

## **EQS / General Charging**

### **1) Can the EQS battery be “overcharged?”**

No, it's not possible for the EQS to “overcharge” its battery. The battery's internal management software controls the entire charging strategy to ensure the battery's lifespan and capacity are maximized. Once the battery is at 100% SOC (state of charge) or a preset maximum SOC, it stops charging.

### **2) How do charging behaviors impact battery durability?**

We do not have official customer guidelines on charging with regard to battery durability, but there are a few best practices that are well-accepted in the industry:

- a) Avoid letting the battery SOC remain below 10% for an extended period of time.
- b) Unless you plan to drive for a very long distance, simply keep the maximum SOC of the battery at 80% (this can be set in the EQ settings under Charging Settings).
- c) Whenever possible, charge using AC power (Level 1 or Level 2 charging).
- d) Avoid leaving the vehicle disconnected from charging for longer than 6 weeks.

### **3) When will the first car be arriving at the dealership?**

The EQS began wholesales on November 8, 2021 and Retail Release is targeted for December 6, 2021.

### **4) Does the Tesla charger work for the EQS? If not, what is the difference? Is there an adapter?**

Tesla uses a proprietary charging plug that only works on Tesla vehicles. The Tesla supercharger network is exclusive to Tesla vehicles and cannot be used by vehicles of other brands. If a customer owns a Tesla home wallbox, it uses the same electrical setup and can easily be swapped for a ChargePoint Home Flex.

### **5) Do batteries develop a "memory" if charging a lot when battery isn't depleted?**

Our batteries do not experience any “memory-like” symptoms, but it is always important to keep the vehicle charged when possible.

### **6) How long is the warranty on the battery?**

The battery warranty is 10 years or 155,000 miles, whichever comes first.

### **7) What is the average loss of charge from a BEV sitting outside? For example say a customer parks at the airport and is gone for a week, when they get back will they lose more than 10% SoC (especially in the winter.)**

Generally, the drop of the charging level will be negligible and insignificant, unless something is wrong with the vehicle (similar to 12V battery in an ICE vehicle). If a vehicle is stored for an extended period of time, we recommend – in line with the owners manual – to do so at 50% SoC. When the car is not plugged into a charger, it will not heat/cool the battery (so no SoC will be lost there). Refer to your owner's manual for long-term storage information.

### **8) The customer must maintain the battery charge to a specific percentage in order not to lose the warranty?**

There is no specific charging percentage that the customer must maintain. As with any vehicle, the customer must ensure that all maintenance (including the battery) is performed according to the scheduled maintenance outlined within the maintenance sheet.

**9) How safe are the electric cars in a crash? Are they more dangerous than gas vehicles?**

All vehicles certified for public road use, electric or ICE, must meet NHTSA Federal Motor Vehicle Safety Standards. Mercedes-Benz internal standards requires that our vehicles meet or exceed these standards producing some of the safest vehicles on the road today. Once NHTSA performs confirmatory testing of an EQS, the “STAR rating” will be publically displayed on [safercar.gov](http://safercar.gov) as well as the vehicle Monroney label.

**10) I would expect it to be so, but will all other MB EQ vehicles use the same platform/charger?**

Yes. All Mercedes-EQ models will have the J1772 plug (or CCS for DC fast charging). This is the most common standard in the industry.

**11) Do we have good info on cold-weather testing and how charging is impacted by severe cold?**

All of our models, including the all-electric models, have undergone very intense winter testing in its product development. We do not have any publicly available data we can share regarding SOC in severe cold, though we can share that charging rates will reduce if the vehicle is using some of the power to maintain battery temperature for instance in extreme heat or cold.

**12) Does the EQS navigation proactively precondition the battery if you have a charge stop on the route of a road trip requiring DC charging to optimize speed?**

The EQS has advanced capabilities like Navigation with Electric Intelligence. When inputting a route that will take longer than what the battery can provide, it will account for charging stops automatically. The battery will also be preheated or cooled to reach the optimal temperature for efficient charging at the charging stop. Additionally, you can preset your SOC to reach a charging station as well as your destination.

