



**St Ives**

Shopping Village

# ELECTRIC VEHICLE CHARGING

USER GUIDE & FAQs





## EV CHARGING @ ST IVES VILLAGE:

We have partnered with Chargefox to provide two electric vehicle charging stations located in the Red Car Park (B1) for our customers' use.

Vehicle charging is free for the first hour and subsequent time will be charged on a consumption basis of \$0.25 per kilowatt hour. EV Charging at St Ives will be compatible for electric vehicles with both Type 1 and Type 2 sockets.

Instructions on how to use the system and Frequently Asked Questions are contained within this flyer.

## CHARGING BAY LOCATIONS:

The charging bays are located in the Red Car Park (B1), close to the Denley Lane entrance (off Mona Vale Road), adjacent to the ramp and disabled car spaces.



# CHARGEFOX

## Charging instructions

**STEP 1** DOWNLOAD THE CHARGEFOX APP & SIGN UP



**STEP 2** USE THE APP TO FIND YOUR STATION

**STEP 3** FOLLOW THE INSTRUCTIONS & START CHARGING

For detailed instructions, go to the website

[chargefox.com/charge](https://chargefox.com/charge)

**NEED HELP?** Visit [chargefox.com](https://chargefox.com) or call **1300 518 038**

# FREQUENTLY ASKED QUESTIONS:

## **Q: What is the best way to access the charging stations?**

The most direct access is from the Mona Vale Road entrance directly to the Red Car Park (B1), where the spaces are on the right hand side after the boom gate entrance. They can also be accessed via the Green, Yellow and Blue Car Parks by following the directional signage.

## **Q: What vehicles can use the charging station?**

EV Charging at St Ives will be compatible for electric vehicles with both Type 1 and Type 2 sockets.

## **Q: How long can I charge my vehicle for?**

The first hour will be free of charge, and drivers will be charged on a consumption basis thereafter. If charging for longer than 3 hours, the standard parking car parking charges will also be incurred (see website for rate card) and a cost of \$0.25 per kilowatt hour will be incurred for charging your vehicle.

## **Q: How do I charge my vehicle?**

1. Download the Chargefox App on the App Store or Google Play
2. Be sure to read and understand the Terms & Conditions of use
3. Follow the instructions and start charging

## **Q: What cost is involved?**

The first hour will be provided free of charge, subsequent time will be charged on a consumption basis of \$0.25 per kilowatt hour.

## **Q: Where does this money go?**

The charge pays for the energy consumed to charge your vehicle plus a small administration fee charged by Chargefox.

## **Q: How do the rates compare to what I'm charged at home or other stations?**

Rates do vary between locations according to different energy suppliers and rates negotiated.

## **Q: Can I reserve or pre book the charging bays?**

No, unfortunately it is on a first in best dressed basis and will be subject to availability.

**Q: Do I need to pay for parking if I exceed the 3 hour limit?**

If the 3 hour period within the underground carpark is exceeded, parking charges will be incurred as per the rate card (see [www.stivesvillage.com.au](http://www.stivesvillage.com.au) for rates).

**Q: What times is the EV Charging System available?**

Vehicle charging will be available during opening hours for the Red Car Park: 7am – 7pm daily.

**Q: Who can I talk to if there is a problem or if I have any further questions?**

The system is managed by Chargefox: call 1300 518 038 for assistance or visit [www.chargefox.com](http://www.chargefox.com). Full terms and conditions are available at the Chargefox website or [www.stivesvillage.com.au](http://www.stivesvillage.com.au).

**Q: What happens if I experience a problem with my car after using the EV Charging station?**

Drivers use the EV Charging stations at their own risk, it is their responsibility to read the relevant manufacturer's EV Handbook to ensure equipment is compatible with their Electric Vehicle. St Ives Shopping Village and Chargefox will not be liable for any damage arising from a failure to exercise reasonable care or comply with the requirements of the EV manufacturer's handbook or with Chargefox's instructions.

Services are governed by the end user and based on terms between Chargefox and the customer.

For further information,  
please contact Centre Management  
on 02 8422 4000



[www.stivesvillage.com.au](http://www.stivesvillage.com.au)