

EV Charger Installation

General Terms and Conditions

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 mean we can't complete your install 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:

The standard installation package for the residential Charger covers most homes and includes the following:

- Fitting of a Charger on a brick or plaster wall, or to another suitable permanent structure.
- Up to 15 metres (50 feet) of cable, run and neatly clipped to the wall between the electricity supply meter / distribution board and the Charger.
- 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 Charger.
- Main panel breaker.
- Installation of a disconnect, if required.
- An earth rod in soft ground, if required.

Some conditions and limitations that you need to know:

- The Charger must be located in your designated parking area/garage 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 they will return at a later date.
- If you have subscribed for a freestanding mount for the Charger, please be aware that there may be an additional installation time required.

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

- If we can't install in line with the electrical code in your area, then your installation will be paused, and we will quote for the work needed to meet the required Code.
- If the existing electrical service at the property is not in line with the Code 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 Charger. If the capacity is not sufficient, we might be able to de-rate the Charger or we can use Smart Charging technology if approved by the Electrical Safety Authority, or we may have to pause the job until the necessary service is in place.

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 Charger Expert will detail required work and provide a no obligation quotation for these services. Quotations are valid for a period of 90 days once issued.
- If the additional work is minor (less than 2 hours additional works) and can be completed on the day, you will be eligible for a \$50.00 discount if you decide to pay and proceed on the day.
- If it is determined that an installation cannot be completed on the day, we will quote for the additional work, 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 Charger Expert suspects that the installation will not comply with the Electrical Code in your area, your installation will be paused. Should you disagree with that assessment, you will be given an opportunity to contest this by providing us with information to state your case with the Electrical Safety authority for pre-approval. Should we 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.

Limitation of liability:

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

In no event will we accept any liability for any loss, costs or consequential damage due to the aborted installation of a home charge point where it is not safe or practical to install. This includes, but isn't limited to, issues related to land ownership or power which can't be assessed prior to install. In these circumstances we will provide a full refund of all money paid to us in respect of the planned installation, unless you (the customer) withheld any key information from us. Our liability for any other losses won't exceed the amount we charge you for your install, except for our liability for personal injury or death caused by our negligence and anything else where our liability can't be limited by law.

Internet Connection:

Hwisel Charger services can only be provided through an internet connection. We will require customers to provide this connectivity.

Partner Installers:

We work with a network of 3rd party installers ("Partner Installers"). We will send your order to a Partner Installer so that they can carry out your installation.

Once we have received your Subscription:

- You may receive notification on the Hwisel Mobile App if you have downloaded the App and registered.
- You will be able to make changes to your appointment, track the arrival time of the Installer, and signoff on the installation once done, all in the Hwisel Mobile App.
- If you don't have the Hwisel Mobile App then the installer will make contact to arrange an installation date with you, visit with you to carry out the work and deliver your equipment (if they haven't been sent via post).

Smart Charging:

Every new charger unit offers 'Smart Charging'. Once connected to Wi-Fi, the home charger unit will automatically receive over-the-air updates, meaning it continually benefit from the latest software updates available. Connecting your home charge unit to Wi-Fi will also allow you to see the energy used to charge your electric vehicle, via the Charger App.

Please note, you will need sufficient Wi-Fi coverage in the location where your charger is installed. If your Wi-Fi coverage is not sufficient, functionality that requires Wi-Fi may not work as intended or at all. For example, over-the-air updates may take a long time to complete or not complete at all, remote support diagnostics may not be possible and charging data may not be properly recorded in the Charger App.

HELM (Hwiel Electrical Load Management) System:

While Smart Charging comes as standard with every unit, the Hwiel Electricity Load Management System (HELM) will help to unlock even more functionality. The HELM system allows your charger to 'Load Balance' the demand between your charger and the rest of your home electrical appliances. In simple terms, the HELM ensures that your charger has the full capacity to charge your vehicle at the fastest rate capable by the charger.

The HELM system is optional and may not be required by all customers. However, if your electrical service is not adequate for the installation of a charger or if you want to install two chargers or to charge two cars at the same time, HELM could provide a cost-effective solution.

During your installation, the Charger Expert will attach a sensor to your electrical panel. This sensor will send data to our cloud for analysis and instructions will be sent to the Charger accordingly. The HELM will speed up or slow down the charger depending on the other electrical loads in your house. This safety feature adjusts the charge rate and prevents overloading your property's allocated electricity supply.

All Customers will benefit from the "Auto Power Balancing" feature of the HELM.

Local Power Network Conditions:

The rate your charger is capable of charging at is ultimately determined by local power network conditions - in other words, how much power is available at the location where it is installed. These local power network conditions vary continuously due to the local electrical load and also as a result of local generation. If, at any time, there is not enough power available to charge at the maximum rate your charger is capable of, it may be temporarily restricted to a lower charging rate until the local conditions improve.

Local power network conditions are not under our control.