**13) What happens if the vehicle is in the showroom and the battery dies. Do we use a standard jump box?**

Since the EQS does not have an alternator and instead maintains charge using the high-voltage (HV) battery, there is no concern about a dying 12V battery as long as the SOC of the HV battery is maintained. If you plan to keep a vehicle static, ensure the maximum SOC is set at its lowest setting and the vehicle is plugged in.

**14) How long will it take to charge the EQS at a charge station?**

The EQS will charge L2 @ 9.6 kW in 11 hours and 15 minutes (10-100%). It will charge L3 @ 200 kW in 31 minutes (10-80%).

**15) Can you put the car in neutral if the battery is dead and push the car? If so, can you steer it when trying to push it?**

If the HV battery is depleted, the vehicle can still be put in neutral and power-steering will still work.

**16) Where is connection for trickle charger for 12V battery?**

Clarification on the use of a trickle charger – this is required for special vehicle setups (i.e. keeping the LED DRLs on at all times), but make sure a trained service technician is involved at all times when operating on the 12V battery. In normal uses, including demonstrations, there is no need for use of a trickle charger, therefore please keep the hood closed. Please refer to the owner’s manual for long-term storage instructions.

**17) Is it true that it is extremely harmful to vehicle if it completely runs out of electricity?**

It is indeed harmful to the HV battery to keep it completely discharged for long periods of time. If the vehicle ever gets under 10% SOC, it is critical that the vehicle’s HV battery gets charged as quickly as possible.

**18) Just to clarify: Fastest charging for level 2 AC is 9.6 kw? One of my clients claims he saw an option for up to 20 kw for level 2 AC charging.**

All BEVs have an “onboard charger” which converts AC power to DC power. The EQS will allow a maximum rate of 9.6 kW. Therefore, installing a home charging system that goes well above 9.6 kW would likely require significant expense without an increase of charging speed.

**19) If a customer leaves on a trip for 2 months... should they leave the car plugged into the home wall charger? If they leave it unplugged, will there be a risk of it losing all charge and damaging the battery?**

As a rule of thumb, the customer should leave the vehicle plugged with the maximum SOC set between 30% and 50%. The customer can select the state of charge in the EQ Menu inside MBUX, or using the Mercedes Me Connect app.. Please refer to the owner’s manual for long-term storage instructions. We do not recommend leaving a vehicle unplugged for more than 6 weeks.

## **Mercedes me Charge**

**20) Is it possible to access Mercedes me Charge using the smartphone “wallet” capability to start charging sessions?**

At this time the Mercedes Me Charge app does not have this functionality, but we are striving to implement this very soon. Currently, the driver can start a charging session through the app, headunit, RFID card (if applicable), and Plug & Charge (only at Electrify America DC Fast Charging stations at this time).

**21) Can you get a replacement or second RFID card if lost or for second driver?**

Yes! The part number for the “Welcome Kit” that comes in every EQS is BQ 6 82 0983 and it can be ordered through the parts department.

**22) What happens when the Mercedes me Connect app goes down or take longer than the 48hrs upon delivery to get up and running? What is the back up to be able to charge the vehicle if the Mercedes me Connect app is not yet activated?**

We don't anticipate any outages for the app but we will keep you informed of anything that may come up. The EQS can charge at any available L2/L3 station with the J1772/CCS plug. At the very least, a customer can download the app of the respective charging network app to charge, or use the included RFID card.

**23) You had mentioned 2 years of unlimited charging, is that only with Electrify America? Is the free charging at level 2 or fast chargers?**

Yes, this promotion is only applicable with Electrify America DC fast charging stations.

**24) Cost of level 3 charging after the complimentary 2 years?**

Electrify America has their rates [publicly available](#). Select your state to see more.

**25) Electrify America is not available in Puerto Rico. What other options can we provide our customers?**

For clarification, the Electrify America promotion is only to provide complimentary charging to enable cross-country travel of the contiguous United States. The EQS is compatible with any station that has a CCS plug. Additionally, the range of the EQS at 350 miles should be suitable for Puerto Rico if the customer has set up home charging.

