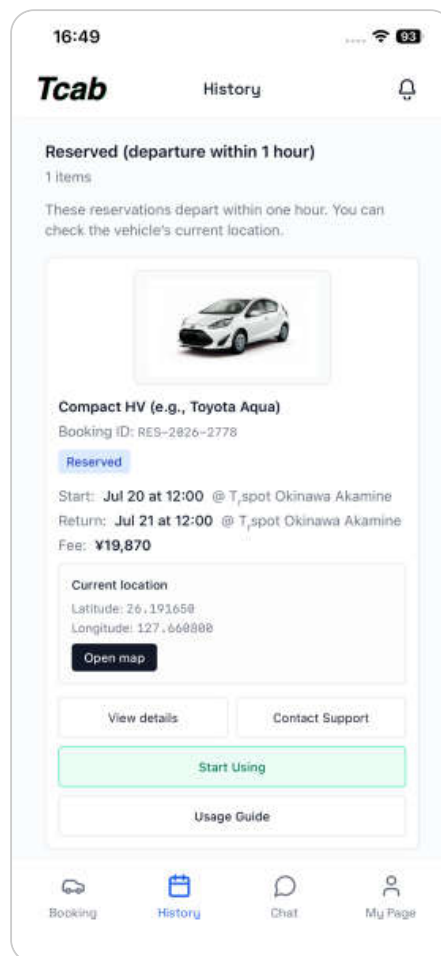


Departure guide

Review how to start your rental before departure. About 5 minutes to read.

Departure steps (summary)

1. Confirm license and identity verification are complete
2. Check your departure Tspot location
3. From 30 minutes before departure, tap Start on booking history
4. Open the key box with the displayed code and take the key
5. Inspect the vehicle, then depart



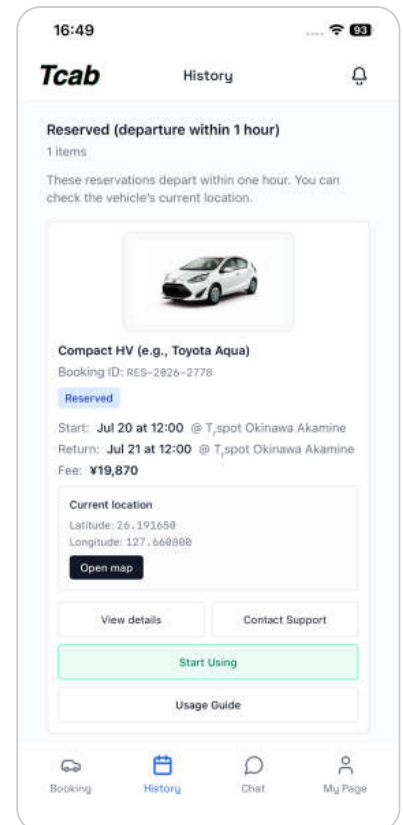
Tap Start on booking history to show the key box passcode.

Before departure

1. Carry a valid driver's license at all times while using the vehicle
2. Complete identity verification and required document upload in Explorer
3. Confirm booking details (time, departure Tspot, vehicle class)
4. Check the departure Tspot on the map

How to start

1. Open booking history and tap Start for your reservation
2. Start is available from 30 minutes before departure for confirmed bookings only
3. Open the key box with the displayed passcode
4. Take the vehicle key and begin your rental



Tap Start on booking history to show the key box passcode.

Vehicle check before driving

1. Check for scratches, dents, and stains
2. If anything looks wrong, contact chat or the emergency number before driving

While renting

1. Follow traffic laws and drive safely
2. No smoking in the vehicle, including e-cigarettes
3. Turn off interior lights and headlights when parked to avoid battery drain
4. Excessive soiling may incur cleaning charges

If you need more time

1. Contact or complete extension at least 2 hours before the scheduled return
2. Use Extend on the booking history screen

Accident, breakdown, or emergency

1. Move to a safe location
2. Help injured persons and call 119 if needed
3. Contact the police (110)
4. Collect the other party's details
5. Contact the insurer (Aioi Nissay
Dowa: 0120-395-024)
6. Contact our office (emergency: 090-7091-4041)

If the accident is not reported to the police, insurance and coverage may not apply.

Contact

For questions, use chat or contact the branch / emergency numbers below.

TANAAKK EVGRID Co., Ltd.

Fukuoka Branch

Fukuoka GOA Bldg. 902, 4-1-5 Sumiyoshi, Hakata-ku, Fukuoka-shi, Fukuoka 812-0018
Phone: 092-233-6711

Okinawa Branch

3-7-6 Makishi, Naha-shi, Okinawa 900-0013
Phone: 098-914-3872

Email: reservation@tcab.com
Business hours: 07:00 – 23:00

Emergency contact

Phone: 090-7091-4041
Use for accidents, breakdowns, or if the key box will not open.

We wish you a safe and pleasant trip.
Tcab Explorer · <https://explorer.tcab.com/guides/departure>