

Downloading the right app for you



DOWNLOAD THE PROJECT EV STANDARD APP



Load balancing feature



Power flow management



Multiple mode control
(via app, plug and go, RFID swipe card)

With our bespoke app, you can remotely set your charger or chargers to only provide power during off-peak hours, allowing for charging at a much lower energy tariff, saving you money. Our simple, intuitive UI means seamless guiding through multiple charging modes and time settings.



DOWNLOAD THE ELECTRIC MILES INSTALLER APP



Configuring a Project EV charging site has never been easier. All you need is a phone with the Installer Miles app to set up existing and new sites with load management and charger connectivity over hotspot.

Installer Miles available on



Pairs charger to network



Static/Dynamic Load management



New/Existing Builds



Please note: Using the Electric Miles App makes the Project EV App obsolete and control of the charger through the Project EV App will no longer be possible.

DOWNLOAD THE ELECTRIC MILES SMART CHARGING APP



Smart Charging



Optimise based on tariff



Set spending caps

Electric Miles available on



Save money and reduce your carbon footprint with reliable and smart EV charging. Project EV are working with Electric Miles to provide drivers with an easy-to-use and market leading smart charging experience.

Please note: Using the Electric Miles App makes the Project EV App obsolete and control of the charger through the Project EV App will no longer be possible.

Project EV Standard App

Fully Smart App Control



Power flow management



Load balancing feature



Multiple mode control
(via app, plug and go, RFID swipe card)



Charging inventory list for
one or multiple chargers registered



DOWNLOAD THE FREE APP TODAY



The Project EV Free App allows for full remote control, from anywhere.



With our bespoke app, you can remotely set your charger or chargers to only provide power during off-peak hours, allowing for charging at a much lower energy tariff, saving you money. You can also add and manage multiple accounts on a single app, allowing for all users of a vehicle to have control over its charging state. The same can be done for multiple chargers, which can be linked to a single app account to streamline control and simplify the process for the user. Our simple, intuitive UI means seamless guiding through multiple charging modes and time settings.



Manage and add multiple charge
points to one master account



Solar charging option

Project EV Standard App

Using the App



Introduction to the Project EV Standard App

Description

The Project EV Standard App is an app for controlling your charger. It can help you quickly and easily charge your vehicle with your charger.

Main Functions Of Project EV Standard App

- (1) The user can add a charger by entering the chargepoint serial number and scanning the QR code.
- (2) The user can control the start and stop of the charger through the APP.
- (3) The user can preset the charging scheme and reserve charging.
- (4) The user can modify the parameter settings of the charger.
- (5) Users can authorise other users to use their own charger.
- (6) The user can view the charging record.
- (7) Users can manage and set up their own accounts.

Performance

The APP is easy to use and reliable, it guarantees information security and confidentiality.

Instructions

APP download and install

Android phone users can search and install "Project EV" through Google play.
iPhone users can search and install "Project EV" through the App Store.

Registration and login

When the user first visits, the user registration is performed by the following steps:
Click the desktop icon Login page Register.

Project EV Standard App

Creating a new account

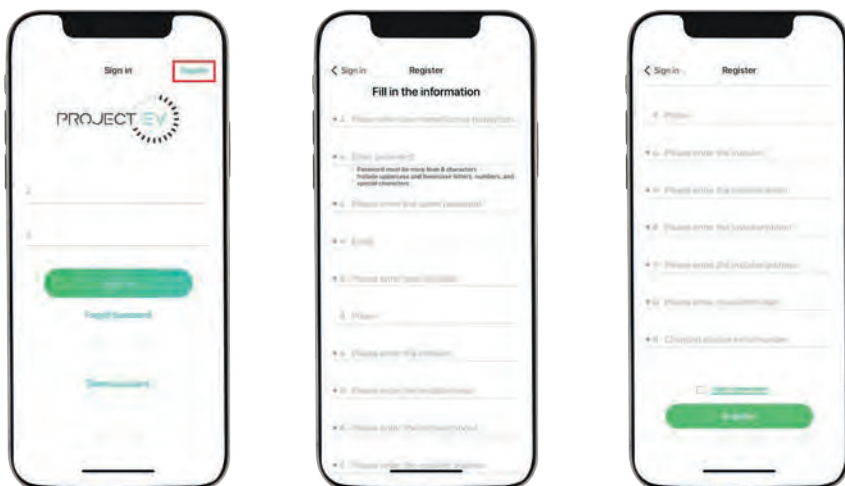


Firstly, if you have not done so already, you will need to create a unique account for yourself. Select **register** on the top right of the app and follow the required fields. These are de-noted with a * next to them. If an installer details are unknown, please state **unknown** as they are a required field. Once all the fields have been completed, read and tick the user agreement before pressing register.

Installer details are used by Project EV to give assistance to installers, and to contact them should an issue be raised. This could be installation based and not charger hardware issues.

Installer Top Tip:

If you are installing Project EV chargers regularly, set your own account up to commission the chargers - when completed simply delete the charger from your app and add to the customer account - All the settings entered are transferred over!



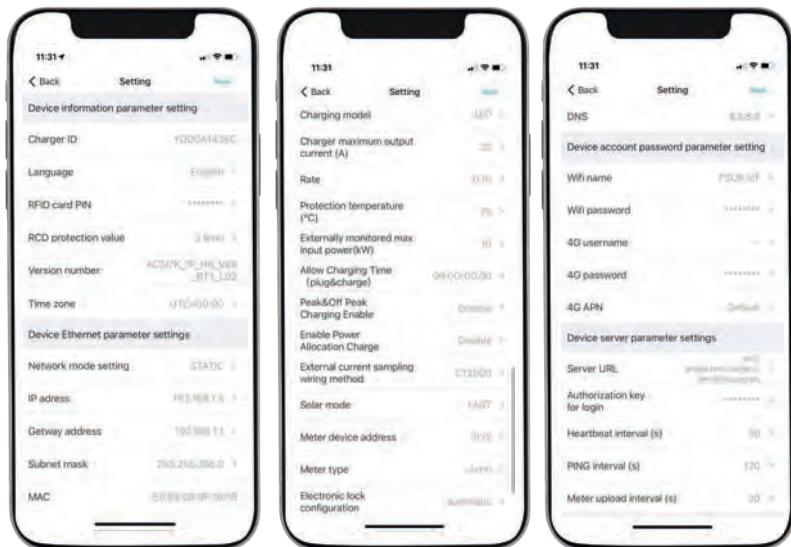
Project EV Standard App

Commissioning Process



APP Commission

1. Download Project EV App.
2. Create user account
3. Add charger to serial number on the account.
4. Power charger up from the fuseboard – (This will emit hotspot for 1-2 minutes from when unit is powered on to allow user to get back to charger)
5. Press the WiFi symbol in top right of the App
 - a. Go to WLAN settings
 - b. Connect to charger Serial Number
 - c. Enter password '**12345678**'
 - d. Go back into the App
 - e. Serial Number appears above connected next
 - f. Press '**Connected Next**'
6. Enter in the desired settings. (CAUTION: Any WIFI details are case sensitive).



