vchrgd

VPB000001

SMART Charging

Monthly Charging Stats

0.00 kWh
Energy

VCHRGD Home App Guide

INSTALLATION
SAFETY NOTICE

IMPORTANT SAFETY INFORMATION

Installation Safety Precautions

1. Isolate the Power Supply
   - Before exposing or working with any live terminals, or removing the charge point from the back box after installation, the incoming supply must be fully isolated.
   - Failure to isolate the power could result in severe electric shock or equipment damage.
2. Secure Terminal Connections
   - Ensure that all incoming power lines are tightly connected at the terminals. Loose connections may lead to overheating, electrical faults, or fire risks.
3. Correct Earthing
   - The charge point must be correctly earthed in accordance with local electrical regulations.
   - Improper earthing can lead to electric shock hazards and equipment malfunction.
4. Fasten Fixing Points and Screws Securely
   - After installation, confirm that all fixing points and screws are securely tightened.
   - Loose hardware may result in instability, potential detachment, or exposure to electrical components.

User Safety Precautions

- Do not tamper with the charge point's internal components. Only qualified personnel should access internal wiring.
- Inspect regularly for signs of wear, damage, or loose connections. If any issues arise, discontinue use and contact a certified installer.

Failure to adhere to these safety guidelines may result in injury, electrical faults, or damage to the unit. Always ensure installation and maintenance are performed by a qualified electrician.

For further guidance, refer to the VCHRGD TwentyTwo Dual Installation Manual or contact our support team.

INSTALLATION
PROTECTION

Safety precautions for installation:

The TwentyTwo Pro has integral RCD protection rated at (AC 30 mA DC 6 mA) the 6 mA DC fault current disconnection device was verified to the IEC 62955 standard.

It is necessary to install a 40A 4 pole RCBO/RCD Type A at the origin of the installation, for multi level safety protection (the RCD Type A should be tested and maintained in accordance with BS 7671 for all UK installations).

SINCE 27TH SEPTEMBER 2022 THE NEW 18TH EDITION AMENDMENT 2 OF THE WIRING REGULATIONS CAME INTO EFFECT WITH THESE NEW REGULATIONS, ALL NEW ELECTRICAL CIRCUITS MUST HAVE SURGE PROTECTION DEVICES FITTED SOME INSTALLERS MAY CHOOSE TO ENTER INTO AN OPT OUT AGREEMENT WITH THE CUSTOMER HOWEVER THIS IS THE SOLE RESPONSIBILITY OF THE INSTALLER TO AGREE WITH THE END USER PRIOR TO INSTALLATION

PRE-DRILLED MOUNTING

THE TOP 3 MOUNTING POINTS ARE PRE-DRILLED, PROIVIDING A ROBUST TRIANGULAR MOUTNING PLANE.
THE BOTTOM-MOST MOUNTING POINT CAN ALSO BE DRILLED AND REINFORCED WITH THE SPARE METAL GASKET SUPPLIED IN THE FIXINGS PACK, FOR MOUNTING TO UNEVEN SURFACES.
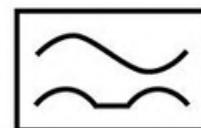
4 POLE RCBO TYPE A

40A RECOMMENDED TO MITIGATE
NUISANCE TRIPPING UNDER LOAD
LIVE, NEUTRAL & PE LINES
MARKED IN MOUNTING PLATE
PLASTICS AS L,N,PE

REAR ACCESS

MEMBRANE GLANDED ENTRY POINT,
CABLE DIAMETER LIMITED TO 6MM

BOTTOM ACCESS

STUFFING GLAND PROVIDED IN BOX TO
ALLOW FOR 6MM BOTTOM ENTRY IF
REQUIRED

BACK-END SELECTION

The VCHRGD TwentyTwo Pro is a versatile 22kW EV charge point designed for seamless integration with a wide range of charge point operators and back-end service providers via OCPP 1.6J. This flexibility allows businesses to create scalable commercial charging networks with extensive roaming capabilities.

The selection of the back-end provider and subsequent configuration is entirely up to the customer or installer, facilitated through the VCHRGD Installer App.

Once the unit is commissioned to a chosen back-end, ongoing data visibility and support will be managed by that provider, with VCHRGD offering additional technical support where required.
This guide outlines the usage of the TwentyTwo Pro with the VCHRGD Home application. Once a back-end provider is selected, their onboarding materials and user guides should be referenced for further operation and support.

Back-end partners include...

AMPECO
HTTPS://WWW.AMPECO.COM/

CLENERGY EV LTD
HTTPS://WWW.CLENERGY-EV.COM/

FUUSE
HTTPS://WWW.FUUSE.IO

TAP ELECTRIC
HTTPS://WWW.TAPELECTRIC.APP

WEVO ENERGY
HTTPS://WWW.WEVO.ENERGY

G E T T I N G   S T A R T E D

At VCHRGD we think EV charging should be easy and the VCHRGD Home App is designed to give you complete control over your charging, at home or on the go. The VCHRGD Home app is free to download and free to use. Complete with a comprehensive set of features allowing you to: schedule, authorise, monitor and track your charging sessions over time.

From smart tariff integrations & solar charging control, to remote authentication, RFID card registration & tamper detection logs. Not only is the VCHRGD Home App the door that opens you up to a world of lower cost, energy efficient charging, but also the lock that protects you from any misuse of your charger. Secure whether you're at home or out and about.

The perfect companion to your new EV charger and so simple to use, you'll be smart charging in minutes...whether you're a seasoned EV driver, or plugging in for the first time.

D O W N L O A D

Head to your mobile device's app store and download and install the VCHRGD Home App. For Android users you'll find us in the Google Play Store, and for iOS/Apple users head over to the Apple App store.

Simply search VCHRGD Home or VCHRGD to find us.

Alternatively click the icons below to link directly to the relevant store:

GETTING STARTED

INSTALL

Find and tap the VCHRGD Home Icon on your mobile phone or tablet to download the app. You may need to enter your ID and password or use face ID to approve the download of the app, depending on how you're set-up. When prompted, enable app permissions including location & camera access to make the most of the VCHRGD Home App.

