INSTALLER'S GUIDE

EVCHARGE online

Getting Connected

1. HOST SIGN UP & PAYMENT

Ensure Client (the Host) has made payment for their chosen Data Management Plan & any Remote Commissioning Fees and are in possession of their **'Getting Connected'** guide downloaded at **evcharge.online/host**

What we need?

✓ Signed and returned Data Management Plan Agreement

✓ Payment of Remote Commissioning Fees (if applicable)

2. INSTALL & TEST

Install the charging point/s then use the **EV CHARGE.ONLINE Installer Tool** and connect to our network

Go to: **test.evcharge.online**

If this is your first time using the installer tool please **contact us** on **01295 231510** to request your login details.

What we need?

✓ Confirmed Connection to our network

3. CONTACT US

Once connected and tested call **01295 231510** from the installation site to arrange the **Back-Office connection*** and remote commissioning service.

*Back-Office connection is only included if the Host has opted for the Premium Data Managemnt Plan.

What we need?

✓ Host Details

✓ Site Names and Locations

✓ Charging Point ID Numbers

✓ Feed Capacity to Sites and Charging Points

4. COMPLETE

EV CHARGE.ONLINE will email to book a telephone appointment for the Host, during which we will arrange for connection to their management back-office suite and provide a guided walkthrough and personalised configuration of their dashboard.

RECOMMENDATIONS

As a part of its services **EV CHARGE.ONLINE** will routinely monitor the connectivity and health of the charging points and notify the Host's nominee of any faults or connection issues that we detect. **Transitory issues can often be cleared by power-cycling and we strongly recommend that you advise your Client how this can be done during the handover process.**

Rolec equipment is covered by a parts warranty, however we recommend that you consider offering a service support agreement to your Client to ensure they have appropriate cover for all potential call out eventualities.