EV Smart Charge Points Regulations



What are the EV Smart Charge Points Regulations?

The Electric Vehicles (Smart Charge Points) Regulations 2021 is the sale and installation of electric vehicle charge points are prohibited unless they meet smart functionality requirements.

The regulations only affect charge points defined as:

- Occupiers of domestic premises and their visitors
- People at their place of work including fleet drivers at most depots

At Project EV, we would like to highlight and put your mind at ease that all of our charge points comply with these new standards and have been designed to protect both the stability of the electricity grid and our consumers. Project EV is working in partnership with Electric Miles to provide consumers with not only a compliant solution, but the best smart charging experience available.

Key Points You Should Know

- **Default off-peak charging** – The charge point will not operate during peak hours of 8am to 11am and 4pm to 10pm, on weekdays. We would like to make it clear that you can override these options if you wish.
- **Demand Side Response (DSR)** – Any charge point with a DSR Agreement won't need to follow the default off peak charging regulations as a DSR Agreement will work in conjunction with the end user's electricity tariff enabling the user to save money. Project EV has teamed up with **Electric Miles** who can provide this feature should you require it.
- **Randomised delay** – Please note when you set your car to charge it may not start instantaneously, it may take up to 600 seconds before the car begins to charge. This is of no fault on the charger, it is simply complying to regulation above. However, there are certain charging scenarios where this functionality is not desirable, particularly if an immediate response is needed from the charge point, therefore the owner or end-user has the option to cancel the randomised delay by manually overriding the delay for that charge.

EV Smart Charge Points Regulations

- **Privacy** - Charge points are now required to meet certain privacy and security standards. In terms of privacy, chargers ensure all data sent to and from the station is encrypted and protected to safeguard user privacy and mitigate the risk from cyber attacks. The regulations also require users to be able to easily control what data they share and provide ways of deleting any personal data that has been collected. By default, this information will only be retained for 12 months.

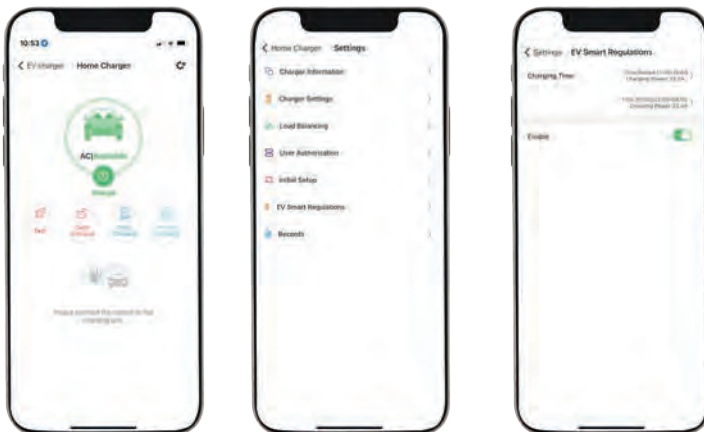
- **Security** - New regulations require an added level of security. The regulations require that a charger must be 'designed, manufactured and configured to provide appropriate protection against the risk of harm to, or disruption of, the electricity system and the relevant charge point.' In other words, chargers will need to ensure they are created in a way that safeguards the user's safety, prevents damages to the charger, and guarantees the charger won't disrupt the electrical grid, for example, by overloading it.

These regulations are mandatory and will come straight out the box with the settings included. As per regulations, in certain circumstances, these regulations are not desirable and must give the end user the option to opt out at any point - as well as to opt back in.

If you have any questions regarding the regulations above please send an email to: enquiries@projectev.co.uk

How to opt out of the peak charging hours

To opt out, there are two ways to do this. The first way is to plug into the unit with a laptop and change setting 22 + 47 to 0. This will disable the pause in charging in peak hours. The second way is once the unit is available on the app, go into the settings, into EV smart regulations and select the slider to the left.



EV Smart Charge Points Regulations

How to opt out / adjust time delay

You can opt out/adjust the time delay on setting 28 when configuring with a laptop. However, similar to the peak hours settings, this can also be done via the app.

Firstly, select delay charging on the home screen to access the settings. The slider to the left will turn off all time delays. There are two options if you wish to keep the time delay - default will operate and start the charge any time from 0-600 seconds whereas custom will start the charge after the set period of 1-1800 depending on the desired range.



Should you start a charge with the time delay enabled you can start the charge immediately by pressing the charge button again. Otherwise the charge will begin automatically once the time delay has been passed.

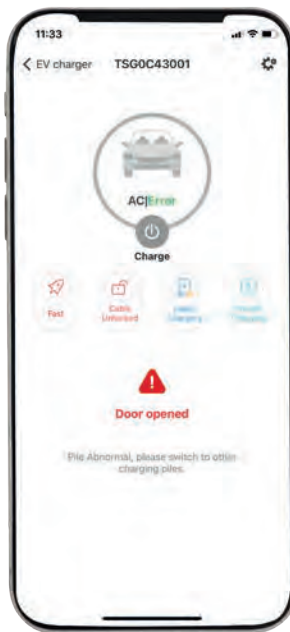


EV Smart Charge Points Regulations

Anti-Tamper Switch

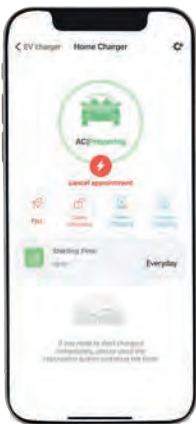
New Regulations require an added level of security, so now units have an anti-tamper switch.

If someone opens the door and activates the anti-tamper switch, the unit displays 14 red flashes and displays error and door open on the app.



Project EV Standard App

App Status



Schedule Charge Set



Charger Faulted



Car Fully Charged



Car Plugged In



Charger Offline



Car Charging

Project EV Standard App

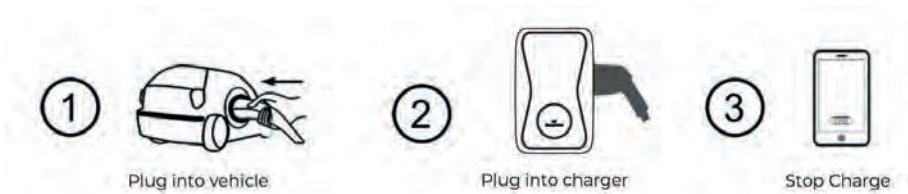
Charger Control Methods



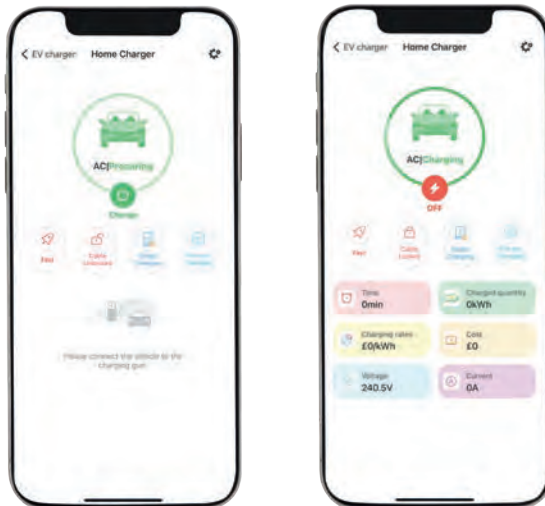
Charging Mode & Operation

APP/RFID Mode:

Initiate or cease charging by using App or by swiping RFID card (If applicable). You can also use App for reservation and payment provided that the back office server supports such functions.