Once you've successfully installed the app, tap open or head to your home page and click on the VCHRGD Home icon to open the app.
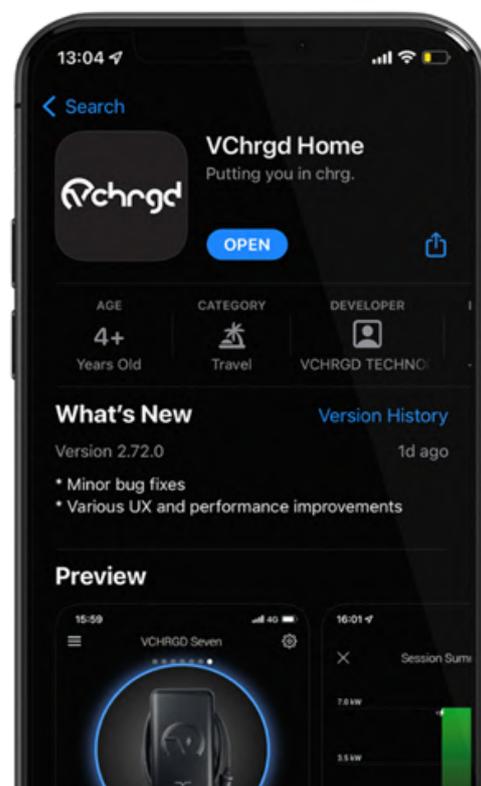
SIGN UP

Please note, that in order to connect your charger to your mobile app you will first need to create an account with us.

Underneath the Login button, tap 'Sign up' and enter your email and new password into the appropriate fields.

Tap 'Terms of Service & Privacy Policy' to read these before agreeing to set up your account. When you're happy to proceed, select 'I have read and I agree to the Terms of Service and the Privacy Policy'.

Then tap 'Next' to move on to setting up your user account.

GETTING STARTED

CREATE ACCOUNT

Enter your contact details into the text fields as appropriate. Please note that whilst not all fields are compulsory, the more information you provide, the easier it is for us to offer you technical and warranty support if you ever need us.

Tap submit once this section is complete and you're happy that all of the information provided is correct.

If you feel you've made a mistake then don't worry, you can always edit your profile details later on in the main menu after sign up.
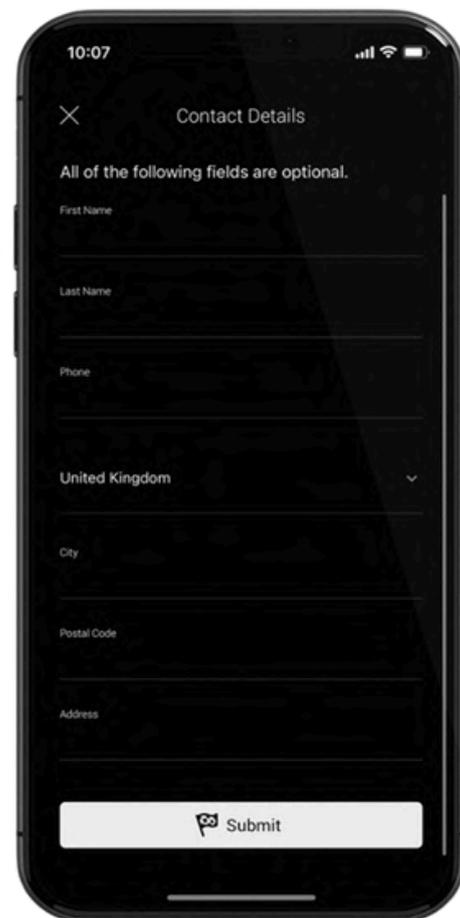
As per the terms and conditions of our Terms of Service and Privacy Policy, your personal data is protected, secured and will not be shared with or sold to any third parties. You can delete your account and any personal data that we hold about you in the app. As per your data protection rights, you can request any and all personal information that VCHRGD as an organisation hold about you by submitting a subject access request to info@vchrgd.com

EDIT PROFILE

If you wish to change any of your contact details, you can select your profile from the main menu (≡).

From here you can amend or remove any contact information, change your password, delete your account and export any personal information held on your account.
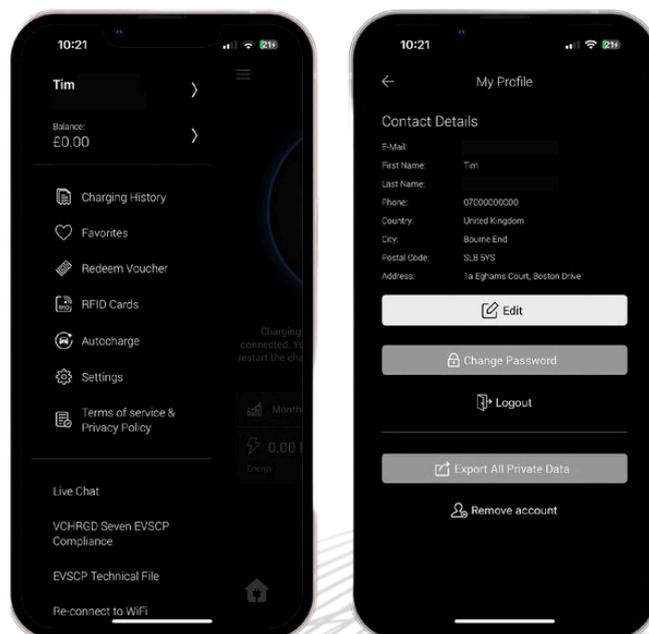
C O N N E C T

C O N N E C T   Y O U R   P R O

The next step is to connect to your TwentyTwo Pro charger, to successfully connect you'll require the 4-Digit ID and PIN provided with your charger.

These credentials can be found within the Keep Me Guide provided, along with QR code links to the Home & Installer app user guides.

Once you have these to hand, you're ready to connect and set-up your VCHRGD TwentyTwo.

S E C U R E   C L A I M

Once you've signed up, the Add Home Charger screen will appear.

Tap the 'Scan QR Code' button at the bottom of the page, this will open up another page with your camera output displayed in the centre of the screen.