## Home Charging

**26) What are the website URLs for ChargePoint and Qmerit?**

ChargePoint's portal is [www.chargepoint.com/mercedes](http://www.chargepoint.com/mercedes) and Qmerit's is [www.qmerit.com/ev/Mercedes-Benz](http://www.qmerit.com/ev/Mercedes-Benz). Keep in mind that these links will be posted on the Mercedes-EQ page at <https://www.mbusa.com/en/eq-electric-cars> as well as in the DOG in the EV Guide.

**27) What is the average turnaround time from ordering to the installation of the home wallbox?**

It is difficult to specify this since it depends on the customer installation needs, but we are seeing delivery times for customer orders around 2-3 weeks. Dealers should set customer expectations around delivery for 3-4 weeks. This generally coincides with obtaining an electrical inspection and work prior to station installation. In some cases, it could take as long as 6 weeks depending on the installation needs of the customer.

**28) Do the customers have a choice of installing a level 2 or level 3 at home? If so, what is the price difference in the charger?**

Level 3 is almost never installed at residential spaces, partly because they require 3-phase power supply and partly due to the extremely high expense of DC fast charging stations for marginal overall benefit. Since AC charging can reliably keep the EQS charged, there is simply little need to explore L3 residential options.

**29) Are there any home renewable integrations like solar or wind available?**

We do not have a Mercedes-specific offering available at this point, but encourage our customers to explore sourcing energy from renewable sources from their utility providers, if available.

**30) Will Charging an EV vehicle at Home drastically increase the Customers Energy/Electric Bills?**

The customer will likely notice an increase of electricity bills, depending on usage. Keep in mind it is very economical compared to fueling with gasoline. Some states and localities additionally offer lower prices to charge an EV at night time – further reducing the impact to their utility bill.

**31) Are the wall boxes outdoor installed also? How many cars can be attached to a circuit?**

Yes, the wallboxes can be installed outdoors (hardwire only). We recommend keeping only one car per circuit. Multiple cars will reduce charging speed.

**32) By hardwire do you mean running a separate breaker at your electrical box?**

Regardless of hardwire or installing a NEMA plug, it will need to have its own circuit to go through the breaker. For specific electrical needs, we recommend the customer speak to their electrician directly.

**33) Why the difference in the plugs? Is there a benefit to the different plugs?**

There are many NEMA outlets on the market that all have different specifications and requirements. The NEMA 6-50 and NEMA 14-50 are two of the most common outlets that can deliver up to 40 amps. Regardless, we recommend getting the wallbox hardwired.

**34) Does it make sense for customers to install a separate panel for their stations? Are they lit/lockable?**

We recommend the customer speak directly with a Qmerit-certified electrician for any specific needs they have.

**35) 40A max. Is that based on actual 40A max which is about 9.6kW/hour or 40A breaker max at 7.68kW/hour charging speed?**

The EQS will take in a maximum of 9.6 kW (at the vehicle). Have the customer speak to an electrician to ensure adequate power can get to the vehicle.

**36) For customers who have another EV already, is there a list of chargers in addition to Home Flex that will be compatible with the EQS?**

The vast majority of vehicles on the market use J1772/CCS standard with the primary exception being Tesla. If they are coming out of any EV besides Tesla and currently have home charging set up, they should be fine. If they are coming out of a Tesla, then at the very least they may need to buy the wallbox since they already have the circuit set up. The Qmerit assessment will account for a potential charger swap.

## **ChargePoint Home Flex Wallbox Product**

**37) What difference will the customer find between hardwiring and using a NEMA outlet?**

Hardwiring is first and foremost an easy way to install the wallbox. It allows for the electrician to set the amperage of the circuit to its highest possible setting in order to enable 50A of output from the ChargePoint Home Flex. Additionally, if for some reason the customer has a lower amperage circuit already installed with an incompatible plug type, the Home Flex can hardwire in and flex down to the amperage the circuit is set up for. Lastly, hardwiring is generally required for any outdoor installations.

Having a plug can be convenient if the customer seeks to move the wallbox frequently. Keep in mind that the maximum amperage the wallbox can deliver is 40 through a NEMA 6-50 or 14-50 plug.