If you are using the Project EV App, charging can be stopped by pressing the on/off button on the App.



Always ensure you plug charger in vehicle, then charger before using App or RFID.

Project EV Standard App

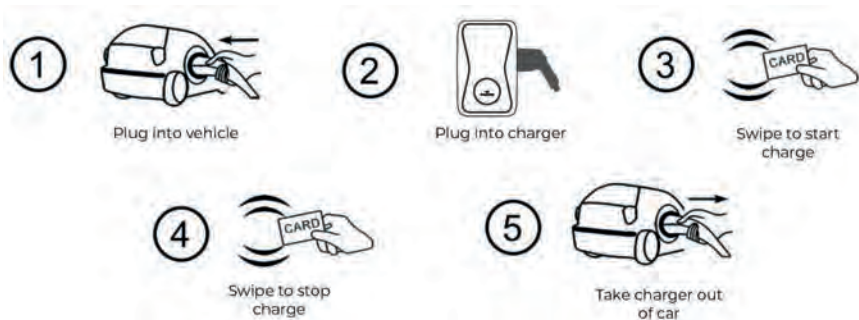
Charger Control Methods



RFID Mode:

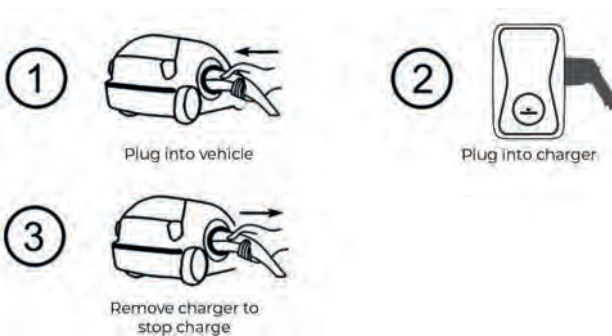
Always plug in vehicle then charger- then tap RFID

Charging can only be initiated or ceased by swiping RFID card.



Plug & Charge:

Charging will start automatically after EV plugged in. If you want to stop the charging , just press the forced on/off button on the side of the charger.



Project EV Standard App

Scheduling a charge

When the chargepoint status is preparing, the user can use the preset charging scheme and the reserved charging function by selecting Pre-Set charging.

When charging, the preset charging scheme, the amount of charge, the amount of consumption, the duration of charging, the charging rate, and the current voltage are displayed.

Preset charging scheme and reservation function



You can make an appointment to charge according to the amount, amount of electricity, and duration. For example, if the preset power is 20kwh, the charge point will automatically stop charging when the charging power reaches 20kwh.

Only one of the three charging schemes can be selected to take effect at 1 time:

Click the cost to set the preset amount. When the preset amount is reached, the charger stops charging.

Click the energy to set the preset power. When the preset power is reached, the charger stops charging.

Click the time to set the preset time. When the preset duration is reached, the charger stops charging.

Project EV Standard App

Scheduling a charge



You can also schedule a charge start time and set whether it will take effect every day. For example, if you want to start charging at 00:30 every day, if the vehicle is connected to the chargepoint, charging will start automatically.



The preset charging scheme and the reservation function can be used simultaneously. However, when using at the same time, the lower reservation charging is only used as the start time, and the reservation time period cannot be set.

Project EV Standard App

Making your unit bespoke



On the setting page, the user can view the charging station ID, and the version number (not modifiable) in charger information:

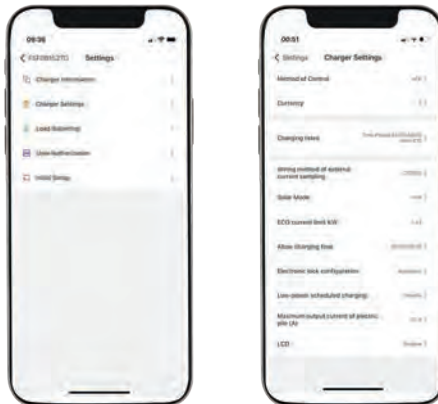


Parameter settings

You can set the charger parameters by parameter setting.

The basic parameters can be modified - the name of the charger, the national city, and the station.

Under charger settings you can change charge rates which will be used to work out total cost in records. The method of control (App, RFID, Plug + Charge) can also be changed here along with the lead lock system + solar modes.

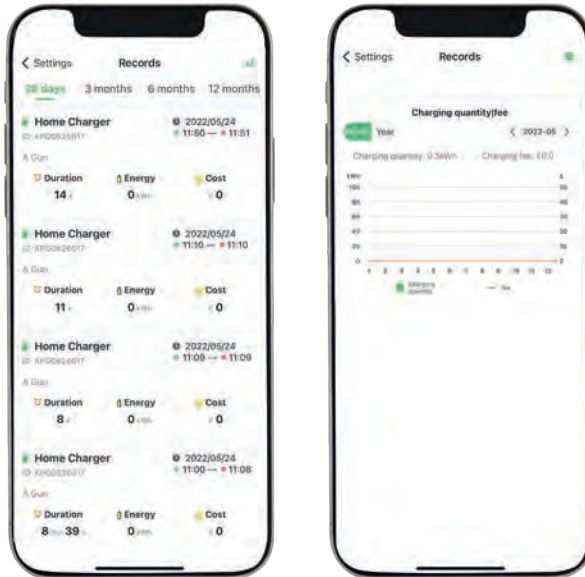


Project EV Standard App

Making your unit bespoke

Charging Record

Press 'Records' found in charger settings to view past charge records, this will include charger ID, Gun A or B, Time, Energy, Cost and many other great details to help you keep track of your EV charging



Project EV Standard App

Account Management



Add charger

When you use Project EV for the first time, you need to add the charger in the APP to set up and control it. The process of adding a charger is as follows:
Click 'Add' to add a charger by scanning the code or entering the charger ID.



Charger switching and removal

When there are multiple chargepoints, you can switch the chargepoint by clicking on the name of the chargepoint. Press and hold the chargepoint name to remove the chargepoint. You can add a new chargepoint by adding a button.



Start and stop control of charger



Press  to turn on/off.

Note: when charger status is Preparing, you can press  to start charging.