Your QR code can be found in the Keep Me Guide or alternatively if you don't have a functional camera you can tap the 'Enter ID Manually' button and enter your ID and PIN when prompted.
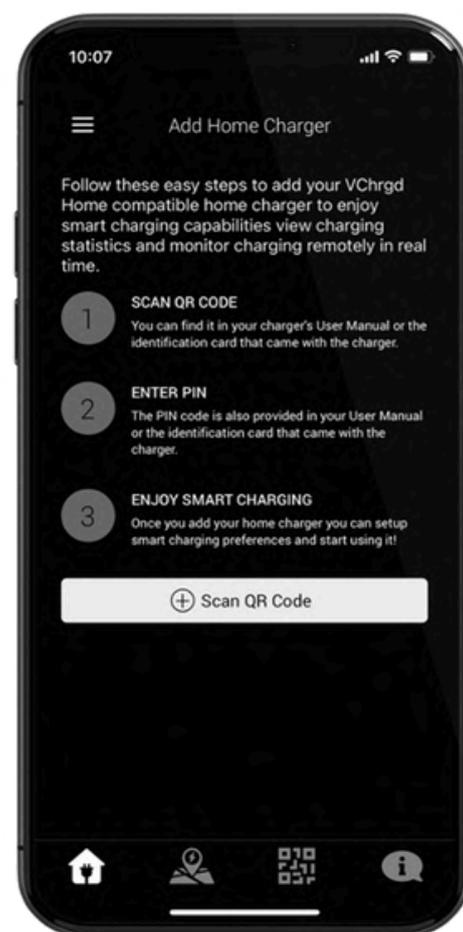
K E E P   M E   G U I D E

INSTALLER PASSWORD
SERIAL NUMBER
INSTALL APP QR CODE

Please ensure that you retain possession of the Keep Me Guide after you've set the app up, as you may require the installer password and login credentials in the future.

CONNECT

ENTER PIN

Once you've scanned the QR code in the Keep Me Guide or entered the charger ID manually, you will be prompted to enter the 4-Digit Charger PIN.

Upon entering this successfully, the 'Home Charger Added' screen will appear.
You have now connected your TwentyTwo Pro to the VCHRGD Home app and can move on to setting up for smart home charging.

Please note that if the Home App says that this charger ID was not recognised on our system, please navigate back to the home page and sign-up. This message is only displayed when a user hasn't created an account with us.

HOME SCREEN

Once you're connected to the charger successfully, the Home Screen will appear with an image of the charger. If your charger has already been commissioned and connected to your WiFi (or via GSM if you've ordered the 4G version), then you will see the home screen with a blue ring around an image of the charger and a 'Ready' status. From the home screen you can also access smart charging/schedule controls, your monthly charging history, configuration menu and our helpdesk and FAQs.

C O N F I G U R E

Now that your TwentyTwo Pro charger is connected to the Home App, you can start to configure your home charger to suit your needs.

From the 'Configuration' page you are able to customise the home page for your charger, set charging schedules, optimise solar charging, toggle security features and optimise your charger performance.

C O N F I G U R A T I O N

Tap the configure button, this will open the configuration screen and can also be accessed by tapping the ⚙ icon in the top right hand corner of your home screen.

From this page you can use the customisation features to personalise your home screen, set your smart charging schedule and optimise your charge settings.

You can also review your security logs, prompt a firmware update if one is available, reboot your home charger and access this user manual from here.

S E C U R I T Y L O G S
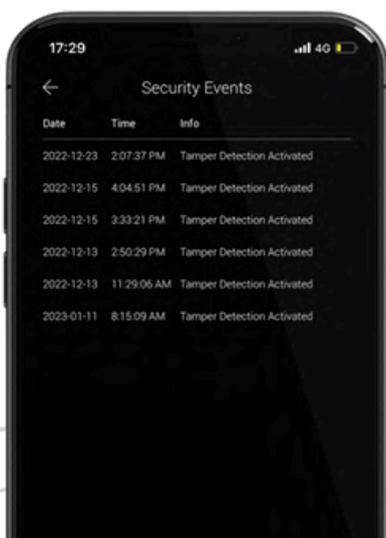
U S E R M A N U A L
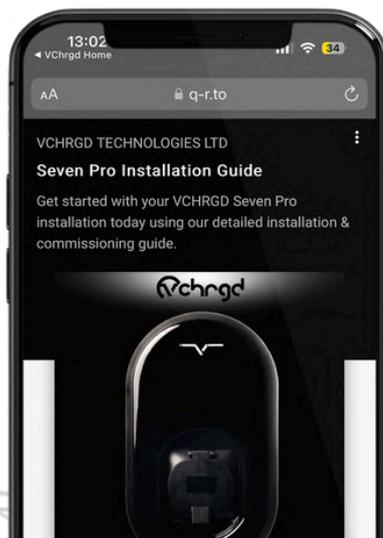
F I R M W A R E M E N U

C O N F I G U R E

Once you're in the configuration menu, you'll find that each menu item has a brief text description of the functions it controls below the title.

To select a menu item simply tap on the name of the feature you'd like to access and a new screen will open where the settings can be adapted to your preferences.

P E R S O N A L   S E T T I N G S

The first 3 configuration menu items are aimed at personalising your Home App interface and settings.

By selecting the 'Name' option, you can change the name that appears above your charger on the home charging screen.

By selecting 'Time Zone & Location' you can set the exact location of your home charger.

By selecting 'Photo' you can set the image that appears on your home charging screen. This could be a picture of your home charger on site, or anything you want it to be.

C H A N G E
N A M E

C H A N G E
L O C A T I O N
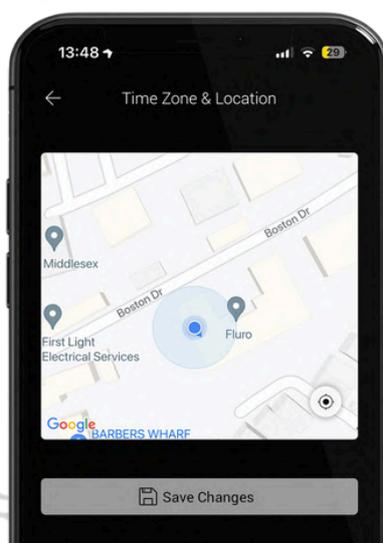
C H A N G E
I M A G E

S M A R T   C H A R G I N G

Setting up your smart charger to perfectly suit your needs couldn't be simpler for the TwentyTwo Pro, the next 5 settings in the Configuration menu are all focussed on smart charging settings and modes.

