

# Zunder dossier



## Zunder: A Comprehensive Overview

Zunder, formerly known as EasyCharger, was founded in 2017 in Palencia by Daniel Pérez and Lorenzo Antolín. From the outset, the company stood out for its ability to identify the critical need for efficient infrastructure for electric vehicles, allowing it to evolve from a software solution to a leader in ultra-fast charging infrastructure in Spain and Southern Europe. This evolution has been instrumental in establishing Zunder as a benchmark in the electric mobility sector. Today, Zunder is a reference point for ultra-fast charging and is on its way to becoming the market leader in Europe.

At Zunder, we are Spain's leading ultra-fast charging operator and are currently undergoing international expansion. We operate our own charging stations in Spain, France, and Portugal, with plans to expand to other European markets. At present, we manage over 170 stations and more than 950 operational charging points.

### 1. History and Growth

What began as a YouTube channel quickly transformed into a mission: making EV charging more accessible and user-friendly. From the outset, Daniel Pérez has been a visionary in electric mobility. Recognizing the challenges posed by the lack of fast charging points and the complexity of the charging process, he founded EasyCharger to make electric mobility more practical and accessible. His focus on simplicity and user-friendliness has cemented Zunder as the leading operator of ultra-fast EV charging in Spain and Southern Europe.

Beyond being a conventional charging operator, we have developed our own management platform, which administers thousands of charging points, both our own and those of third parties. This capability allows us not only to manage our network but also to extend our international presence, establishing ourselves as a global player with operations across multiple continents.

We are at the technological forefront, offering innovations such as payment terminals (POS) at our stations and the ability to initiate charging via Apple Watch, Apple CarPlay, and Android Auto. With the Zunder app, users can travel effortlessly across Spain and Europe, charging on major networks without needing additional apps.

### 2. Vision and Mission

At Zunder, we are committed to the planet, people, and electric mobility. We are building the largest ultra-fast charging network in Southern Europe, empowering EV drivers with sustainable and eco-friendly solutions. Our mission is to provide freedom and convenience to EV users through an ultra-fast charging network powered by 100% renewable energy. We strive to meet users' charging needs across Europe in a fast, efficient, and sustainable way.

### 3. Milestones

2017–2020:

- Launch of EasyCharger in Palencia by EV users Daniel Pérez and Lorenzo Antolín.
- Deployment of the first charging station (Tudanca).

- Opening of new headquarters in Palencia.

2021:

- Entry of international investment funds supporting the Palencia-based company.
- Launch of the first ultra-fast charging station.
- Pioneered Autocharge for *all* EVs (supported manufacturers only).

2022:

- Opening of Madrid offices.
- Rebranding from EasyCharger to Zunder.
- Launch of the enhanced Zunder app with advanced functionalities and integrations.
- Growth to 25 Zunder stations and 50 employees.
- Introduction of POS payment at all charging points.
- Investment from the French fund Mirova.
- €40M loan from the European Investment Bank (EIB).
- Launch of Apple CarPlay integration, enabling charging initiation from within the vehicle.

2023:

- Apple Watch charging functionality introduced.
- First Zunder charging stations opened in France and Portugal.
- Introduction of off-grid battery systems at stations in Spain.
- Achieved over 500 Zunder charging points, 100 stations, and 100 employees.
- Daniel Pérez named European CEO of the Year 2023 for Electric Mobility.

2024:

- Relocation to a new Palencia headquarters.
- €225M Green Financing from Santander Bank.
- Entry as an MSP in Portugal.
- Opening six new ultra-fast stations in France in partnership with Vincci and Atlandes.
- Daniel Pérez named European CEO of the Year for Electric Mobility for the second consecutive year.
- Awarded Best Charging Operator in Spain (AUVE 2024).
- Ranked number one in ultra-fast charging points in Spain.
- Opened Spain's largest ultra-fast charging station in Asturias.

... and we continue to grow.

## 4. Investment, Financing, and Grants

In terms of investment, Zunder's goal is to continue expanding its ultra-fast charging stations, consolidating our leadership in the sector. With this effort, we aim not only to strengthen our market presence but also to actively support the transition towards more sustainable electric mobility, contributing to the future of clean and efficient energy. At Zunder, we are fortunate to have investors who firmly believe in our project and share our vision for the future. Since 2021, White Summit Capital (WSC) and Global Monogram have been part of our shareholders, and in 2022, Mirova, a subsidiary of Natixis Investment Managers, joined. Additionally, we recently signed a green loan for €225 million with Banco Santander, which will allow us to further drive our expansion and leadership in the electric mobility sector.

