

Work instructions for the Amsterdam river cruise 2020 – 2024



Welcome to the port of Amsterdam. We are pleased you are using ship-to-shore power. Not only is this better for the environment, you are also helping prevent noise pollution. This flyer explains how you can easily connect ship-to-shore power yourself.

What you need for ship-to-shore power

You will need the following for a successful ship-to-shore power connection in the port of Amsterdam:

- A telephone or computer.
- A working CEE plug (red for river cruise) or a Powerlock connector.

Connect ship-to-shore power in four steps:

1. Sign up for Connect4Shore

Not yet a customer of Connect4Shore? You can sign up right away at www.connect4shore.nl. As soon as your registration is complete, you can use the service.

2. Insert the plug into the correct connector:

Powerlock

- Insert your plugs from left to right.
- Press firmly and turn 45° to the left:
1) green, 2) blue(N), 3) brown(L1),
4) black(L2), 5) grey(L3).
- Close the secure lock with the key.

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- Insert your six-pin plug and press firmly.
- Firmly tighten the fastener ring.

3. Start the transaction

You start the transaction with the Connect4Shore app (available for download from the AppStore or Google Play) or on Connect4Shore website - or by calling in:

App or website

- Open the Connect4Shore app or log in at www.connect4shore.nl.
- Enter the three-digit cabinet number under the 'Actions' header and press Enter. The connection point will then be displayed (e.g. 5852).
- Press 'Start' and begin the transaction.
- The connection is working if the green or white light is illuminated.

Calling in

- Call 0900 464 3 464 (with a Dutch number) or 31 88 4685 440 (with an international number). In the selection menu, choose option 1: 'Starting or stopping your connection'. Your number recognition must be enabled in order to start the action.
- Enter your ship's Europa number and the connection number (= cabinet number + connection point number; e.g. 5852).
- The connection is working if the green or white light is illuminated.

Step 4: see reverse side →

(continuation)

4. Stop the transaction and disconnect

You stop the transaction by signing the ship out using the Connect4Shore app or by calling 0900 464 3 464 (with a Dutch number) or 31 88 4685 440 (with an international number).

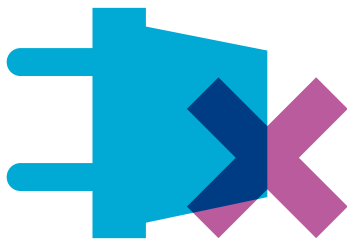
- If the green or white light is not illuminated, the connection is not working.
- Disconnect the plug as follows:

Powerlock

- Disconnect the secure lock and turn it to the right.
- Pull out the plugs from right to left by turning them 45° to the left: 1) grey, 2) black, 3) brown, 4) blue, 5) green.
- Close the Powerlock lid.

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- Unscrew the fastener ring.
- Pull the plug out in a straight motion.
- Close the cabinet.



Malfunction? What you can do yourself:

1. Inspect your ship for any errors and try to start the transaction again.
2. No luck? Then call Connect4Shore at **0900 464 3 464** with a Dutch number or **31 88 4685 440** with an international number. Select option 2: 'Report a malfunction'.
3. A Connect4Shore employee will take note of the malfunction and will try to resolve the issue together with you.
4. Don't forget to also report your malfunction to the Harbour Master's Division at VHF channel 14, or by phone at **020 5234600**. In the selection menu, choose option 2.

Have you reported your malfunction? Then you can expect the following:

If you have reported your malfunction to the Harbour Master's Division (Port Office) and to Connect4Shore, we will examine the alternatives:

- Together with Connect4Shore we will check to see whether you can get power from another connection point at the same berth.
- Connect4Shore will send a mechanic to your location.
- In the event of a generator restriction (e.g. at the Westerdoksdijk), the Harbour Master's Division will check whether an alternative berth is available for your ship.
- If no alternative berth is available, Port of Amsterdam will grant an exemption for not using ship-to-shore power for locations with a generator restriction.



**Port of
Amsterdam**