

FAQ

Shell Recharge with ParkEasy

What is the Shell Recharge Station?

The Shell Recharge station is a smart parking space where you can park and charge your plug-in hybrid electric vehicle and electric vehicles in various locations.

Stesen Shell Recharge ialah tempat letak kereta dimana anda boleh meletakkan kenderaan dan caj kenderaan plug-in hybrid anda atau kenderaan elektrik di lokasi yang sedia ada.

How do I use the Shell Recharge?

You can use the parking bays of our Shell Recharge via the ParkEasy mobile app, which are available on both iOS and Android.

Anda boleh menggunakan Stesen Shell Recharge melalui aplikasi ParkEasy anda yang boleh didapati dalam iOS dan juga Android.

Do I have to pay anything to use the Shell Recharge stations?

The use of charging stations are free of charge but you'll have to use your credits to reserve your charging station. The total credit deducted will depend on the hours you've spent using it.

Penggunaan stesen pengecasan adalah percuma tetapi anda perlu menggunakan kredit anda untuk menempah stesen pengecasan anda. Jumlah kredit yang ditolak bergantung pada tempoh masa digunakan.

Where are the Shell Recharge stations located?

You can find the Shell Recharge stations at these locations:

Anda boleh mencari stesen Shell Recharge di lokasi-lokasi berikut:

- Sunway Medical Centre
- Shell Mint Hotel
- iOi City Mall
- Lot 10
- Sunway Pyramid Mall
- Sunway Velocity
- 163 Retail Park Mont Kiara

What happens if I just park without even reserving?

You can't park there without reserving, as there is a barrier there that will only drop when you use your app. For more information, please visit: <https://www.parkeasy.co/faq>.

Anda tidak boleh meletakkan kereta anda di sana tanpa penempahan kerana ada halangan yang hanya boleh dibuka dengan aplikasi anda. Untuk maklumat lanjut, sila layari: <https://www.parkeasy.co/faq>.

I have an issue with the Shell Recharge Service. How do I resolve it?

We regret to hear about the issue you are facing. You can always go to the help tab in the app, call +0162991468, or email to help@parkeasy.co.

Kami mengesali isu yang telah dialami. Anda boleh menggunakan tab pertolongan melalui aplikasi anda, telefon +0162991468 atau menghantar emel kepada help@parkeasy.co.

What is ParkEasy?

ParkEasy is a Malaysian startup that provides Parking Reservation services at selected Shopping Malls and Office Buildings. You can find out more by visiting their website here: <https://www.parkeasy.co>.

ParkEasy adalah syarikat pemula dari Malaysia yang menyediakan perkhidmatan penempahan tempat letak kereta di pusat membeli-belah dan di bangunan pejabat. Anda boleh dapatkan lebih maklumat melalui laman web di sini: <https://www.parkeasy.co>.

I can reserve an EV parking bay in advance?

Yes, you can reserve an EV parking bay in advance with the ParkEasy app. However, you can only reserve up to 60 minutes.

Ya, anda boleh membuat tempahan tempat stesen pengecasan EV melalui aplikasi ParkEasy. Walau bagaimanapun, anda hanya boleh membuat tempahan selama 60 minit.

How does the ParkEasy app work?

It's easy. All you have to do is launch the app, enter the location you're going, confirm your reservation, and the parking bay is reserved for you. Once arrived in front of the parking bay pole, just use your app to unlock the parking bay. You can now charge your car! For more information, please visit:

<https://www.parkeasy.co/faq>.

Senang sahaja, anda hanya perlu membuka aplikasi tersebut, masukkan lokasi anda, sahkan tempahan, dan tempat letak kereta tersebut akan ditempahkan untuk anda. Setelah tiba di depan halangan tempat letak kereta tempahan anda, cuma gunakan aplikasi ParkEasy untuk membuka kunci tempat letak kereta tersebut. Untuk maklumat lanjut, sila layari: <https://www.parkeasy.co/faq>.

What are these credits that I need to reserve a spot?

The credits are your form of payment in the app to pay for the parking service. 1 credit is equivalent to 1 Ringgit Malaysia. For more information, please visit: <https://www.parkeasy.co/faq>.

Kredit dalam aplikasi ParkEasy adalah sejenis bentuk pembayaran untuk perkhidmatan meletakkan kenderaan anda. 1 kredit bersamaan dengan 1 Ringgit Malaysia. Untuk maklumat lanjut, sila layari: <https://www.parkeasy.co/faq>.

What else can I do on the app?

You can also use the app to reload your credit, check your reservations history, and to get assistance from ParkEasy. For more information, please visit: <https://www.parkeasy.co/faq>.

Anda juga boleh guna aplikasi untuk menambah nilai kredit anda, menyemak sejarah tempahan dan juga mendapat bantuan daripada ParkEasy. Untuk maklumat lanjut, sila layari: <https://www.parkeasy.co/faq>.

How much do I have to pay to park at the locations?

The rates will vary according to parking spot. You can see the fees for each location by referring to the location page itself.

Kadar bayaran bergantung kepada tempat letak kereta. Anda boleh menyemak kadar bayarannya dengan melayari laman lokasi tersebut.

What does it mean when I have a negative balance?

This means that you have spent past your credit limit. Your next deduction will occur automatically once you have topped up your credit. Please ensure that you have paid the balance before your next session.

Ini bermaksud anda telah berbelanja melebihi had kredit anda. Penolakan akan berlaku secara automatik setelah anda menambah kredit anda. Sila pastikan anda telah membayar baki terlebih dahulu sebelum sesi yang berikutnya.