

Electric Vehicle Homecharge Chargepoint Installation Terms & Conditions

Our terms and conditions cover what is included free in a standard installation and what happens if we need to quote for extra work. Issues sometimes arise on the day that could mean your installation can not be completed on the first visit. By identifying potential issues in advance we can often resolve them ahead of our visit. Please notify us if you think there could be any reason why we might not be able to complete your installation on the first visit.

Standard Inclusions:

- Fitting of a chargepoint on a brick, stone, wood or plaster wall or suitable permanent structure.
- The chargepoint must be fixed to the main property. If located so that the vehicle being charged remains within the property the main earthing system can be utilised. Otherwise the chargepoint must be separately earthed using a copper earth rod set into the ground.
- Up to 10 metres of surface mounted cable clipped to the wall between the consumer unit and the chargepoint.
- Integral BS7671 18th Edition DC sensitive RCD protection with TT earthing terminal.
- Routing of the cable through a drilled hole in a wall up to 300mm if required.
- The fitting and testing of electrical connections and protections required for the chargepoint.
- No ground works.
- The homeowner must comply with the OLEV Domestic Homecharge Scheme rules to be eligible for the grant.
- The chargepoint must be located in your designated off-street parking area where it cannot be hit by a vehicle.
- The cable is normally fitted no higher than 1.8 metres above ground level. If fixing higher than this is unavoidable the installation may need to be paused and we may have to quote for extra work required. Similarly for trench work or overhead routing.
- When you are using your chargepoint the charging lead must remain on your property and must not create a trip hazard.
- Running cable otherwise as described will incur extra cost which we will quote for.
- It is the responsibility of the home owner to provide safe working conditions that do not put installers at risk. This includes notification of the presence of toxic materials such as asbestos.
- If you have purchased a freestanding chargepoint there may be an additional installation cost.

Potential Additional Chargeable items

- Installation of the chargepoint on an outbuilding.
- Cable runs exceeding 10 metres cost an extra £7 per meter plus VAT.
- Small additional consumer unit £65 plus VAT.
- Supplementary protective earth bonding £20 including 3 metres of cable plus any extra at £5 per metre.
- Additional mechanical protection required for the cabling is quoted as necessary.
- Conduit not required by the regulations: £5 per metre.
- Cable chasing requested by the homeowner: £10 per metre
- Ground works requested by the homeowner is quoted as necessary.

General Terms & Conditions

- If the existing electrical arrangements at the property do not comply with BS7671 standards we will advise. If your wiring would make it unsafe for us to install a chargepoint we will quote for the work needed to meet the required standards.

We can only complete the job if the supply capacity, i.e. the main fuse, can support the additional electrical demand of the chargepoint. If the capacity is not sufficient we may have to pause the job until your main fuse is upgraded by your electricity supplier.

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

Additional works:

If required, we will advise on the required work and provide a no obligation written quotation which will be valid for 90 days.

- If it is determined that an installation cannot be completed on the day, we 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 it appears that the installation will not comply with the OLEV grant rules (see OLEV terms and conditions) your installation will be paused. Should you disagree with that assessment you will be given an opportunity to contest it by providing us with information to pass on to OLEV for pre-approval. When we receive approval a new installation date will be given. Please allow up to 10 working days for a new installation date.

Warranty

Rolec home chargepoints are covered by a comprehensive 12 month manufacturer's 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. We will carry out an assessment and then contact you to discuss. If necessary we will arrange a visit.

The warranty will be void if the chargepoint unit is opened, modified or tampered with or a repair is attempted by anyone other than our appointed electrician.

Limitation of Liability:

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

The Homecharge Grant for Electric Car Charging:

The Office for Low Emission Vehicles (OLEV) provides a grant for EV owners to have a chargepoint installed at their home. We 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:

- 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 chargepoint per vehicle for up to two vehicles.
- A list of qualifying electric vehicles is maintained at <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-eligible-vehicles>
- 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 chargepoint.
- For any area where the installation of a chargepoint may affect another property owner written permission and a proof of address from the owners must be obtained prior to installation.
- Google OLEV for full details of the grant.
- Customers who require additional information, or have any queries on the grant process can contact OLEV directly on: chargepoint.grants@olev.gsi.gov.uk