S C H E D U L I N G

By selecting 'Smart Charging' and selecting 'Scheduled', you can configure your charging schedules. This feature is to allow you to charge only when it suits you.

With a range of preconfigured tariffs to choose from, or flexible manual scheduling, the power to charge at home is in your hands.

Enter the times for your day and night energy tariff rates (these are set by your energy provider). You can also enter your electricity rates for your day and night tariff, to allow the VCHRGD App to calculate the cost of your charging sessions

O F F - P E A K   T A R I F F S

S O L A R   S C H E D U L E
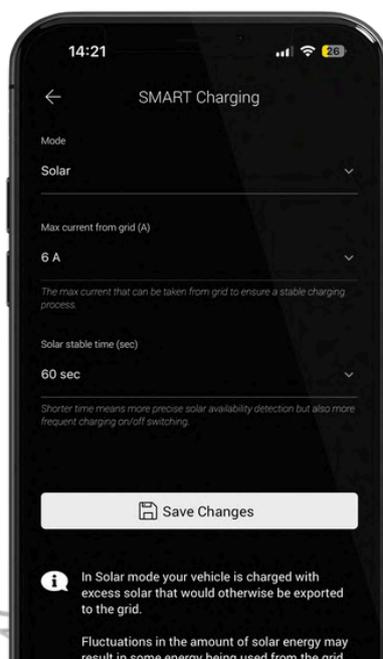
D Y N A M I C   T A R I F F S

S M A R T C H A R G I N G

There are few different ways to configure your smart charging, but the key elements of each schedule are consistent across the smart charging feature. Here we're going to have a look at how to set up your scheduled smart charging.

B A S I C S C H E D U L I N G

Firstly select your preferred schedule type from the drop down list at the top of the page, you can select from the following:

- Disabled: Scheduled charging is off
- Scheduled: Manually enter your times
- Dynamic Tariffs: Agile Octopus
- Off-Peak Tariffs: Varied Octopus tariffs including Octopus Go, Cosy Octopus etc.
- Solar: Solar only scheduling without any overnight charging

Once you've selected your preferred lead category, select your specific tariff from the list if required to do so. Otherwise move on to setting up your schedule.

For manual scheduling, simply set the times according to when your energy is cheapest.

Target charge allows you to set a minimum charge to deliver to the vehicle, if this cannot be achieved within your off-peak window then the charger will start immediately and charge the extra amount before going to sleep.

Finally you can track your electricity costs, remembering to enter the value after a 0. for example 30p/kWh would be 0.30 £/kWh.
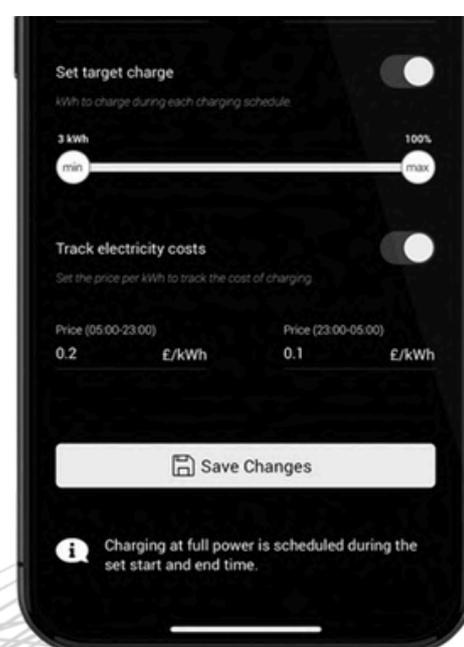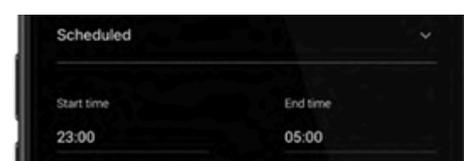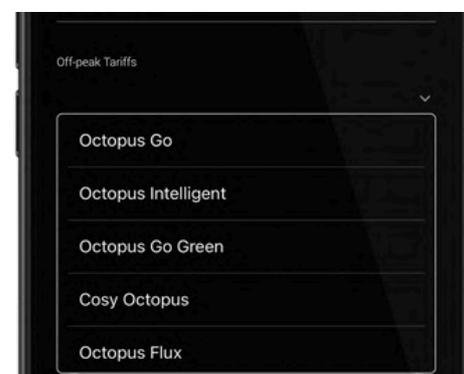
SMART CHARGING

USING SOLAR

Solar charging is one of the enhanced features of the TwentyTwo Pro. If the unit has been installed with 1 or 2 CT clamps to monitor your grid export, or direct solar output, then you can set the charger up to use your solar power to charge the vehicle.

If you are in a scheduled mode, then you can add solar charging as a top up. Simply switch on 'Use Excess Solar', and then configure your solar charging with the fields that appear when the button is tapped and to the right.

Max current from grid sets a minimum level for the vehicle to charge at, this can be used for smaller solar arrays to top up your charge but will draw from the grid if solar output is low.

The 'Solar stable time' is how long the charger should monitor your power generation before adjusting output. Longer times mean a smoother charge, shorter times make the charger more responsive.

Once you're set up, tap 'Save Changes' before plugging your vehicle in to start charging.