Project EV Standard App

Account Management



Authorisation management

To manage authorised users, you can view the authorisation time, account name, and delete user in the authorisation management interface.

Users can authorise other users to use a charging station through authorisation management. Enter the user name to authorise other users to use the chargepoint.

If the person you want to authorise does not have an account, you can register the new user by pressing the button in the upper right corner of the screen.

Users can manage their accounts, set their avatars, change their passwords, and bind their mobile phone numbers and mailboxes.

Change password: You need to verify the original password, then enter and confirm the new password.

Modify the phone number: Follow the steps to verify the new phone number with a verification code.

Modify the mailbox: Follow the steps to verify the new mailbox by verification code.



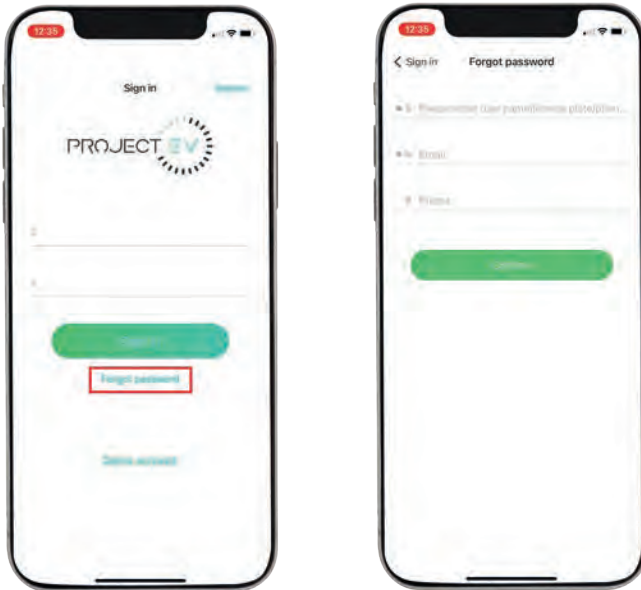
Project EV Standard App

Account Management



Forgotten Password

For a forgotten password, go to the login page, click “forgot password” button, and follow the instructions.





Electric Miles

Installer Miles User Manual

Project EV Charger Installation companion app

Project EV are working with Electric Miles to provide installers with an easy-to-use installation and commissioning companion app.

Save time and hassle with our easy-to-use app to finish your next installation efficiently and intuitively.

With the Installer Miles App by Electric Miles you can:

- Install and set up an EV charger at a new site or an existing build.
- Configure the charger via hotspot to WIFI, LAN or offline mode.
- Set load management to either static or dynamic load based on customer needs.
- Keep your customers easily informed about completed installations.

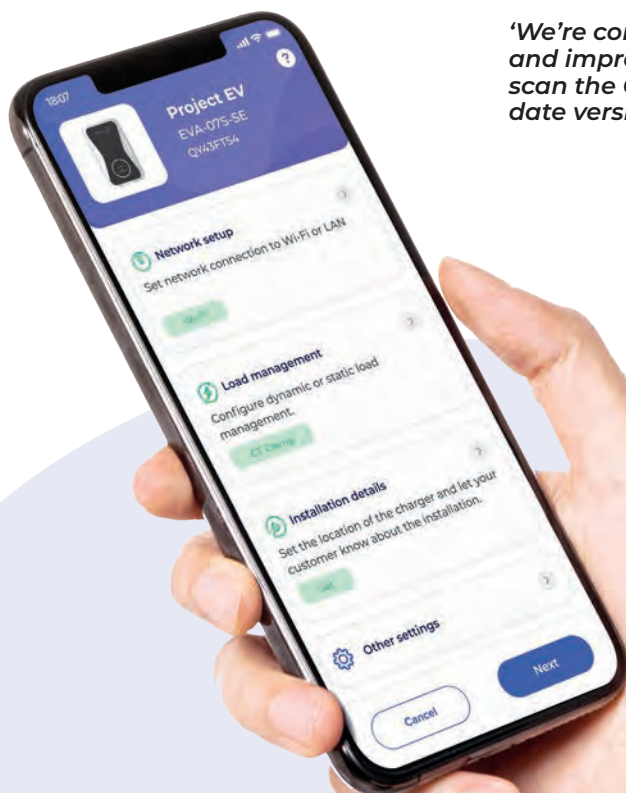
Get started - Download Installer Miles today



Just download Installer Miles, wire up the charger as usual and use Installer Miles for easy and hassle-free commissioning.



'We're continuously innovating and improving this app. Please scan the QR Code for an up to date version of this document.'



Installing the CT clamp

Install the CT clamp following the instructions in the Project EV manual supplied with your charger.

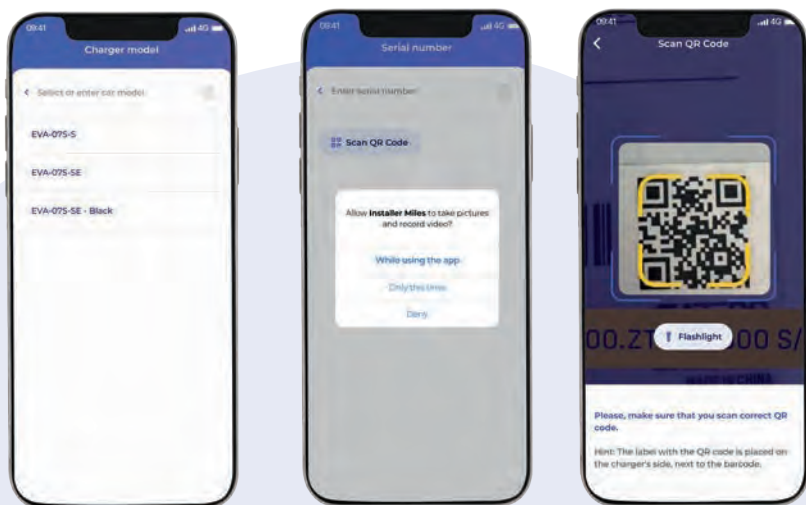
The charger will go into pairing mode once plugged into the electrical circuit.

Please Note:

It is important to ensure the ethernet cable is unplugged if the charger is connected via a LAN cable.

Commission the charger via Installer Miles mobile app

1. Select the charger make and model.
2. Configure the charger network and load management.



To set up the charger with a Wi-Fi network:

Enable location permissions on your mobile phone to search for Wi-Fi networks near you.

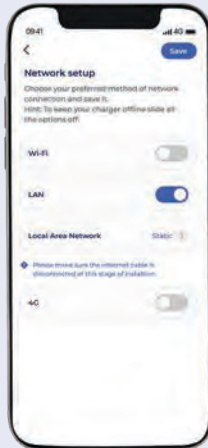
Enter the name and password for the network the charger will be connected to and connect.



Note: This step by step is IOS specific. For Android phones a list of networks is shown.

To set up the charger with a LAN network:

Do not connect the charger ethernet cable before commissioning.