**38) What happens if customer chooses the wrong amperage and/or installation recommendation? Returnable?**

The ChargePoint Home Flex is flexible with the amperage it can operate with. We highly recommend to follow all instructions and seek appropriate recommendation from a local electrician as part of the installation process.

**39) Speaking with Charge Point representatives yesterday, the charging units are in backorder. Is there an allocation for MB dealers based on the # of units currently being wholesaled to customers and those expected to be sold in the near future? Understand MB customers are prioritized but how long will take once a customer orders the charger? And will it get more challenging as EQS cars come in?**

If the dealer and/or customer uses the Mercedes-EQ/ChargePoint co-branded portal ([www.chargepoint.com/Mercedes](http://www.chargepoint.com/Mercedes)), ChargePoint will be able to prioritize Mercedes-EQ orders. We don't foresee any significant wait for wallbox orders.

**40) Is there any anticipation of supply chain delays?**

At this time we do not expect any supply chain delays. We will keep you notified if anything does occur from that standpoint.

**41) Is there a minimum amperage requirement for their home service?**

Yes, the minimum amps the Home Flex can deliver is 16 amps.

**42) Is the dealer selling these chargers through our parts department?**

The portals are designed to be interfaced directly with the customers so there is no need to stock the chargers in the parts department.

**43) What is the Alexa feature?**

As a smart device, the ChargePoint Home Flex can be integrated with Amazon Alexa.

Use the Alexa skill by saying "Alexa, ask ChargePoint..."

"To start charging my car."

"To stop charging my car."

"If my car is plugged in."

"How many miles I've added."

"How much I spent on charging last month."

"To check my account balance."

**44) Can the customer purchase and install wall charger before taking delivery of EQS?**

Yes! In fact, we recommend that the customer secures home charging for their EQS even if they have not taken delivery of one.

**45) Theoretically, a customer could come home in the evening to plug the car at the most expensive time to charge. Can the car and or wall charger have a timer to delay the charge input until midnight to 5am for example when electricity is at its least expensive. Or does the customer have to wait and not plug the car in until the cheaper time?**

Yes, both the vehicle and charger have the capability to delay charging for more opportune times when electricity is least expensive. The vehicle has a feature called "charging break" that is located in the Eco menu. The charger can also be scheduled to charge at certain times using the ChargePoint app.

## **Qmerit and Installation**

**46) I do not see that Qmerit has presence in Puerto Rico. Are there any other alternatives?**

Qmerit does have plans to incorporate certified installers in Guam and Puerto Rico but cannot share an exact timeline at this time. We would suggest to look into local electricians and forming those relationships to refer the customer to them.

**47) Is it true that Qmerit only works with condos and homes not apartment buildings?**

This is correct. Qmerit needs a dedicated meter in order to complete the installation. The Home Assessment will stop a customer if they indicate they would like an installation done at their apartment. If there is a special case where a customer both has a dedicated meter and written permission from property management for a home installation, they can contact Qmerit customer service to be guided through the installation process: 888-272-0090.

**48) What if you have a reliable company in our area that installs charging stations, will ChargePoint or Qmerit work with them directly?**

ChargePoint manufactures charging stations including the Home Flex. Qmerit can refer qualified licensed electricians for the customer. If you have a local electrician that you would like to be considered as part of Qmerit's network, please go to [this website](#) to complete the form.

## **Miscellaneous**

**49) Has Tesla begun to allow other brands to use their chargers?**

While Tesla has recently announced intentions to open up their Supercharger network for other brands to use, there is little information available and no timeline on this offering.

**50) Is the ABB DCFC unit installed in EQ Charged dealers integrated into ChargePoint and what is the expected added range per hour from it?**

Yes, the ABB 24kW unit is fully integrated to communicate with the ChargePoint network the theoretical range based on kWh delivered per hour. The expected added range generally speaking is approximately 96 miles of range per hour.

**51) Where do we find out possible tax breaks or other government incentives for installation or electric use?**

ChargePoint has both of these resources. On the ChargePoint portal to purchase the Home Flex ([www.chargepoint.com/mercedes](http://www.chargepoint.com/mercedes)), there is a module that allows you to select your state to view any state incentives for installing home charging. ChargePoint also has a great resource to understand available incentives for purchasing and owning a BEV (<https://www.chargepoint.com/incentives/federal-tax-credit-home-ev/>).

