

## 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](https://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](mailto: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](mailto: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.