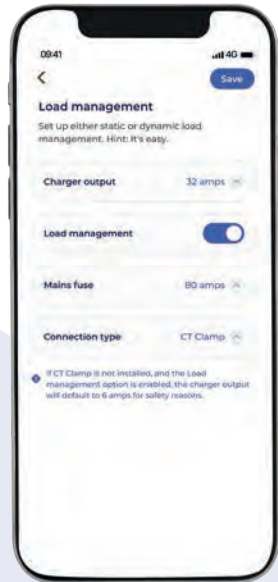
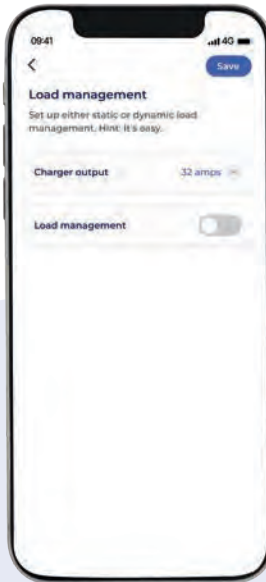
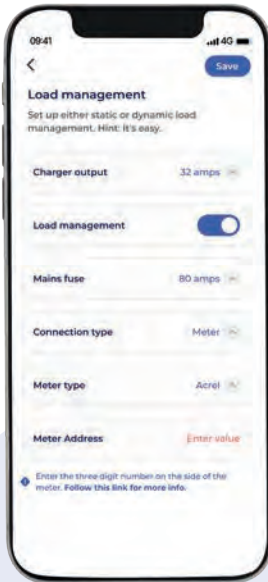
Installer Miles

Load Management Setup



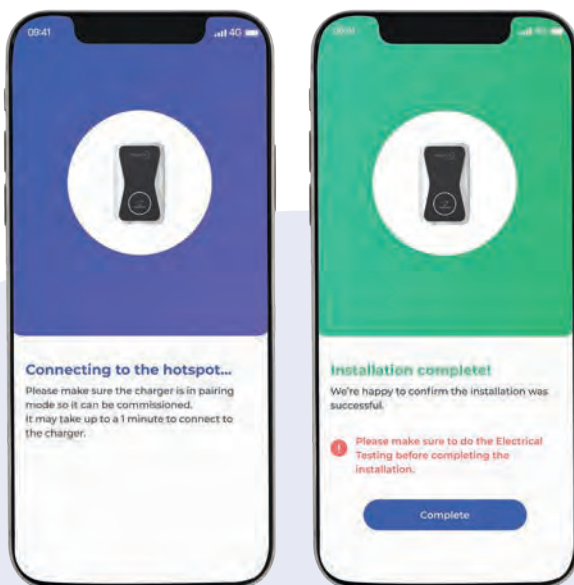
Key Points to remember for the Load Management Setup

- Make sure the charger output is correct.
- Make sure load management is set to CT clamp when a CT clamp is installed.
- Turn off load management if no CT clamp or meter is present. Note: the charger output will be six amps if the setting is set to CT clamp and no CT clamp is installed.
- If you set the Load Management to 'Meter', ensure the correct meter address is entered.



Commissioning the charger and completing the installation

- Tap the 'Next' button to connect to the charger once the charger is set up.
- Make sure the charger is in pairing mode.
- Accept to join the charger hotspot when the pop-up appears.
- Wait for the connection to the charger to be established and all the parameters sent to the charger.
- When the commissioning is complete, the app will show a success message.



Installer Miles

Completing the Installation

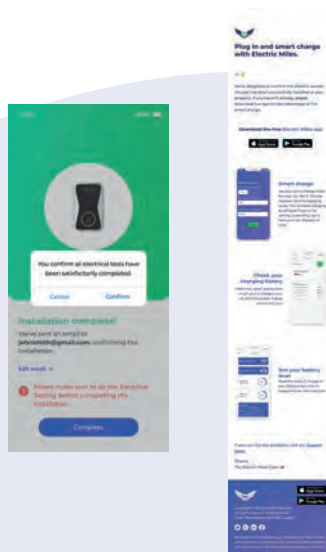


Before completing the installation, please perform all electrical tests using your Kewtech testing adaptor. This equipment recreates charger states.



Confirm that all electrical tests have been completed by touching the 'Complete' button.

We will then send a welcome email on behalf of Electric Miles to your customer.



For further support contact
Electric Miles using the email address or
visit the FAQ pages on our website.

support@electricmiles.co.uk
www.electricmiles.com





Electric Miles

Electric Miles Smart Charging App **User Manual**

Save money and reduce your carbon footprint

Project EV are working with Electric Miles to provide drivers with an easy-to-use and market leading smart charging experience. With minimal set-up, the Electric Miles app will automatically and reliably charge your car during off peak hours saving you money and reducing your carbon footprint.

With Electric Miles Smart Charging you can:

- Charge Instantly.
- Optimise your charging.
- Smart charge during off-peak hours or by setting a spending cap to have your car ready on time.
- View how, when and by how much you've charged your EV.
- Find public charge points near you.
- Get remote support and support issue resolution.



Get started - Download Electric Miles today

*Just download to save money
and reduce your carbon footprint
with reliable and smart EV
charging.*



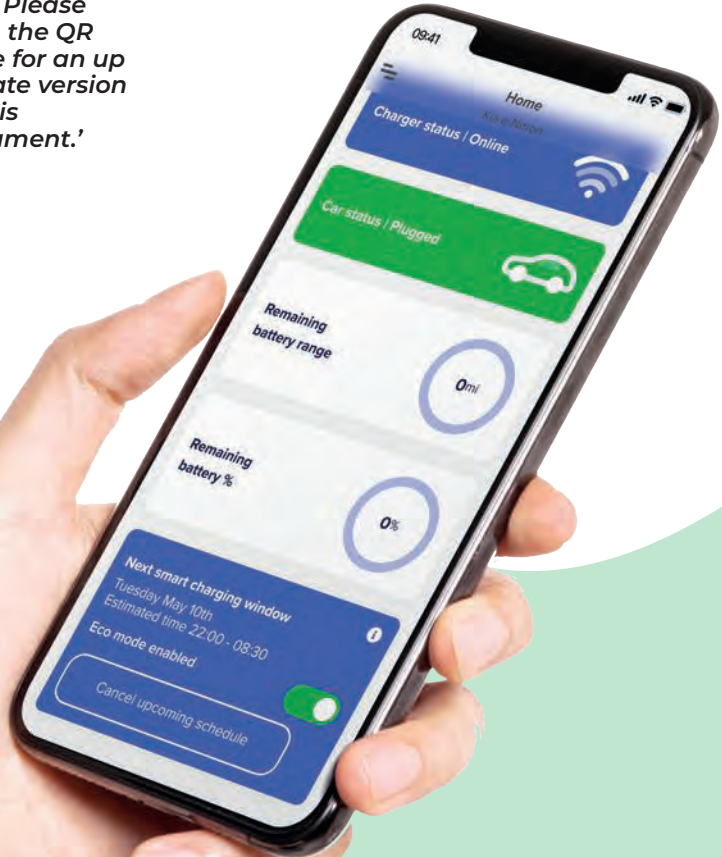
Electric Miles Smart Charging App



Electric Miles



'We're continuously innovating and improving this app. Please scan the QR Code for an up to date version of this document.'



