

Evolution Solutions home install terms & conditions

What's included in a standard installation:

1. Fitting of an EV charger on a brick wall, or to another suitable permanent structure.
2. Up to 10 metres of cable, run and neatly clipped to the wall between the electricity supply meter / distribution board and the charging unit.
3. Routing the cable through a drilled hole in a wall up to 500mm thick (if required).
4. Fitting & testing of electrical connections & protections required for the EV charger.
5. An additional three-way consumer unit (if required)
6. Installation of a Type C MCB and a Type A RCD or a type A RCBO.

Some conditions and limitations that you need to know:

1. The charging unit must be in your designated off-street parking area and be fixed at a height where it can't be hit by a vehicle (OLEV grant requirement).
2. We can't fix the cable higher than 1.8 metres above the ground. If fixing higher than this is required, works may be paused if a quote for any extra work is required.
3. The standard package does not include groundworks like trenching or suspending cables, if works like this are required it must be pre-agreed & quoted prior to installation.
4. Evolution Solutions reserve the right to charge for extra costs incurred if unknown works (like groundworks) have not been disclosed prior to the install date (if the works continue or otherwise).
5. 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.
6. We can't take responsibility for reinstating flooring or other building materials after the cable has been laid (unless it has been costed in your schedule of works).
7. We can't work in crawl spaces, on roofs or in lofts if we deem it unsafe.
8. We can't work in extreme weather (flooding etc). If it's unsafe to continue, we'll return at a later date.
9. Freestanding mounts for the EV charger may incur an additional installation cost.
10. If we are unable to complete the works due non-disclosure of information then Evolution Solutions (NW) Ltd reserves the right to make reasonable charges in relation to recovery of costs to date.
11. If you cancel your order with Evolution Solutions (NW) Ltd after the invoice has been raised and there are no changes to the quoted figure the company reserves the right to charge you for the the full price of the unit and other charges incurred to date.

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

1. If we can't install in line with BS7671 2018 Amendment 3 Standard Regulations and NICEIC guidelines, we'll pause your installation & quote for the required works.
2. We require adequate main earth bonding as per BS7671 2018, should we arrive and the main earthing is insufficient the installation can go ahead however we need to isolate the charger until the installation has adequate earthing OR we abort the installation and charge as per T's&C's

What happens if your electrical supply is inadequate?

1. If the capacity is not sufficient, we might be able to de-rate the unit or we may have to pause the job until your main fuse is upgraded by your electricity supplier.

Timing:

1. If unexpected delays (like undisclosed extra works or electricity supply issues) arise on the day, we may reschedule the installation date.

Vehicle Charger Warranties:

1. Product Warranty: 3 years parts & labour warranty direct with manufacturer.
2. Evolution Solutions: 12 Months parts & labour warranty covering the electrical cabling and switchgear between the unit and the consumer unit only.
3. A £50 (+vat) refundable sum is chargeable on all service or warranty works. Should the fault be determined as covered by the warranty terms the sums will be refunded. If not additional charges may be incurred.
4. Customers who have monthly maintenance packages with Evolution Solutions, all warranty labour is provided free of charge.
5. Evolution Solutions warrants all electrical works (excluding charger unit) for 12 months from installation, any works outside of this will be charged at £50 (+vat) per hour (including travel time) plus parts.

Limitation of Liability:

1. Evolution Solutions will not accept 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.
2. Evolution Solutions will not accept any liability for any loss, costs, or consequential damage due to the aborted installation of a vehicle charger point where it is not safe or practical to install.
3. This includes (but isn't limited to) issues related to land ownership or power (which can't be assessed prior to install).
4. In these circumstances we will provide a full refund of all installation monies paid to us unless key information was withheld (for whatever reason).
5. You (customer) are liable for any costs incurred by us (Evolution Solutions) due to false, inaccurate, or incomplete information provided in relation to OLEV and EST home charge grants or anything else.

Carbon Sync:

1. All our charge points are supplied with Carbon Sync capability.
2. Carbon Sync allows us to briefly pause charging on instruction from official bodies (like the national grid) to balance or maintain stability of the local or national electrical generation or distribution grid.
3. Under normal circumstances, we don't expect Carbon Sync to have any material effect on charging, however, you agree that Carbon Sync may lead to pauses in charging.

Waste of electronic and electrical equipment:

1. Evolutions Solutions are compliant with the WEEE (Waste of electronic and electrical equipment) regulations and the PRN is WEE/CH5416WQ