WHEN THE ENHANCED SOLAR MODE IS ENABLED AND 2 CT CLAMPS ARE INSTALLED, YOU CAN SELECT EXCESS SOLAR (ONLY THE SOLAR POWER THAT YOU EXPORT TO THE GRID) OR ALL SOLAR TO USE ALL POWER GENERATED BY YOUR PANELS, WHICH WILL PRIORITISE CHARGING THE CAR ABOVE YOUR HOME AND BATTERY STORAGE. THIS FEATURE IS IN DEVELOPMENT FOR THE VCHRGD HOME APP AND GIVES YOU MAXIMUM CONTROL OVER HOW YOU USE THE ENERGY YOUR HOME GENERATES.
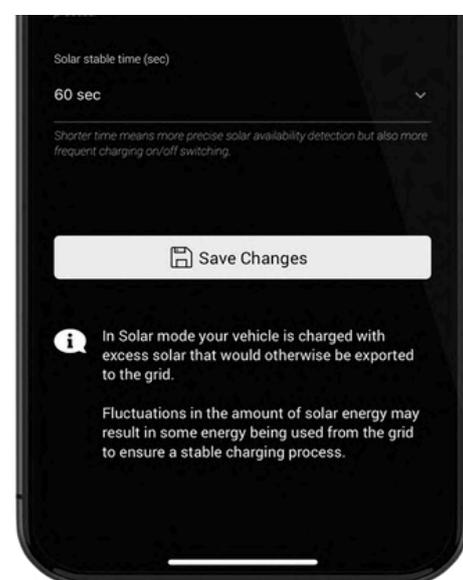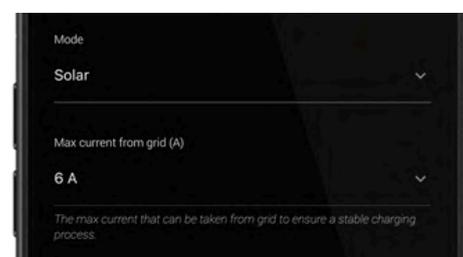
S M A R T   C H A R G I N G

A G I L E   O C T O P U S

The VCHRGD Home App has a number of pre-configured tariffs that you can choose from, with Agile Octopus being a dynamic one.

Dynamic tariffs, instead of utilising a standard daily time slot, will be adjusted each day dependent on the price target set by the customer, and the cost of energy provided by Octopus Energy for that 24 hour period.

Agile can still be used in tandem with your solar charging and target charge settings as we covered above, but is used best when you use the link in the main menu to check the Agile rates for the day and then set your price threshold to match.
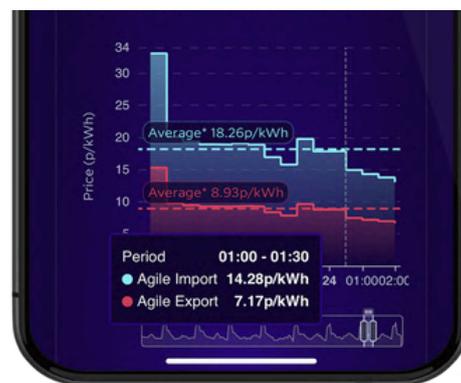
O F F - P E A K   T A R I F F S

The VCHRGD Home App has a number of pre-configured time based tariffs from Octopus that you can choose from.

Simply select the tariff you would like to use, enter your postcode and save changes to use these off-peak tariffs.

Please note that the Intelligent Octopus tariff simply matches the time frame of the dynamic tariff, this is for customers who have 2 EV's of which only one is compatible and integrated with the Intelligent tariff.
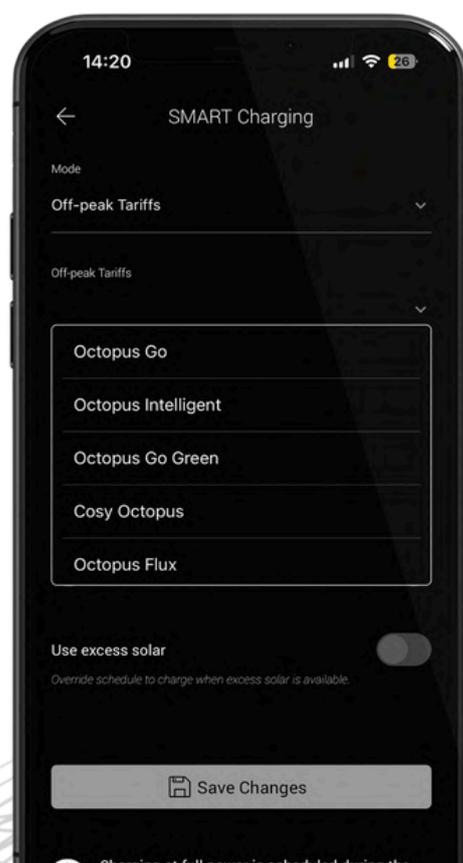
OTHER FEATURES

CABLE LOCK

If you have an untethered TwentyTwo Pro, then you can turn it into a tethered using our simple connector lock feature.

Select the 'Connector Lock' feature from the configuration menu. You will see that the default setting is off, which means after your charge ends your cable unlocks allowing you to unplug.

By tapping 'Lock Cable to Connector' and saving changes you can lock your charging cable into place, even when you're not charging. This setting can also be used to toggle the lock on and off if your cable is stuck in the charging connector after a session.
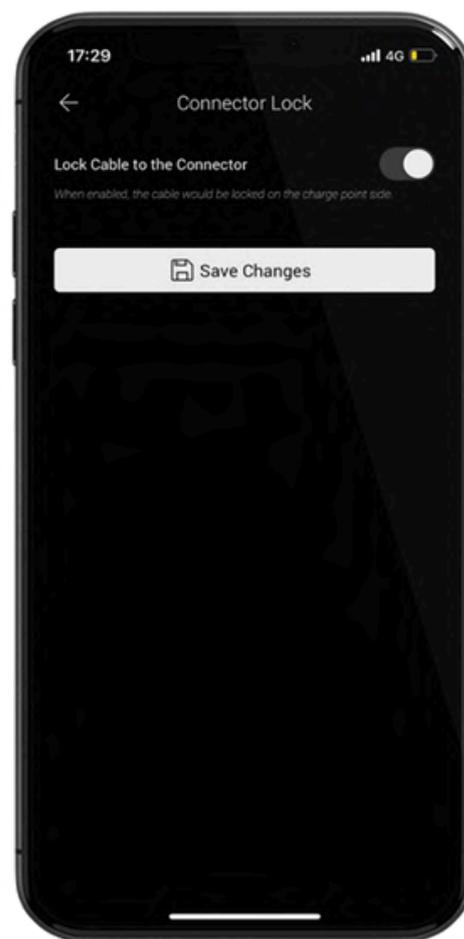
SECURITY LOG

As part of the EVSCP Smart Charging Regulations enacted by the UK government in 2022. All chargers sold since 31st December 2022 require a tamper detection sensor to be built in.