## 5. Infrastructure and Operations

Zunder leads the sector with a network of ultra-fast chargers that stands out for its capacity and coverage across Europe. We operate over 850 charging points strategically located and more than 160 stations in the southern part of the continent, all designed to provide minimal charging times. In France, we have 8 ultra-fast charging stations, including one of the largest on the Auto-Route motorway network in Les Landes, with 26 charging points at 400 kW, capable of offering extremely fast charging for the most demanding users. In Portugal, we are making progress with more than 10 locations under development, and the operation of the first ultra-fast station since 2023, offering drivers the ability to charge their vehicles in minutes, not hours. Our charging stations are designed not only to be numerous but also to offer an ultra-fast and hassle-free charging experience, capable of serving a wide range of electric vehicles and heavy transport. Whether tractor units, buses, or motorhomes, our facilities are equipped to maximize charging speed, significantly reducing the time users need to spend at the station.

At Zunder, we are not only building charging stations; we are redefining the ultra-fast charging experience in Europe. By using advanced technologies such as off-grid batteries and photovoltaic structures, we are not only anticipating the future of electric mobility but also setting new standards for fast charging that will make this future a tangible reality.

## 6. Zunder's Commitment

- Reach: Deploying an ultra-fast charging network across Europe.
- Simplicity: Offering a seamless charging experience, easy and hassle-free.
- Acceleration: Driving the transition towards electric mobility.
- Proximity: Connecting electric mobility with people.
- Premium Service: Providing a premium service at our stations and creating a community of satisfied, engaged users.

## 7. Technology and Sustainability

Zunder uses 100% renewable energy at its stations and has implemented advanced technologies to minimise its environmental impact. Zunder's SaaS platform allows remote management and monitoring of charging points, offering functionalities such as real-time monitoring, charger visibility, tariff management, and 24/7 technical support. This platform has been developed internally and is compatible with the OCPP 1.6 protocol, ensuring seamless integration with various systems and chargers.

- Roaming: Zunder is committed to roaming, allowing users to charge at different operators' charging points using a single application. The company works with roaming platforms such as Gireve and Hubeject, and has agreements with operators such as EDP, Galp, Naturgy, Digital Charging Solutions, Plugsurfing, and Has-to-be.
- SaaS Platform: Zunder has developed its own charger management platform, which manages both Zunder's network and third-party chargers. The software allows owners to monitor the status of their chargers in real time, as well as providing visibility through our app. The platform includes features such as:
  - Real-time Monitoring: Tracking the status of chargers and connectors.
  - Visibility and App: The Zunder app is available on the Apple Store and Play Store, enhancing the charging experience.
  - Reports and Analytics: Detailed data on consumption and user behaviour.
  - Administration and Tariffs: Creating profiles, tariffs, promotions, and penalties.
  - Technical Support: 24/7 customer service in Spanish, English, and French.
  - Roaming: Agreements with national and international operators to maximise the charging network.

## 8. Environmental and Social Commitment

Zunder contributes to the reduction of carbon emissions and improved air quality with its ultra-fast charging network, supporting decarbonization goals and sustainable mobility. Additionally, the company promotes education on electric mobility and has a strong commitment to responsible and sustainable labor practices. Zunder also participates in projects with social and environmental impact, supporting a sustainable and responsible economy. Since the beginning, our mission has been to anticipate and respond to the growing demand for efficient and fast charging solutions, positioning ourselves at the forefront of electric mobility. This focus on ultra-fast charging has allowed us to expand our operations in southern Europe.

## 9. What Makes Zunder Unique?

- Zunder App: An intuitive app that allows all users to charge their vehicles easily and quickly from the palm of their hand in Spain, France, and Portugal, as well as across the rest of Europe through roaming.
- Plug&Charge/AutoCharge: A system that simplifies the charging process by eliminating the need for authentication, allowing for hassle-free charging by simply plugging in the vehicle. We also offer charging and payment through AppleWatch and Android CarPlay.
- POS Terminal: Pioneers in payment with POS terminals, Zunder offers the option to make secure payments via a credit or debit card at our charging stations.

- **RFID Key Fob:** An optional accessory that makes charging at Zunder stations even more convenient. Once the key fob is linked to your Zunder account, there is no need to take out your phone to charge your vehicle. Simply hold the RFID key fob near the reader at the charging point and connect your electric vehicle. To end the charge, repeat the process: hold the key fob near the reader at the charging point you are using, disconnect your vehicle, and place the connector back in the charger to continue your journey.

- **eZCard:** Zunder's eZCard is an RFID-enabled card designed to simplify the electric vehicle charging process. Users can charge their vehicles directly by simply holding the card near the reader at charging points, without the need to use a mobile app. Each use of the eZCard sends an SMS to the user to maintain control and ensure greater security. With the eZCard, charging becomes easier, more accessible, secure, and professional. Users can access thousands of charging points, both Zunder's and other networks, with a single card. The eZCard offers centralised fleet management, expense control, and access to exclusive discounts, all while safeguarding data with advanced technology and notifying the user after each transaction.