Electric Miles Smart Charging App



Electric Miles

Setting up an account

Register an account

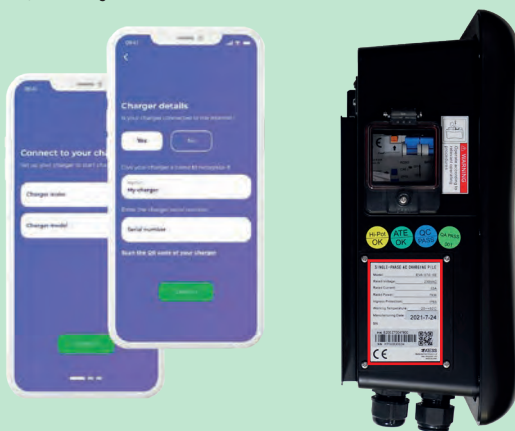
When you first use the Electric Miles app, you must create an account and register.



Adding your Project EV charger

Select Project EV from the charger make drop-down menu and select your charger model.

Once prompted, enter your serial number which can be found on the side of your charger.



Electric Miles Smart Charging App



Electric Miles

Setting up an account

Adding your car

Add your car details, to ensure we charge your car with the correct amount.

09:41 Skip

Tell us about your car
Select the make and model of your car

Electric car make

Electric car model

Continue

Adding your supplier

Add your electricity supplier, by choosing your supplier and tariff name from the drop down boxes. This will allow Electric Miles to optimise your electricity costs, utilising smart charging and working out how much your EV charging will cost.

09:41 Skip

Tell us about your supplier
Set your energy supplier and tariff to be used for smart charging and charging cost calculation

Energy supplier

Tariff name

[Can't find my energy supplier tariff?](#)

Continue

Electric Miles Smart Charging App



How to charge your car

Manual Charging

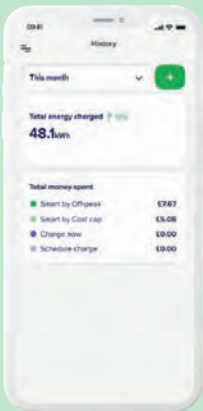
You can choose to start your charging immediately or set a time delay. You can also choose to charge based on a fixed time duration, amount of energy or spending cap.

Eco Charge

From the 1st of July 2022 the UK is introducing new 'The Electric Vehicles (Smart Charge Points) Regulations 2021'. This means you can now help balance the grid by applying a random delay of up to 10 minutes at the start of every charge.



You can check your charging history, and view how much your EV charging is costing you.



Electric Miles Smart Charging App



Smart Charging

Smart Charging

To optimise your costs and utilise the greenest energy possible, we recommend setting up smart charging. Set the 'car ready by time' and choose to charge based on off-peak or spending cap. Electric Miles will automatically charge your car with the cheapest energy available based on your parameters.



Settings

Go to the settings menu to change your car type, charger or energy supplier and tariff.

Getting support with your charging

Please email Electric Miles at support@electricmiles.co.uk or visit our FAQ pages from the Electric Miles app to get support with your charging.

Restricted Charging

'The Electric Vehicles (Smart Charge Points) Regulations 2021' restricts the times when you can charge during the weekdays. You can customise or switch off limited hours altogether by going to the Restricted charging hours settings.



Electric Miles Smart Charging App



Electric Miles

Features coming soon



Solar Based Charging

Match charging needs to the output of your solar panels



Rewards

Partnering with sustainability retailers to offer exciting rewards to you



Charge Multiple Cars

Charge more than one car from the app



Flex Charging

Earn Benefits by helping the environment and the grid



Tariff Switching

Easily control and switch your tariff with Electric Miles app

Electric Miles Smart Charging App



Electric Miles

For support contact Electric Miles via email below, or visit our FAQ pages.

support@electricmiles.co.uk
www.electricmiles.com



Troubleshoot by LED behaviour or LCD display

If fault occurs, users can check the fault information on the LCD or by the number of blinks of the LED indicator light. Each fault is indicated with a sequence of different numbers of LCD blinking. A pause of 3 seconds between each sequence indicates the beginning or end of a sequence. If multiple faults happen at the same time, each sequence of blinking shows in chronological order at an interval of 3 seconds.

Please see the table below for detailed information:

No.	Fault Code on LCD (If Available)	Number of blinks on the LCD	Fault Description
1	100	3	Red emergency stop button is pressed or broken
2	105	1	Over Voltage on phase L1
3	106	2	Under Voltage on phase L1
4	108	4	Over Current
5	109	5	Over Temperature
6	110	6	DC leakage current detected
7	111	7	RS485 Communication Fault
8	112		Reserved
9	113	9	Type A Switch Fault
10	114	10	Relay
11	115	11	PE Fault
12	116	12	PEN Fault
13	117		Reserved
14	118	14	Anti-Tamper Switch Activated
15	1000		Other Fault

Troubleshooting

7KW

No Connection: App shows unavailable

On the Wi-Fi module (blue band), is there 1 or 2 blue lights?

1 Light:

Check Wi-Fi details entered correctly and Wi-Fi is available at charge point location.

2 Lights-

Check charger is not still connected to phone + check firewall problems.

LED 1-

LED 1 will rapidly flash when the charger is connected to Wi-Fi.



On the 4G module (Red band) is the light solid or flashing?

Solid -

Check Sim is inserted correctly + aerial is correct.

Slow Flashing-

Connected to 3G (Network may take some time to show available. Check 4G APN in charger parameters are correct for the Sim inserted.

Fast Flashing-

Connected to 4G (Check 4G APN in charger parameters are correct for the Sim card inserted.



Charging Issues

If charging cannot start after the car is plugged in

- a. Check if the red emergency stop button is pressed. .
- b. Check what charge mode is being used

APP/RFID- Charge can only be started/stopped by APP or RFID card, and the charger must be connected to the back office server already.

RFID- Charge can only be started/stopped by RFID card.

Plug & Charge- Charge will start automatically when car is plugged in.

c. Check if off-peak charging is set and if charger's time is correct. If off peak charging is set, charge can only start within the charging allowed time period.

d. Check vehicle settings

Cannot unplug the cable from the charging point

When charging finishes, customer can unlock the car with key, and then unplug cable from car and the charging point. If the cable cannot be unplugged from the socket outlet of the charging point, please check if the charging connector is plugged correctly and firmly. If not, please push it to the correct position, then press the silver ON/OFF button on the right-hand side of the charging point to unlock the connector. If it doesn't work, check the settings are set to automatic then disconnect electric vehicle side. If this doesn't work, switch power off to the unit.

