

# JET Charge supports IKEA Australia to Build its first electric delivery charging network

**Client** IKEA Australia

**Project** IKEA Last Mile Delivery

## Project Summary

IKEA partnered with JET Charge to deliver a national rollout of EV charging infrastructure for its Last Mile Delivery partners. Spanning 7 sites – retail and distribution centres, the project was designed to give third-party delivery vehicles access to reliable charging while supporting IKEA's transition to zero-emission delivery.

Here's how we did it

## Customer

IKEA is a global leader in sustainable retail. An independent report recently named them a "real zero" leader. Central to this ambition is fulfilling home deliveries via a zero-emission vehicle. IKEA has already reached 45% worldwide (FY24), and over 80% of Australian truck deliveries (as of October 2025) are now completed using EVs.

By the end of 2025, IKEA hopes to achieve approximately 90% of truck deliveries via a zero-emissions vehicle. To overcome infrastructure barriers faced by its delivery partners, IKEA Australia has invested \$4.5 million in a national charging network with JET Charge.

*"Charging is a significant challenge for the commercial vehicle sector. Before we began the EV charger project, our delivery partners and their drivers did not have access to many chargers, but were tasked with delivering on our zero emission delivery goals. Model availability was catching up for the commercial vehicle segment, but accessibility to charging infrastructure that could fit a delivery vehicle was almost nonexistent."* - **Alexandra Kelly, Zero Emissions Delivery Project Lead, IKEA Australia & New Zealand**





## Challenges

### **Stakeholder alignment:**

Complex regulatory and stakeholder approvals needed to be managed to ensure compliance with council requirements without compromising project integrity.

### **Engineering and site constraints:**

Each site presented unique logistical and structural challenges; from limited access and working hours to the need for bespoke hardware, requiring tailored solutions to ensure installations were practical, safe, and fit seamlessly into operational environments.

### **Energy and infrastructure limitations:**

Some sites had constrained grid capacity, so IKEA needed a smart, scalable energy management solution that could support current needs and future growth without disrupting operations.

## Solution Implementation

JET Charge designed and delivered a national charging network to support IKEA's dynamic fulfilment operations. Clear technical documentation and program governance streamlined approvals, while bespoke charger layouts and pedestals addressed site constraints and operational needs.

CORE – energy management system – optimised energy use across existing sites, creating a scalable, future-ready network. Illuminate and JET Charge Assist provide 24/7 monitoring and maintenance, giving delivery partners reliable access to chargers and IKEA full visibility of energy use and emissions across its last mile operations.

*"The partnership that we developed with Jet Charge throughout the design and implementation process was extremely beneficial. Charging infrastructure was new for us, and particularly at the scale we were looking to implement, so having the right partner who had a good attention to detail and the patience to work with us, was necessary for success."* - **Alex Kelly, Zero Emissions Project Lead, IKEA Australia & New Zealand**

## Outcome

The impact of JET Charge's rollout is showing in numbers, with more than 100 vehicles now charging at IKEA sites to enable zero emission delivery. This indicates the strong demand with third-party delivery partners and proves that investing in the infrastructure internally is extremely effective for business.

## The technical stuff

- 24 x ChargeMate AC Chargers
- 8 x 80kW Autel MaxiCharger
- 4 x 150kW Autel MaxiCharger
- 27 x X280 30kW DC
- 1 x Kempower Power Cabinet
- 4 x Kempower Power Module
- 2 x Kempower Satellite
- 2 x JET Charge CORE Energy Management System
- Ongoing 24/7 monitoring and customer support
- JET Charge Illuminate software
- Chargefox billing system
- Site planning and layout optimisation
- Electrical infrastructure design and consultation

*"With the EV Charging project rollout, we can now consistently provide access to EV chargers that support our delivery partners and our zero-emission delivery goal. More electric vans and trucks are delivering to our customers."* - **Alex Kelly, Zero Emissions Project Lead, IKEA Australia & New Zealand**

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