

Shell
Recharge 

Smart charging for electric vehicles

in partnership with



The complete solution for EV drivers

Whether you are always on the road or drive just a few miles a day - you want your EV to be charged easily at home for whenever you need it. We understand that your charging requirements are as unique as your lifestyle, which is why we deliver much more than just charge points.

Our unique charging ecosystem is designed to fulfil the needs of every EV driver. By delivering an integrated approach, we ensure that installing a home charge point and setting up on-the-go charging is an easy and seamless process and delivers a complete solution throughout.

With over 10 years' experience leading the e-mobility industry, we are experts in implementing smart charging solutions for EV drivers, empowering you with hassle-free installations, the latest smart services and 24/7 support.

We make EV charging accessible, simple and reliable.



Smart home charging

Bring the ultimate charging experience to your doorstep with smart, safe and award-winning charge points from Shell Recharge.

Our charge points are available wall or pole-mounted, in many colours, to always fit seamlessly with your driveway or garage.



Fast



Charge up to 10 times faster* than with a standard wall plug.

Flexible



Choose between a universal socket or a fixed cable.

Smart



Remotely control your charge point via our online platform.

Secure



Control who can access your charge point.

Insightful



Track your charge history, energy usage and costs.

Safeguarded



Benefit from a standard 2 year warranty on all of our charge points.

*To benefit from up to 22kW charging speeds, a three phase household electrical supply is required. The majority of UK homes have a single phase electricity supply and will be able to charge up to 7.4kW speed.

Home charge points

The Shell Recharge home charging solution includes a charge point that matches your home charging needs.

Select the charge point with your preferred features, customise the colour and decide whether you'd like a socketed unit for use with your own cable, or tethered with its own attached cable to optimise your personal charging experience.



Models and features

*Most UK homes have single-phase grid connections enabling charging speeds of up to 7.4 kW. Homes with three-phase connections are able to charge at speeds of up to 22 kW.

**And ethernet

***Available at extra cost



Charge point features

Charging speed

Compatible with all EVs

Weatherproof

Bluetooth connectivity

Internet connectivity

MID certified kWh meter

For precise kWh usage and accurate cost calculation

RFID user identity authentication

For extra security and to enable controlled guest usage

Customisation***

Tethered cable

Pole mount

Available colour ●

Black RAL 9005 and Genesis branded

Advanced

up to 7.4kW*



SIM**



5M and 8M



A smooth installation

Experience a carefree charge point installation process at home.

Our experts are happy to advise on the type of mounting, the location of charge point, any cabling requirements to ensure its all taken care of.

Working with carefully selected certified installers, you will be able to start charging from the moment your vehicle is delivered.

The process from intake to activation

From selecting your charge point to starting a charge



1. Enquiry

First, we will ask you to complete a virtual survey of your home set-up so we know where and how you would like your charge point installed.



2. Order

We will send you a breakdown of your order for you to review. Once approved by you or your EV provider, we will get in touch to schedule an installation date.



3. Installation

Our experienced installer will walk with you through the installation details and take care of the final checks to ensure a smooth experience.



4. Activation

Once the installation is complete, the installer will provide a how-to demonstration. After activating online, you can start charging right away.



An optimal charging experience

Get the most out of your intelligent charge point and optimise your charging experience by using our Smart Charging services.

As all our charge points are online connected, services can be added or removed as you go.



Online charge management



Manage your charge point and get insights into your charging behaviour through your online account or the app*

Remote control



Access your charge point through our online user platform or connect your app to see availability, unplug or reset.

AutoCharge



Charge effortlessly at home, by enabling plug & charge, allowing you to start the charge by plugging in the cable. No card or other action needed.

Dynamic Power Management**



Charge at maximum capacity, whilst balancing the energy demand within your home to ensure your grid connection never overloads.

*Depending on the charge point model of your choice.

**Available on selected products.

EV experts at the ready

Benefit from full support on all our charging products and services.