They also require the charger to notify users of any attempted tamper event.

You can access the security log by tapping the ⚙ icon accessed from the home menu and selecting 'Security Events'. Tamper detection for the TwentyTwo Pro occurs when the front plate is removed and will stop your current charging session once
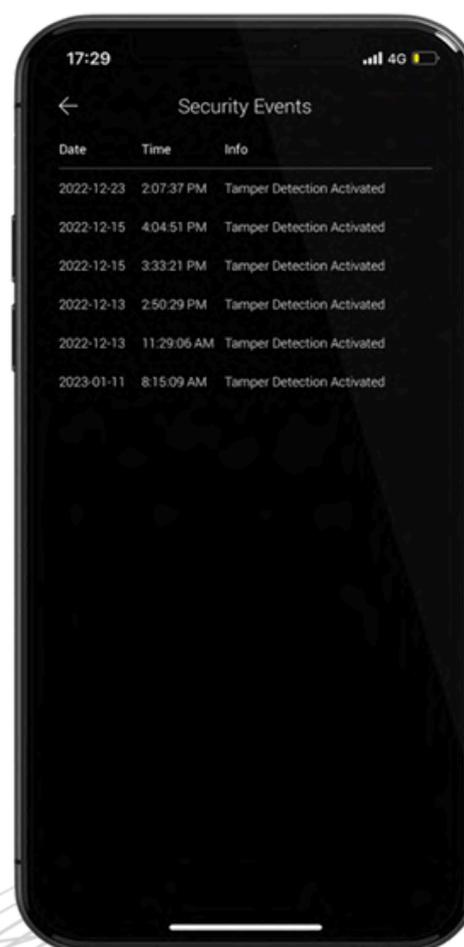
OTHER FEATURES

AUTHENTICATION

Using authentication allows you to lock the charger digitally to prevent anyone charging without your authorisation.

The TwentyTwo Pro will arrive configured to allow charging without authentication, this allows your installer to test the charger quickly and easily.

When Authentication is set to 'Required', your charger is essentially locked, meaning you can approve sessions through the app or with the RFID cards provided, if someone plugs in without your approval, they won't be able to charge and you'll be notified via a push notification.
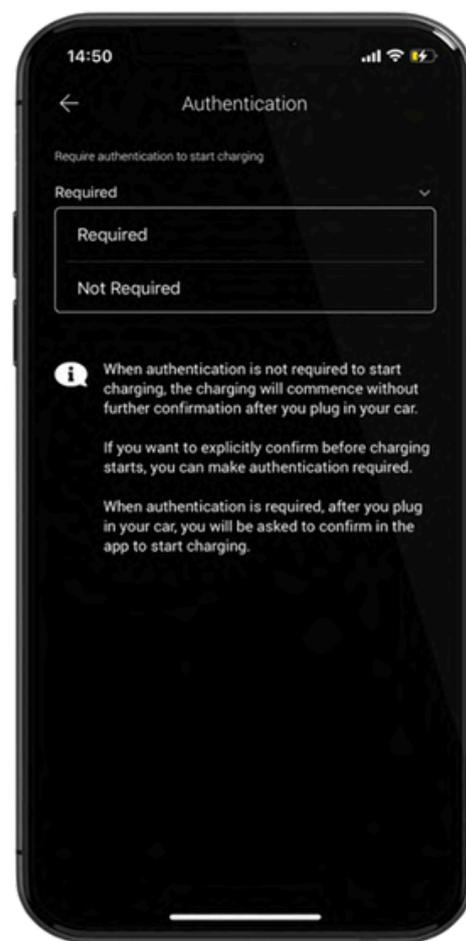
LIVE CHAT

The in-app LiveChat feature puts our technical expertise right at your fingertips. You can access the LiveChat page in the main menu, this will open a separate browser window so you can still access the VCHRGD Home App whilst we support you.

Ensure that you keep your LiveChat open until your enquiry has been responded to. If you message us out of hours, please leave a best contact number and brief description of the issue you're having so that we can call you back once one of the team are available.
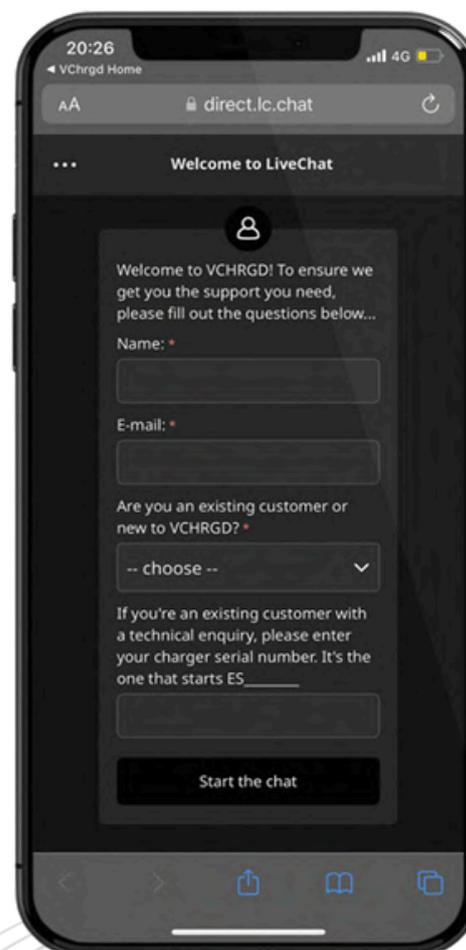
C H A R G I N G

S T A R T   C H A R G I N G

When your TwentyTwo Pro is connected to the app and not currently plugged into a vehicle, you will see an image of the charger surrounded by a blue ring and a ready notification.

From this page you can toggle smart charging on and off to put in place the schedule you have set up, or to charge without a schedule set.

If smart charging is enabled, you can tap on the > symbol to navigate to the smart charging menu if required. You can also see a brief synopsis of your monthly charging history and access the charging history menu.

P L E A S E   N O T E

THE UK GOVERNMENT'S EVSCP REGULATIONS STATE THAT ALL CHARGERS MUST COME PRECONFIGURED WITH OFF–PEAK CHARGING.

