



smartEV
chargers

General terms & conditions

Installation

Our terms and conditions cover what is included free in your standard install and what happens if we need to quote for extra works. Sometimes issues arise on the day that could mean we can't complete your installation on the first visit, but if we know about these in advance, we can often resolve them beforehand. So for the best experience, if you think there's any reason why we might not be able to complete your install on the day, please let us know.

What's Included:

smartEV Chargers standard installation package for an electric vehicle home charge point covers the majority of homes in the UK and includes the following:

- Fitting of a EV Smart Charger on a brick or plaster wall, or to another suitable permanent structure.
- Up to 10 metres of cable, run and neatly clipped to the wall between the electricity distribution board / consumer unit and the SmartEV Charger home charge point.
- Surface mounting of cable only– i.e. no conduit or chasing
- Routing of the cable through a drilled hole in a wall up to 500mm (20 inches) thick, if this is needed.
- The fitting and testing of electrical connections and protections required for the SmartEV Charger.

For this standard installation package:

- To be eligible for the government grant, the homeowner must comply with all current OLEV Domestic Scheme Ts & Cs
- The EV Charge point must be fixed to the main property and able to utilise the property's earthing arrangement, (property's earthing arrangement must meet current regulations – we are required to check this by law)
- You must have an RCD protected way on the consumer unit, for connection of the charge point circuit.
- No ground works are required.

Some conditions and limitations that you need to know:

- The smartEV Chargers home charge point must be located in your designated off-street parking area and be fixed at a height where it can't be hit by a vehicle.
- We can't fix the cable higher than 1.8 metres (6 feet) above the ground. If fixing higher than this is unavoidable then the installation may need to be paused - in that case, we will quote for any extra work needed.
- We can't, as part of the standard package, trench the cable underground or suspend it above ground - if something like this is required please talk to us so that we can give you a quote in advance. If we find out on the day that we have to cross a garden or a pathway we may need to pause the job and quote for the extra work needed to trench the cable.
- When you are using your charger the EV charging lead must remain on your property and must not create a trip hazard for you or anyone else.
- We can't run cable under floorboards or through ducting / ceiling voids / wall voids without a draw cord (to pull the cable through), or if the floorboards have not been lifted. We can't take responsibility for reinstating flooring or other building materials after the cable has been laid.
- Our experts are not able to work in crawl spaces, on roofs or in lofts if it is deemed unsafe by them.
- Our experts are not able to work in extreme weather (i.e. flooding or intense rain). If it is not safe to carry on, our expert will do as much as they can, and we will return at a later date.
- If you have purchased a freestanding mount for the EV Smart Charger to be fitted on, please be aware that there may be an additional cost for installing this.

Potential Additional Chargeable items

- If the charge point is to be installed on out buildings, POA
- Cable runs exceeding 10 metres. @ £5 per meter
- A mini consumer unit c/w overload and fault current protection is required, as there is not sufficient space on the existing board. @ £65
- Mains protective bonding @ £20 (3m cabling included, £5 per meter thereafter)
- Any additional mechanical protection required for the cabling, POA
- Any trunking, conduit, etc(not required under regulations); @ £5 per meter
- Any cable chasing requested by the homeowner; @ £5 per meter
- Any ground works requested by the homeowner; POA
- The necessity to introduce an alternative earthing system, i.e. an electrode/inspection chamber; POA
- Any additional or unusual works requested by the homeowner in order for the install to take place, i.e. gas and water pipe bonding, equipment clearing, plumbing work etc; POA
- Ground Mount of the home charge point; POA

What happens if we find that your existing wiring isn't up to scratch:

smartEV Chargers follow Standard Regulations and guidelines on Electric Vehicle installations.

- If we can't install in line with these rules, then your installation will be paused, and we will quote for the work needed to meet the required standards.
- If the existing electrical arrangements at the property are not in line with these rules or there is something else that makes it unsafe for us to install, then we will quote for the work needed to meet the required standards.

What happens if your electrical supply is inadequate:

We can only complete the job if the electrical capacity (i.e. main fuse) can support the additional electrical demands of the EV Smart Charger. If the capacity is not sufficient, we might be able to de-rate the EV Smart Charger or we may have to pause the job until your main fuse is upgraded by your electricity supplier.

Timing:

We allocate two hours for standard installations. If we can't complete on the day because of supply related problems or unexpected extra works then we will reschedule an installation date once the additional works are complete or our quotation for the work has been accepted.

Additional works:

If required, your installation project manager or smartEV Chargers Expert will detail required works and provide a no obligation quotation for these services. Quotations are valid for a period of 90 days once issued.

- If it is determined that an installation cannot be completed on the day, smartEV Chargers will quote for additional works, and a new installation date will be given once payment has been made. Please allow up to 10 working days for a new installation date.
- If your smartEV Chargers Expert suspects that the installation will not comply with the OLEV grant requirements (see OLEV terms and conditions below), your installation will be paused. Should you disagree with that assessment, you will be given an opportunity to contest this by providing smartEV Chargers with information to state your case to the government, which we can then pass on to the DVLA/OLEV for pre-approval. Should smartEV Chargers receive approval to proceed, a new installation date will be given, please allow up to 10 working days for a new installation date.
- The owner/customer or a responsible adult of the age of 18 years or over needs to be present on site for the entire duration of the install.

3 Year Warranty Warranty:

smartEV Chargers home charge points are covered by a comprehensive 36 month warranty. Any hardware failure should be promptly reported to us.

Please quote the serial number, the date of installation and a brief description of the fault. smartEV Chargers technical team will carry out an assessment and will contact you to get further details and if necessary arrange a service visit.

The warranty will be void if the EV Smart Charger unit is opened, modified, tampered with or repair is attempted by anyone other than a smartEV Chargers appointed electrician.

Limitation of Liability:

In no event will smartEV Chargers accept any liability for any loss, costs or damage consequential to the use and/or misuse of our hardware products except where this is caused by our negligence.

Home Charge Grant for Electric Car Charging:

The Office for Low Emission Vehicles (OLEV) provides a grant for EV drivers to have a EV Smart Charger installed at their home. smartEV Chargers will process and manage the application in order to claim the grant for you.

The grant is subject to a number of terms and conditions, a summary of which is provided here

Summary of OLEV Terms and Conditions:

Residents must provide evidence of being the registered keeper or lessee, or be named as the primary user of an eligible EV or plug-in vehicle in order to be able to claim the grant.

- Only one claim per vehicle can be made, even if you own more than one home. However, a single customer can claim one charging point per vehicle, for up to two vehicles.
- A list of qualifying electric vehicles is maintained at: <https://www.gov.uk/plug-in-car...>
- The grant is only applicable for residential addresses with designated private off-street parking.
- If you are not the property owner and freeholder of the building, signed written permission and a proof of address from the appropriate owner or management company must be obtained prior to installation of the EV Smart Charger.
- Any area where the installation of a EV Smart Charger may affect another property owner, written permission and a proof of address from the appropriate owners must be obtained prior to installation of the EV Smart Charger.
- If you are the property owner and freeholder of a listed building, smartEV Chargers requires listed consent from the local planning authority before an installation can take place.
- Full details of the grant terms and conditions are available here: <https://www.gov.uk/government/...>
- Customers who require additional information, or have any queries on the grant process should contact OLEV directly on:
chargepoint.grants@olev.gsi.gov.uk