**52) If customers ask, what is the cost of fully charging the vehicle? (I know it should vary based on the cost of electricity, but an avg range).**

Certainly, this depends greatly on the [electricity rates in your area](#). These rates are per kWh, so if you have \$0.10 per kWh and you're fully recharging the EQS from 0-100%, it would cost \$10.90 (109 kWh x \$0.10). [Try using this calculator](#) to calculate the savings from their current ICE vehicle to the EQS. Putting in the 2021 S580 to the 2022 EQS450+ using Atlanta electricity rates results in an approximate cost savings of \$2,400 per year.

It's important to note that this can vary based on if the customer is charging exclusively at home, using DC Fast Charging with/without the Electrify America unlimited charging, and so forth.

**53) What options are there if the Power goes out at a Customers House (or neighborhood/area due to weather, etc.)? Is there an alternative Charging Option or an "On-the Go" Option that they can use or purchase? Customers have asked if there is something similar to a travel Battery/Generator type option keep in their car.**

We do not currently have a travel battery or similar device for the vehicle. We would recommend using a public charging station if power is needed and is not available at the house. Generally speaking, keeping the EQS charged at all times will ensure that if power goes down, there will be enough charge on the battery to last an outage.

**54) How do we stay involved in this process; as our techs will be guiding the consumers already.**

We welcome any and all efforts to help the customer along the way, including follow-ups to ensure their needs are being met.

**55) When are our level 3 chargers going to arrive? Mine are on backorder.**

Please contact the local ChargePoint Sales representative that the order was placed with to obtain a status/ETA or send email to [automotive@chargepoint.com](mailto:automotive@chargepoint.com).

**56) Is there a roadside assistance program to help if someone runs out of power?**



Unfortunately, we do not have a service currently to charge vehicles on the side of the road. Any vehicles running out of power will need to be flat-bed towed to the next charging station. Given the 350 miles of EPA-certified range and the current state of charging infrastructure, we don't expect to encounter too many situations where a vehicle is stranded. We do recommend being vigilant about charging a vehicle on a roadtrip. Remember that the vehicle will monitor the SOC at all times and Navigation with Electric Intelligence will account for charging stops along a route.

**57) What if there is a power surge/ power outage at home while plugged in - will it do damage to the EQS?**

No, there are several safety features including breakers that prevent this from happening. The ChargePoint Home Flex is UL certified, which means that it meets all required NEC Code and has required protection mechanisms built-in. Our Mercedes-EQ vehicles also have highly advanced built-in electrical protection schemes to prevent the vehicle from being exposed to outside electrical influence that could potentially damage the vehicle.

**58) What is the end use of the batteries, how we dispose of them?**

Mercedes-Benz follows all EPA "Cradle-to-Grave" standards for recycling and also implements remanufacturing whenever possible. [Please see here](#) for more information on Mercedes-Benz's efforts in battery sustainability.

**59) Is there going to be an ample supply of batteries for clients that end up getting into accidents?**

Yes, at this time we are fully prepared with spare batteries in order to service any EQS that needs one.

**60) Regarding dealer chargers - will dealer-installed chargers be available for customer charging? If so are they part of Electrify America? The current Electrify America network seems a bit sparse once you exit off main highways and enter the suburbs.**

It's up to the dealer how they would like to offer their own chargers to customers. If the charger is located in an advantageous spot, it could be helpful in order to bring traffic to the dealership, particularly for Tesla customers. MB of Manhattan is a good example of this practice. They have two DC fast charging stations installed with CHAdeMO plugs with Tesla adapters. This is an example of what can be done at every dealership.

Electrify America is its own charging network, wholly owned and operated; it is *not* a consortium of disparate charging plugs. Therefore, a dealer could not join the network. Additionally, Electrify America is primarily focused on corridor or highway charging to open up cross-country travel for EVs. Think of it as an "answer" to the Tesla Supercharger network.