- **Monthly Subscription:** Zunder offers a convenient and cost-effective monthly subscription of €9.99 with no commitment, providing an option for electric vehicle users.

- **Photovoltaic Canopies:** These canopies harness 100% renewable energy, reinforcing Zunder's commitment to sustainability and environmental protection.




- **Wide Parking Spaces at Charging Stations:** Zunder's charging stations are designed with wide parking spaces, providing more room for easy manoeuvrability and comfort during charging. These spaces are suitable for both light electric vehicles and heavy electrified transport.

- **24/7 Customer Support:** Zunder offers customer service available 24/7 to assist at any time.

## Frequently asked questions:

### What types of charging connectors exist?

There are different connectors for charging an electric vehicle, depending on the model and type of charging point. Two types of connectors are used for rapid DC charging:

-  • CCS (Combined Charging System): The standard European connector, most found at Zunder stations, supporting high-power charging for vehicles.
-  • CHAdeMO: This connector is less common and used by some Asian models.
-  • Type 2: This connector is for low-power charging, such as home charging, and is rarely used on highways for fast charging.

### What payment methods does Zunder accept?

Zunder accepts debit and credit cards, including Visa, MasterCard, and American Express. At our stations, you will find POS terminals where you can make payments directly without using the app. However, our app does not accept American Express cards as a payment method.

### How do I pay for a charge at Zunder?

Upon registration, you will add a payment method under “Profile > Payment Methods”. Once added, you do not need to worry about paying after each charge. The system will automatically charge the amount to your associated credit or debit card when the charging session ends. Alternatively, you can pay for your charge with a credit or debit card at the POS terminals available at our charging stations.

### How can I contact Zunder if I encounter an issue during charging?

If an issue occurs during charging at any of our stations, call our freephone number at 979 300 500, and we will assist you 24/7. You can also report incidents through our social media channels or via email at [info@zunder.com](mailto:info@zunder.com).

### Can I charge using roaming apps or key fobs?

Zunder is committed to providing a premium experience for users, which is why we have embraced roaming. Zunder users can charge at other operators’ points in Europe using the Zunder app. We work with the main roaming platforms, such as Gireve and Hubeject, and have direct agreements with operators like EDP, Galp, Naturgy, Digital Charging Solutions, Plugsurfing, and Has-to-be.

If you have an app from another operator, you can still charge at our stations. Check our website [www.zunder.com](http://www.zunder.com) for the extensive network of charging points available in Europe.

### What happens if my charge does not start?

If you have followed all the steps to begin charging but it still doesn’t start, don’t worry. It might be due to a small detail we’ve overlooked. A very common issue is having your electric vehicle switched on. Make sure it’s turned off and try the process again. Check that all the car doors are closed, as some vehicles interpret an open door as the car being switched on. Another frequent reason is having the vehicle connected for too long without starting the charge. Disconnect the cable from the charger, wait a few seconds, and reconnect it before trying again. If the charge still doesn’t begin, call us on 979 300 500, and we’ll assist you in resolving the issue.

## **How do I end my charge with Zunder?**

Just as there are different ways to start your charge, there are also multiple ways to stop it:

- Zunder App: Press the central button in the Zunder app and select “End Charge”.
- Zunder RFID Key Fob: Hold your key fob near the reader on the charging point you’re using.
- Apple Watch: Access the Zunder extension on your Apple Watch and press “Stop”.
- Android Auto/CarPlay: Open the Zunder extension on your car’s display and select “End Charge”.
- Plug&Charge or POS terminal (card payment): You’ll need to stop the charging session from your vehicle’s screen.

For security reasons, it’s not possible to stop the charge from the charger itself to prevent someone from stopping it without the user’s consent. If the charging cable gets stuck, this is likely due to the vehicle itself. Check the unlocking mechanism in your car. If it’s still not possible, call us, and we’ll unlock it remotely.

## **How do I link the Zunder RFID Key Fob to my account?**

Once you receive your Zunder Key Fob at home, you’ll find an information card with a unique, personal, and non-transferable activation code. You can activate it in “Profile > Key Fobs” in the Zunder app. If you have multiple key fobs, you can add them all here. Enter the code you’ve received (keep this code for future use) and assign a name to identify the key fob.

## **How is the Plug&Charge feature activated?**

Register your vehicle in the Zunder app. If you have an electric vehicle compatible with this feature, the app will notify you. The next time you connect your car to a compatible charger; you’ll be able to complete the activation process for this functionality.

## **In which languages is Customer Support available?**

For any enquiries, assistance, or additional requests, the Zunder team is available 24/7 through our Customer Support service. You can contact us via our customer support line: 979 300 500, or by email at [info@zunder.com](mailto:info@zunder.com).

Our Customer Support service is available in Spanish, Basque, English, French, Italian, and German, and we are continuously expanding language options to improve our service.