Further Support

Project EV / Electric Miles



Please use the following details when contacting Project EV/Electric Miles so that your query can be pointed to the correct department/people.

Technical Assistance - Project EV

Option 1:

Send us an email: **technical@projectev.co.uk**

Send us an email and someone from the team will get back to you via email.

Option 2:

Join us for a **Live Chat**

Go to www.projectev.co.uk during our opening hours, in the bottom right of the page press the 'chat' option. One of the team will join the chat and provide any assistance needed. This would be the quickest way to get in touch.

Option 3:

Give us a call: **0800 599 9582**

Choose options > Project EV (1) > Technical Support (2) In the unlikely event that no one is available to answer immediately, you will be placed into a que for 2 minutes. If the que time is exceeded, the call will be put through to a receptionist who will take a message and someone from technical will get back to you as soon as possible.

Technical Assistance - Electric Miles

Please email Electric Miles at support@electricmiles.co.uk or visit the FAQ pages within the Electric Miles app to get support with your charging, when using the Electric Miles App.

5 Year Warranty Statement for ATESS EV AC/DC Chargers

Authorized Warranty Installer

(valid from 1st December 2020)

(These warranty terms are only applicable to UK consumers only for the ATESS EV chargers, bought through the authorized repair and installation partner)

Welcome to Project EV and ATESS, and thanks for choosing our Electric Vehicle charge point.

All our products are backed by a 5-year warranty (3-years parts and labour plus 2 years parts) giving you years of trouble-free charging.

However, in the unfortunate circumstances where something does go wrong, we are here to help and get you up and running as soon as possible.

Electric vehicles are changing all the time and even what appears to be the same manufacturer, model and year can have different battery and software configurations, we understand this can be frustration but sometimes the problem can lie with the vehicle and manufacturer.

With this in mind, we have developed a product that allows our company to make changes remotely and update chargers to keep them running at their optimum and in step with the latest electric vehicles on the road.

All we ask is that you follow the process below and make a number of small checks prior to calling or email the team.

- It sounds obvious but check the emergency stop button has not been activated.
- Check the RCD on the unit.
- Check the consumer unit in the property.
- Check all cables are installed correctly and are not loose or have been damaged.
- Check power cable to the vehicle.
- Check the manufacturers charging guidelines (doors may need to be locked and the vehicle alarmed etc.)
- Make sure the vehicle software is the latest version, please refer to the manufacturer guidelines.
- Please make sure the charger is online – we will not be able to remotely access or diagnose faults if it is not.
- Call 0800 599 9582
- Email enquiries@projectev.co.uk please take pictures or videos

• If we cannot diagnose the fault we will aim to get an engineer to your charge point location to rectify your problem with a replacement or fix the issue (we will not call out to solve or fix Wi-Fi or connectivity problems, please refer to your original installer).

1. Warranted Products

This 5 Year limited warranty shall only apply to EV Chargers AC/DC only installation up to 300kW installed and provided by an Authorized 5 Year Warranty Installer.

2. 5 Year Limited Warranty

A. 5 years Limited Product Warranty

ATESS warrants its EV chargers, known as 'ATESS Products' here after including factory assembled charger sockets, charger plug and cables, if any, to be free from defect in materials and workmanship which would impact the functionality of the product under normal application, installation, use and service conditions.

The duration of this limited warranty is for life from the date of delivery in the original packing to the first customer (CUSTOMER) of the ATESS products, or latest 6 months after manufacturing date, the earlier time between the two.

Warranty

7KW



Claims under the warranty can only be accepted if the buyer can provide the proof that the malfunctioning or non-conformity of ATESS Products results exclusively from defects in materials and/or workmanship under normal application, installation, and use and service conditions. If an ATESS Product fails to conform to this warranty, ATESS will, at its option, either repair or replace the product. In the event that a like for like replacement is not available and upgrade may be offered at an additional customer cost

A.1 Product Warranty within / up to 3 years

If, within a period of three (3) years, the costs belonging as below:

Items	Cost Belonging
Spare Parts	ATESS
International Transportation	ATESS
On-site service (If needed)	ATESS
Other Cost	Installer/User

A.2 Product Warranty from 3-5 years

If, within a period of three (3) years, the costs are belonging as below:

Items	Cost Belonging
Spare parts (*except DC chargers)	ATESS
International Transportation	Installer/User
On-site service (If needed)	Installer/User
Other Cost	Installer/User

3. Exclusions and Limitations

The aforementioned "Limited Warranty" does not apply to any ATESS Products which have been subjected to:

- A. If the direct customers who has obtained the ATESS Products from ATESS or its distributor failed to pay the ATESS Products according to the purchase price, ATESS is entitled to reject the claim under this warranty based on this provision.
- B. Cosmetic change in appearance stemming from the normal wear and tear over time of product materials, for example the out casing, charger sockets, charger plug, cables and so on
- C. Installation on mobile or in a marine environment, or extreme thermal environment, damage caused by ammonia, high air pollution, acid rain or any other abnormal environment that beyond ATESS's control;
- D. Misuse, abuse, neglect or accident, alteration, improper installation or application, Improper or unauthorized repair or modifications, power failure surges, lightning, flood, fire, accidental breakage or other events outside ATESS's control.
- E. Service or installation by unapproved technicians who are not qualified under the relevant law or made illegible regulations at the place of installation.
- F. Installation by none approved company or person
- G. ATESS Products for which the nameplates or serial number have been altered, removed or made illegible.
- H. ATESS Products which have been moved from their original installation location without the express written approval of ATESS.
- I. Defective components in the construction on which the ATESS Products are mounted.
- J. Wi-Fi connectivity, internet connectivity or APP connectivity is not covered or any associated connectivity issues

Warranty

7KW



4. General Conditions for Warranty Claims

A. The direct customers who have obtained the ATESS Products shall register the ATESS Products and upload the information within 30 days from the date of receiving the ATESS Products. If the customers fail to register the product before the deadline, the Limited Product Warranty will remain at 3 years. The warranty registration can be done either through the APP or via the website.

B. The direct customer shall notify the warranty claims to Authorized 5 Year Warranty Installer or its Distributor within 1 week via email only after becoming aware of the circumstances which constitute a warranty case. The report shall include the following information:

1. Name and address of the END CUSTOMER
2. Name and address of the INSTALLER or SELLER
3. A copy of the purchase agreement or installation agreement

4. Module type and serial number of the respective ATESS Products

5. Address of the place of installation of the respective ATESS Products

6. A short description of the problem at hand as well as a short description of the tests which may have already been performed as well as their results.

7. Regarding any defect or fault, where possible, pictures and videos of the effected ATESS products clearly showing the problem or fault.

C. Any repaired or replaced ATESS Products provided by ATESS under a warranty claim, shall be covered by the same Limited Warranty and terms as the first ATESS Products purchased.

