



## **Charger Installation Terms and Conditions**

### Installation:

Our terms and conditions cover what is included in your standard install and what happens if we need to quote for extra works. Sometimes issues arise on the day that would result in us being unable to complete your install on the first visit, but if we are made aware about these in advance, we can often resolve them beforehand. 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.

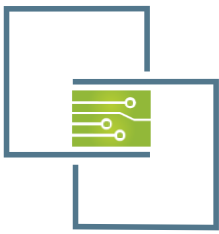
### **What's Included:**

**Randridge Technologies standard installation package for the range of chargers advertised on our website, covers the majority of homes in Ireland and includes the following:**

- 1.1 Fitting of a charger on a brick or plaster wall, or to another suitable permanent structure.
- 1.2 Up to 5 metres of cable, run and neatly clipped to the wall between the electricity supply meter OR distribution board and the charger.
- 1.3 Routing of the cable through a drilled hole in a wall up to 500mm thick, if this is needed.
- 1.4 The fitting and testing of electrical connections and protections required for the charger.
- 1.5 Installation of RCBO protection for the circuit & surge protection.
- 1.6 Installation of a local isolator as required.

### **Some conditions and limitations that you need to know:**

- 2.1 The charger must be located in your designated off-street parking area and be fixed at a height permitted by the current regulations set out by Safe Electric.
- 2.2 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 for civil works. Under no circumstances will civil works be completed unless previously agreed and quoted for.
- 2.3 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.
- 2.4 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.
- 2.5 Our installers are not able to work in extreme weather (i.e. flooding or intense rain). Should it be deemed unsafe to start or continue with an installation due to a change in weather conditions,



we will endeavor to reschedule in your installation / completion of your installation at the next available date.

2.6 If you require a freestanding post for the charger to be fitted on please be aware that there will be an additional cost for installing this.

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

3.1 Randridge Technologies follows I.S 10101 guidelines for ROI on Electric Vehicle installations.

3.2 If we can't install in line with these rules then your installation will be stopped and we will quote for the work needed to meet the required standards. A call out fee will be implemented if we cannot complete your installation due to this. A hazard notice will be issued should your home be deemed unsafe.

3.3 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 additional work needed to bring your home / premises up to meet the required standards.

**What happens if your electrical supply is inadequate?**

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

4.2 If it is determined that an installation cannot be completed on the day, Randridge Technologies 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.

**Timing:**

We allocate approx. 3 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:**

5.1 If required, your installation Installer will detail required works and provide a no obligation quotation for these services. Quotations are valid for a period of 30 days once issued..

5.2 If it is determined that an installation cannot be completed on the day, Randridge Technologies 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.



5.3 If your Randridge Technologies Installer suspects that the installation will not comply with the grant requirements (see SEAI terms and conditions), you will be advised.

5.4 The owner / user of the charge point needs to be present on site for the entire duration of the install. Driver / End User must have the relevant app for their chosen charge point installed & should be registered prior to the installation date.

**Warranty:**

All charging equipment supplied by Randridge Technologies comes with a standard 3 year manufacturer's warranty (I.E. Zappi Charger Warranty is honored by MyEnergi). Any warranty claims are honored by the manufacturer and not Randridge Technologies. We stand over our components installed for 1 year. This is exclusive of labour. Should a fault on components (RCBO) be reported to ourselves, a call out fee will apply to rectify the fault at hand.

Any hardware failure should be promptly reported to us and the manufacturer immediately. Please quote the serial number, the date of installation and a brief description of the fault. Our technical support 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 immediately if the charger unit and components are opened, modified, tampered with or repair is attempted by anyone other than a Randridge Technologies appointed electrician.