THE TWENTYTWO PRO IS PROGRAMMED TO CHARGE BETWEEN 22:00 – 06:00 AND CAN BE CHANGED OR OPTED OUT OF AT FIRST USE AND AT ANY TIME AFTER.

ALL DOMESTIC CHARGERS ARE ALSO REQUIRED TO APPLY A 0-600 SECOND RANDOMISED DELAY TO THE START OF EVERY CHARGING SESSION. THIS WILL BE APPLIED AUTOMATICALLY BY THE APP FOR EACH CHARGING SESSION OR SCHEDULED SESSION.

D E L A Y E D   S T A R T
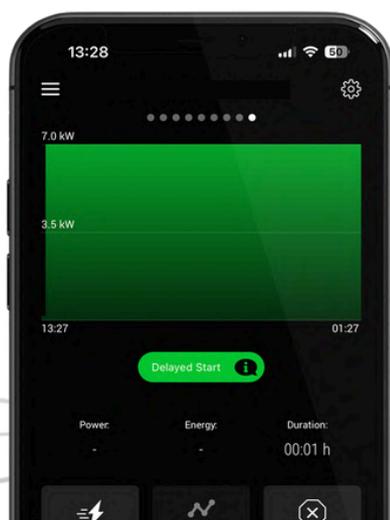
D E L A Y E D   T I M E R

C H A R G I N G

S T A R T   C H A R G I N G

Once you've configured your smart charging schedule, you're ready to plug your car in and start charging.

If you have enabled authentication, once the car is plugged in you will see the charger image on the home screen change to 'Tap To Confirm Charge'.

If smart charging is enabled, tapping this icon will commence your charging schedule. If Smart charging is disabled, then this will commence a full power charge after the randomised delay has finished.

C H A R G I N G   S C R E E N

Once the session has started, either after tapping to confirm if authentication is on, or if authentication is off this will happen immediately, the charging session screen will appear.

From here you can monitor your active charging session, check your session delay, monitor the power currently being sent, the energy delivered over the session so far and the time since you plugged in.

If you have set a schedule then you can tap the 'Boost Charge' to start charging right away, or use the 'Change Schedule' setting to change the timing and the 'Stop Now' button to end the session once completed.

CHARGING

STOP CHARGING

Once a charge session has completed, or if you select the 'Stop Now' option on your charging screen, the charger will disconnect but remain locked (to ensure that your cable is safe if using an untethered unit).

Once the charge session is complete, you will be presented with a 'Session Summary' screen. This contains the details of the session such as the schedule followed, average power delivered, energy delivered and the duration of the charging session.

If you use the cable lock then you can also disable this temporarily after the session by tapping 'Unlock Connector'
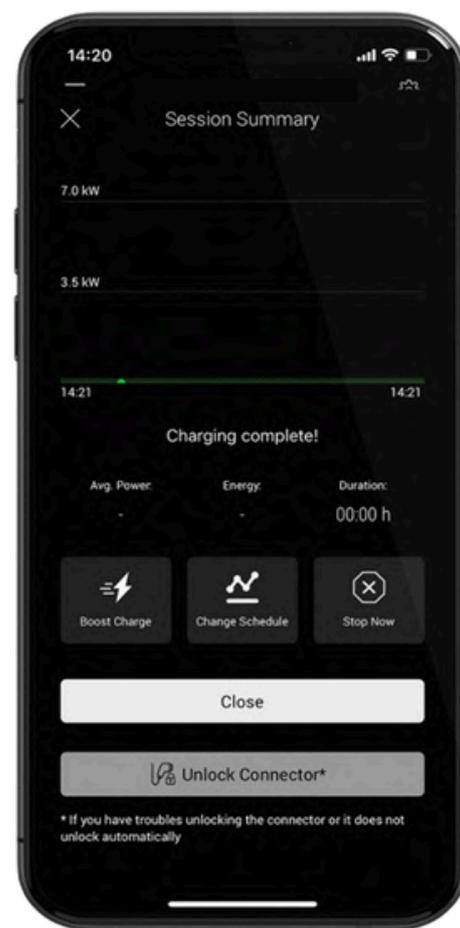
SOLAR & DLM

Dynamic Load Management is an automatic feature of the charger if installed with the CT clamps provided.

The charger will decrease the charge power to protect the main fuse if load is high. This is a safety feature put in place to ensure you don't overload the main fuse's maximum rating.

The maximum home load current is configured by your installer at installation and cannot be overridden.

Solar charging can be set inside your schedule or standalone using the instructions outlined on page 10.

CHARGING

CHARGING HISTORY

By selecting the 'Charging History' option from the Menu, you can view previous charging sessions.

The date range is configurable but set at a default value of '30 days', to adjust this range tap the drop down and select the date range that suits you.

Tap the session you would like to view in more detail and it will open the 'Session Summary' for that charging session.

Each session can be viewed individually including the graph for the session, or as a group on the main screen.

MAIN MENU & FAQS

From the main menu screen there are a number of useful links to guide you through use of the app, locate documents, access guides for tariffs and reconnect your charger to the WiFi.

You can also access your charging history, amend your profile information, register RFID cards and access our LiveChat page.

The Helpdesk section of the app can be accessed by tapping the info icon in the bottom right hand corner of the app. From here you can get in touch with our technical team directly and find a lot of useful answers to useful FAQs that our customers have.
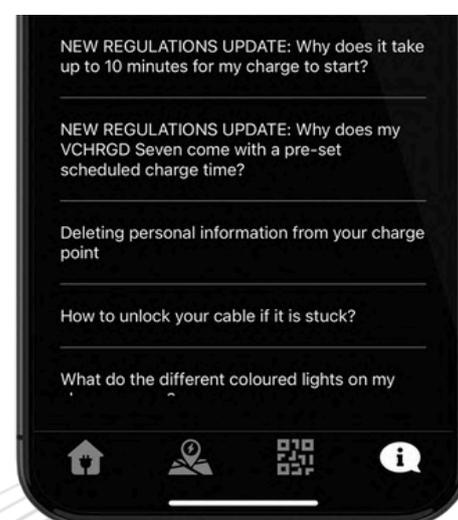
W I F I   C O N N E C T I O N

The VCHRGD Installer App is a tool designed to enable charge point installers and customers to quickly and easily reconnect their TwentyTwo Pro to new WiFi networks.