From an extensive warranty, to automatic updates and a helpdesk at your fingertips - we do everything in our power to support you on your e-mobility journey.



“The expert provided **excellent service** and was very helpful.”

— Feedback NPS Survey



Extensive warranty

Charge with the confidence of a 2 year warranty on all our products with the opportunity to extend.



Automatic updates

Benefit from regular remote firmware updates, including remote fixes as well as new features - all processed automatically over the air.



24/7 Helpdesk

Benefit from around-the-clock support from our team of local EV experts, usually able to make fixes immediately via an over the air update.

Charging on the go

Access Europe's leading public charging network with just one single card or app.

Simply swipe your card or app and enjoy a seamless charging experience, wherever you go.



Shell Recharge EV charge card

- Access to over 275K public charge points.
- Online insights into charging sessions and costs.
- Easy payment of charging costs, including by VAT-specified invoice.
- Fast charge without the need for an extra card.
- 24/7 helpdesk.



EV charging by Shell Recharge app

- Easily find and navigate to charge points.
- Charge at public charge points across Europe.
- Start and stop charging sessions from the app.
- Check pricing and estimated costs.
- View all your past charging sessions in one place.

275K

connected charge points across Europe



Join the e-mobility movement

Driving electric may seem daunting at first, but it's far simpler than you think. Not only that, it's a great step forward towards a more sustainable mobility future.

We're here to help you along that journey. With over 10 years' experience in the charging business and with a team of 300+ experts, we ensure that your charging experience at home and on-the-go is a seamless one.

From enquiry through to installation and beyond, you're in safe hands with Shell Recharge.



Frequently Asked Questions

Why do I need a charge point when I can plug into the wall?

Using a wall socket is not an efficient solution for charging your vehicle, as charge times can be very slow. Charging continuously using a wall socket for a long period of time is also not advised.

How quickly will my car charge at home?

The charge time depends on the battery size of your car and the speed of your charger. Your dealership will be able to provide you with further information based on which vehicle you have ordered.

How long does installation take?

The installation of a charge point can take from typically 3 hours up to one full working day, depending on your specific situation and requirements.

Can I charge my car when it is raining or snowing?

Yes, our charge points are completely waterproof and stand temperatures between -30°C and +50°C.

What is the cost to charge at home?

The charge point connects directly to your electricity connection, so you will be billed directly by your supplier at your standard

energy rate. Contact your electricity supplier to find out the rate you pay per kWh.

Do I have to upgrade my grid connection?

No, in most cases this is not necessary. If you have a need for grid optimisation, we offer Dynamic Power Management, allowing you to manage the energy capacity that you have available without needing an upgrade to your grid connection. By using this service, the charge point ensures that the available energy capacity from your home connection is distributed in the best way possible. The Shell Recharge charge point constantly communicates with the Dynamic Power Management - Module, monitors the total electricity consumption in your home and dynamically adjusts the charge speed of your car. If there is enough capacity left, the charge speed increases automatically. Dynamic Power management is available at extra cost.

How do I manage my charge point?

You can manage your charge point through through your online account or app, depending on the charge point model of your choice. The management tool for the Connect is an app, for the Advanced this is your account via account.shellrecharge.com



Contact

If you have questions, please feel free to contact our Customer Service team on:

+44 (0)20 3868 1036

or by email to:

customerservice@shellrecharge.com

We're ready to help.

About Shell Recharge

Shell Recharge is Europe's leading smart charging solutions provider for electric vehicles.

With experience that covers over **80,000** charge point installations across Europe, our mission is to enable everybody to drive as many miles as possible powered by clean energy with a focus on business and home locations.

With access to **275,000** charge points in over 35 countries, we are the largest roaming network in Europe. More than **400,000** registered drivers use Shell Recharge's charge card or app for a seamless charging experience on-the-go. As a member of the Shell group, Shell Recharge is ISO 9001 & ISO 27001 certified and proud to have played an active leading role in the industry since 2009.

