dependent on the car's model, battery level and whether it can handle 22 kW. For eg. a Tesla model 3 can only charge at 11 kW max for AC.

I would like to report an issue with the EV charger

You can report the issue in 2 ways:

- Using Kigo app under the "Report an Issue"
- WhatsApp Kigo support with the QR code on the instruction sign (scan the QR code or call the hotline +65 6990 7690)

How can I get this charger for my home

You can contact Eigen Energy at 6979 5811 or email to mobility@eigen.sg

CHARGING

How to start charging

1. Plug in the connector into the car charging port
2. Scan the Kigo QR code located on the charging station **OR** Select the charger from the map
3. Slide to start charging when status is '**RESERVED**' (by you)

User unable to start charging

Check the following to rectify the most common issues:

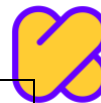
1. Ensure connector is securely connected into charging port, otherwise unplug and re-insert the connector
2. Confirm charger status on the app is '**RESERVED**' not '**OFFLINE**' or '**BUSY**' (otherwise refresh the map by clicking the 'heart' icon and going back to the map)
3. Ensure that the user has internet connectivity
4. Check the charger shows connectivity and not blinking.

If charging still does not start, please try another charging station.

How to stop charging

You will have to use the App to stop the charging session

- Slide 'Stop Charging' in the Kigo app when user is done charging
- Unplug the EV charger



- Return the charging cable back to the charging station

User unable to stop charging

Contact Kigo WhatsApp support with the QR code at the charger or call 6990 7690

Please indicate the following:

- Location of the charger
- Kigo Charger ID
- Timestamp when they start the charge

User can also force an 'unlock the connector' via the vehicle. The app will then end the session