D. No warranty periods or terms shall be extended because of a warranty claim or remedy.

E. The Limited Warranty does not cover any transportation costs for return of the defective ATESS Products or for reshipment of any repaired or replaced ATESS Products or costs

associated with installation, removal or re-installation of repaired, replacement or additional ATESS Products.

F. The Limited Warranty does not cover any other costs, loss of use, loss of profits, and loss of production, loss of revenues associated with performance or non-performance of defective ATESS Products.

G. If the authorized partner should cease to trade the warranty reverts to ATESS standard UK warranty which can be viewed online at www.atesspowers.com. The warranty is only valid through a valid Authorized 5 Year Warranty Installer directly. ATESS will not cover any product unless it goes through an Authorized 5 Year Warranty Installer. ATESS Warranty is with and for the Authorized 5 Year warranty installer. This product is covered by authorized partner.

H. 5 Year Warranty only applies to products installed by an Authorized 5 Year Warranty Installer.

I. An upgrade may be offered at an additional cost should the product or the components be unavailable at an additional cost.

J. Refurbished or factory reconditioned products may be used in part exchange.

K. No responsibility will be taken by ATESS for fluctuations in voltage supplied from the National Grid that may affect performance and may cause the EV charger to fail or fault.

L. An approved installation or technical partner must be used, none approved third party invalidate this warranty in full.

M. A call out costs and labor charges will be applicable in all cases.

N. The EV charger must be accessible by ATESS and the consumer to read any faults.

O. The EV charger must be online and have latest firmware, and make sure the authorized installer can diagnosis potential faults and settings remotely or further labor costs will be required.

P. The units must be connected so remote analysis can be confirmed or further charges may be required

Q. Replacement product for warranty claims can only be honored through an Authorized 5 Year Warranty Installer; in this case ATESS has the right to terminate claims over and above its standard terms and conditions if claims do not come through Authorized 5 Year Warranty Installer Ltd.

Warranty

7KW



5. Dispute regarding a material defect or a reduced power

In case of a dispute regarding the existence of a material defect or reduced power in a warranty claim, ATESS will accept the judgment of an accredited testing institute (which is to be selected by ATESS in advance.) The cost and expenses for the testing shall remain with the Buyer if it is found to be good performance.

6. Force Majeure

ATESS shall not be responsible or liable in any way to the Buyer for any non-performance or delay in performance under this Limited Warranty due to occurrences of force majeure such as, war, riots, strikes, epidemic, unavailability of suitable and sufficient labor, material, or capacity or technical or yield failures and any unforeseen event beyond its control, including, without limitation, any technological or physical event or condition which is not reasonably known or understood at the time of the sale of the defective Product(s) or the notification of the relevant warranty claim under this Limited Warranty.

7. Validity

This Limited Warranty shall apply to ATESS Products (s) manufactured after 1st of Jan 2020. This Limited Warranty shall be valid until a new revision is issued by ATESS and is subject to change without prior notice.

8. Others

EV charger spare parts and service costs are assessed each year, subject to the latest prices. ATESS reserves the right to interpret other unmentioned matters.

What Affects The Charging Time Of An Electric Vehicle?

In the case of AC charging the time required to charge depends on the power of the charger, as well as the power of the inverter installed within the vehicle.

What Kind Of Electrical Connection Is Required To Supply A Charging Station?

The power of the connection depends on the power of the charger. In the case of AC charging station, it is between 3.7kW and 22kW.

What are the benefits of Electric Vehicles (EV)?

Reduced Emissions – Electric vehicles produce fewer greenhouse gas emissions than internal combustion engines.

Improved Air Quality – Fewer emissions means reduced environmental pollutants and improved air quality.

Cost Savings

- Fuel – Electricity costs are typically less costly than gasoline.
- Maintenance – Electric vehicles, including plug-in hybrid have fewer powertrain components and have fewer maintenance requirements than internal combustion engines, i.e. oil changes, brakes, etc.
- Reduced Noise – Electric vehicles are typically quieter and reduce engine noise dramatically.

What is the difference between a Level 2 charger and a DC fast charger?

Project EV (240 volt AC input) Pedestal and Wall Mount EV charging stations are well-suited for any commercial or public location. The sleek design and product features are perfect for spaces such as: retail locations, restaurants, hotels, public parking areas, schools, apartments, office buildings, or airports.

Project EV, DC Fast Chargers deliver the fastest EV charging rate currently available. The DC Fast Charger is perfect for high-traffic commercial locations, fleets installations, gas stations, and at locations along major transportation corridors. The DC Fast Charger is classified as a DC, 750volt, 50amp 3-Phase AC input charging station capable of 37.5 kW charge per hour.

My Project EV charger is not working and there are no lights on the unit

Check that the circuit breaker at the consumer unit is in the on position. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red

The unit has detected an overvoltage and has shut down for safety purposes. Turn off the charger for around a minute and turn back on. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red two times

The unit has detected an undervoltage and has shut down for safety purposes. Turn off the charger for around a minute and turn back on. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red three times

Check that the red emergency stop button at the top right-hand side of the charger hasn't been accidentally pressed. Turn the button slightly right to release. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red four times

The unit has detected an overcurrent. Please turn off the charger at the consumer unit for around a minute and turn back on. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red five times

Overtemperature has been detected. Please turn off your charger at the consumer unit and leave for a short time before turning back on. If problem persists, contact Project EV.

My Project EV charger is not working and is continually flashing red fourteen times

The anti-tamper switch on the charger has been activated, the cover is either loose or has been removed, check, and replace as necessary. If the problem persists, contact Project EV

My Project EV charger is not working and is continually flashing red six times

Reset the RCD switch on the left-hand side of the charger. Please note: The small reset button next to the RCD switch will need to be pushed for the switch to stay in the on position. If problem persists, contact Project EV.

My Project EV app is showing my charger as "Unavailable"

Please check your home WiFi and ensure that it is working properly. Is the distance between the charger and home router 10m or more? A WiFi extender may be required to boost the range of WiFi in your property. Check your signal strength by standing next to your charger and scanning for your home WiFi using a mobile phone or tablet. Please check our YouTube channel to watch our tutorials, support site or contact the Project EV team directly.

My Project EV app is showing my charger as "Preparing"

Press "Start" on the app.

My Project EV app is showing "Door open"

The anti-tamper has been activated, the cover is either loose or has been removed, check and replace as necessary. If the problem persists, contact Project EV

My Project EV charger is not working and is showing an Amber light

Press "Start" on the app.

My Project EV charger is not working and is pulsing Green

Vehicle is fully charged.

I cannot get my charger connected to my home WiFi via the app

This process should be done by the installer during installation as this helps validate your warranty. However, if for any reason the internet drops out, please check our YouTube channel to watch our tutorial, support site or contact the Project EV team directly.

I need help setting Reserved Charging in order to take advantage of off-peak energy tariff

Please check our YouTube channel to watch our tutorials, support site or contact the Project EV team directly.

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