



Please read and understand the terms and conditions between Elmpark electrical ltd ("company") and you ("customer") for installations of EVCP(s).

If you have a query in relation to the terms and conditions, please notify the head office.

### **Execution of a standard Domestic EVCP installation**

Elmpark electrical Ltd have set out a standard installation package, which we deem satisfactory to meet the average standard UK home.

#### **Standard domestic EVCP package**

- Fitted in compliance with current wiring regulations BS7671:2018 and Code of Practice for Electric Vehicle Charging Equipment Installation, 4th Edition.
- Installation time is booked for a 4-hour time slot, installation on average may take 2 hours.
- Up to 10m of cable, black in colour, to be used. After review of survey or our engineer on site measures on the day, an additional fee of anything over 10m will be quoted. This will be determined by the length of cable run and size of the cable conductors. This is to be paid before the EVCP installation.
- Cable to be clipped direct, and or up to 6 meters of white plastic trunking to be used if necessary.
- EVCP will be fitted to brickwork, plaster board wall, render or a suitable permanent solid structure, our engineer will assess the suitable material and their word is final.
- Cable routes will be installed and a height no greater than 2.8m from finished floor level. Our engineer reserves the right to refuse installation at height if the deem the floor substrate to be unsafe to erect step ladders.
- Cable route will allow for one hole drilled in a wall no greater than 600mm in thickness.
- Installation of a consumer unit to supply the EVCP, to be installed inside or outside the home and will be installed to manufacturer's instructions and in line with BS7671:2018 for circuit protection.
- Commissioning and a EVCP demonstration will be carried out by our engineer on the day after installation.
- NICEIC Electronic certification and building control notification.
- Assumes that the current property complies to BS:7671 and that no remedial work is required to prior to the EV Charger installation.
- Our Installers reserve the right not to undertake work if it is considered unsafe to do so. This includes, but, is not limited to, unsafe equipment and working at height.
- If, after assessing, your installation falls outside these standard parameters and requires any additional parts or labour, we will provide you with a no-obligation quote outlining the additional requirements and potential costs. Please note, if you choose not to proceed with the quote, a fee of £75 +VAT will be charged for the engineer's time and will be deducted from any refund related to the installation.

## **Conditions and limitations**

Elmpark electrical Ltd value your customer journey of your EVCP and have sufficient experience to know that some installations will fall outside of the "standard" package. To help you with your installation it is important that you carry out the survey with as much detailed information, photos and sketches were applicable, of the cable route and surrounding areas.

Non-standard installations will be charged per item over and above the standard installation package.

### **Chargeable items but not limited to will be quoted before the day of installation.**

- Cable installation longer than 10m which is included in a standard package.
- Ground works including trenches and making good.
- EVCP post installations
- Installation of an earth electrode (rod) and associated works to ensure underground services are detected.
- Access equipment for installations above 2.8m
- Installation of catenary wire to span between two permanent structures.
- Installation on main bonding to gas and water or extraneous conductive parts.

### **Conditions and limitations at the property of installation.**

- Cable will be proposed by our installation engineer and agreed by you the customer before works commence.
- Cable routes that deviate from your boundary will have to have written permission before we carry out the installation.
- If you have selected a WiFi enabled EVCP, its your responsibility to check the proposed position of the EVCP has -68dBm or superior. Elmpark Electrical will charge £75+VAT if we must return to commission due to no WiFi signal. Alternative ECVP's are available with e-sim, our office can advise before installation.
- Elmpark electrical will not carry out groundworks, digging, installation of EVCP posts.
- Elmpark electrical engineers will not lift floorboards, chase into walls, remove skirting, cut plasterboards.
- Our engineer will test the incoming supply from the DNO, if readings fall outside prescribed in BS7671:2018, we reserve the right to
- If a route has been created through ducting, an appropriate draw wire must be in place an a suitable smooth ducting must be used.
- Elmpark Electrical Ltd Reserve the right to withdraw our offer to your installation, and you will be offered a full refund.
- Elmpark Electrical Ltd will not be liable for any losses if the works must be rescheduled, this includes loss of earnings.
- A responsible adult of the age of 18 years or over needs to be present for the duration of the installation.
- Elmpark electrical engineers will always take great care whilst drilling through internal and externa walls, Elmpark Electrical Ltd will not be liable to damages or costs caused by hidden services buried into walls.

- It remains our installers discretion to refuse to work in loft spaces or under floors if it is deemed unsafe and their word is final.
- The EV Charge point must be fitted within your off-street parking area and the charging cable must not pass over any private or public footpath or highway including neighbouring properties. The EVCP must be placed so it can't be struck by a vehicle. If you choose to have it installed outside of the recommended manufacturers heights, it's the responsibility of the customer to provide suitable barriers for the protection of the EVCP.
- If your installation does not meet our standard terms, and you wish to cancel your installation, we will provide a refund minus the cost of the site survey.

### **OZEV EVHS and WCS scheme**

The EV chargepoint grant provides funding of up to 75% towards the cost of installing electric vehicle smart chargepoints at domestic properties across the UK. It replaced the Electric Vehicle Homecharge Scheme (EVHS) on 1 April 2022.

Please use the link below to see if you qualify for funding and agree to the terms and conditions outlined within the scheme.

[Grant schemes for electric vehicle charging infrastructure - GOV.UK \(www.gov.uk\)](https://www.gov.uk/grant-schemes-for-electric-vehicle-charging-infrastructure)

Elmpark Electrical reserve the right to charge the full cost of installation if the terms and conditions are not met when applying for the scheme.

### **Execution of a Commercial EVCP installation**

Elmpark Electrical Ltd offers a survey for EVCP's on a case-by-case basis. We will quote and install with an agreed scope of works agreed by you. Elmpark Electrical Ltd do not have a standard package for commercial installations and consider all installations unique.