

Frequently Asked Questions

How do I sign up for a Greenlots driver account?

There are 2 ways to sign up for a Greenlots driver account:

1. Sign up at charge.greenlots.com.
2. Download the free Greenlots app below:



How do I order a Greenlots RFID?

1. Log in to your [driver account](#) or Greenlots app
2. In the profile section, click “Order an RFID”.
3. Fill in the payment and mailing information and click “submit”.

How do I activate Greenlots RFID to my account?

If you have ordered Greenlots RFID card from us, your card has been activated.

For activation of Shell Recharge RFID cards, please send a text to [Greenlots WhatsApp Support](#) with your email address and Shell Recharge RFID card serial number.

How do I load the Greenlots RFID with funds using the Greenlots app?

1. In the Payment section, add in Credit/Debit Card details
2. Chose the Reload Amount between \$25 or \$50, click ‘Purchase’

Note: Users are responsible to maintain their credit balance to avoid any disruption in the charging session.

How much do they cost?

Site hosts on the Greenlots network determine the fee for use. Refer to Greenlots app for pricing.

Where are Greenlots stations located?

Refer to the map in Greenlots app for the locations and availability.

What is the color representing on the map?

Green- Available

Blue – Occupied

Grey – Not Available

If I do not have a Greenlots RFID card, will I still be able to charge my vehicle?

Yes, you can start a charging session using the Greenlots App.

If I do not pre-load any money in the account, will I still be able to charge my vehicle?

You do not need to pre-load money to the account if you only use the RFID at “free” stations. If you are at a station that has a fee for use, please reload your account via Greenlots app.

How do I start/stop charging?

1. For DC Charger, select your output: AC (43kW) / CCS (50kW)
2. Connect the plug to EV charging socket.
3. Using RFID Card
 - a) Press start/stop button on LCD screen
 - b) Tap RFID card on the front panel
 - c) When finished charging, tap RFID card on the front panel.

4. Greenlots App
 - a) The app will open to the Charge screen (if it does not, please log in to the app).
 - b) Enter the Greenlots Station ID or scan the QR code and hit “GO”.
 - c) Select the Connector number (if applicable) and note pricing (if applicable).
 - d) Hit “Start Charge”.
 - e) When finished charging, hit “Stop Charge”
5. Remove the plug from EV charging socket and return to cable holder on the charger.

I am unable to start charge, what should I do?

1. Check account balance in Greenlots App.
2. Call Greenlots at [6227 5944](tel:62275944) for support during office hours
3. Send a text to [Greenlots WhatsApp Support](#) after office hours

There is an error with my RFID card, what should I do?

Send a text to [Greenlots WhatsApp Support](#) with your email address and the serial number on your RFID card.

I am not able to remove the connector from my vehicle. What should I do?

This is caused by the safety mechanism on your vehicle. Using your vehicle key, lock and unlock it.

I lost my RFID card. What should I do?

Please email us at support.sg@greenlots.com with the serial number of your RFID card.

I would like to request for a refund for the balance in my account. What should I do?

Please complete the [Greenlots SKY™ Credit Refund Form](#) and submit the relevant documents to operations.sg@greenlots.com

Note: There is an admin fee of S\$5.35 (incl. GST). If there is less than the required admin fee within the credit balance, the refund will not be processed.