The VCHRGD Installer App connects to the charger via Bluetooth, so please ensure you have your WiFi details with you as you'll need to stand within 5-10 metres of the charge point throughout the process.

D O W N L O A D

Download and install the app from the Google Play or Apple store.

Search VCHRGD Installer or VCHRGD to find the app.

You can also find links to the VCHRGD Installer App in the Main Menu by tapping on Installer App Download
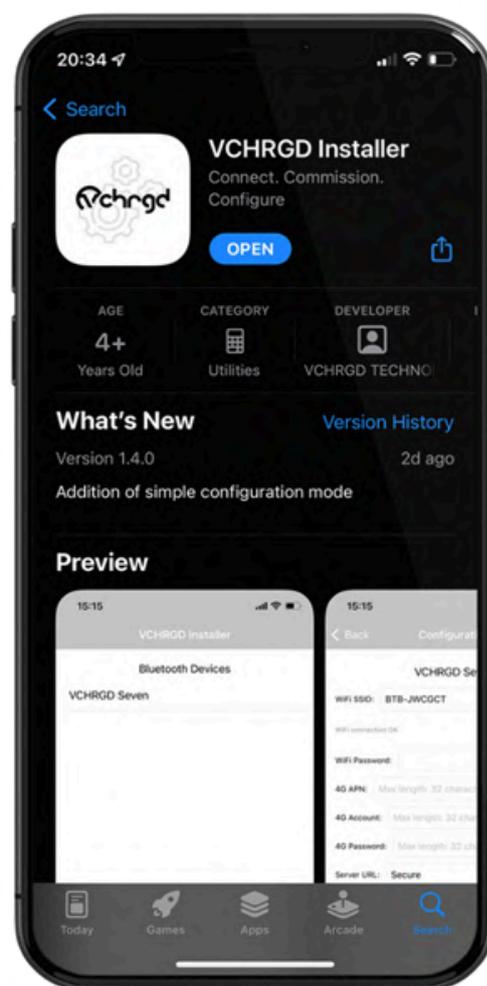
I N S T A L L   &   O P E N

Once you've downloaded the app from the relevant store, you can either tap Open in the app store to navigate directly to the VCHRGD Installer App, or find and tap the VCHRGD Installer Icon on your mobile phone or tablet. When prompted, enable Bluetooth or location permissions (required for Bluetooth scanning).

WIFI CONNECTION

Open VCHRGD Installer and the available Bluetooth device list page appears, you should see your charger here.

If the connection attempt times out before connecting, wait and select the charger again once visible. You can also swipe down on the Bluetooth Devices screen to reload the list of visible devices.

CONNECT TO CHARGER

Select your charger from the list of devices and enter the installer password from the Keep Me Guide when prompted, you can then tap OK to connect.

If you have lost the installer password, please call VCHRGD technical support on **01494 370524** and quote the Magic No. for a temporary password.
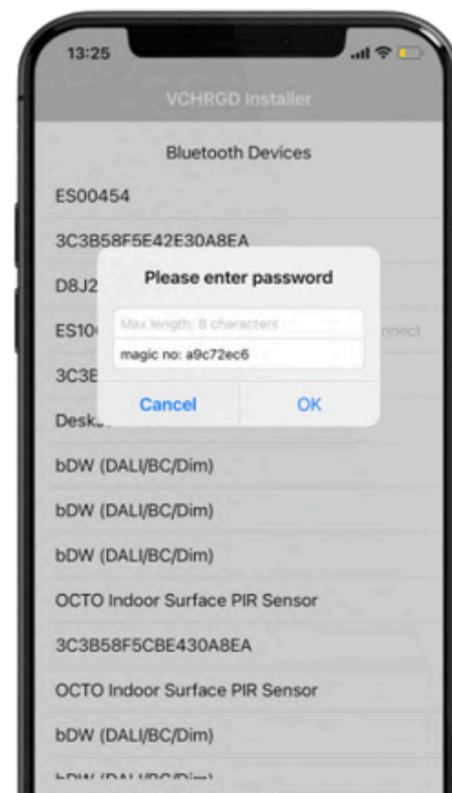
KEEP ME GUIDE

INSTALLER PASSWORD
SERIAL NUMBER
INSTALL APP QR CODE

Please ensure that you retain possession of the Keep Me Guide after you've set the app up, as you may require the installer password and login credentials in the future.

SIMPLE CONFIGURATION

The installer app will now give you the option of Simple or Full Configuration.

Select 'Simple Configuration' mode and then follow the instructions on the next page to set or change the WiFi details for your charger.
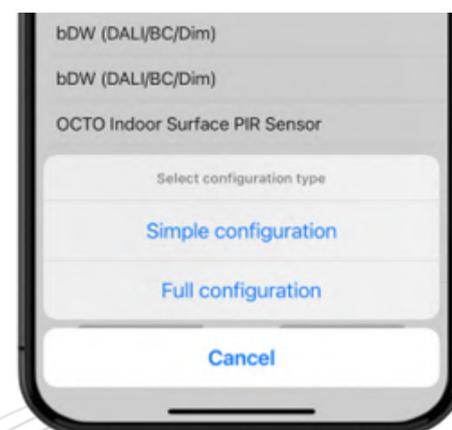
WIFI CONNECTION

WIFI SCAN

Select your WiFi from the area scan list by tapping on the down arrow to open the drop down list. This will display a list of WiFi networks that the charger can see. If your WiFi isn't on this list then you may require a booster to ensure connection at your charger site.

The TwentyTwo Pro operates on a 2.4GHz WiFi band, for some dual band routers you may need to temporarily disable 5GHz connections to connect the unit or create a dedicated 2.4GHz guest network.

WIFI PASSWORD

Once you have successfully found and selected your WiFi from the dropdown list, you will need to enter your WiFi password.

Please note that this is case sensitive, and in 9/10 cases, if the charger doesn't connect it is due to a typo in the WiFi password, so please double-check before moving on.

If you have recently changed your WiFi password from the credentials on the back of the router, it's possible to copy your password form the WiFi settings page of a mobile device connected to the WiFi. Once copied, you can paste the values into the WiFi password field.

23
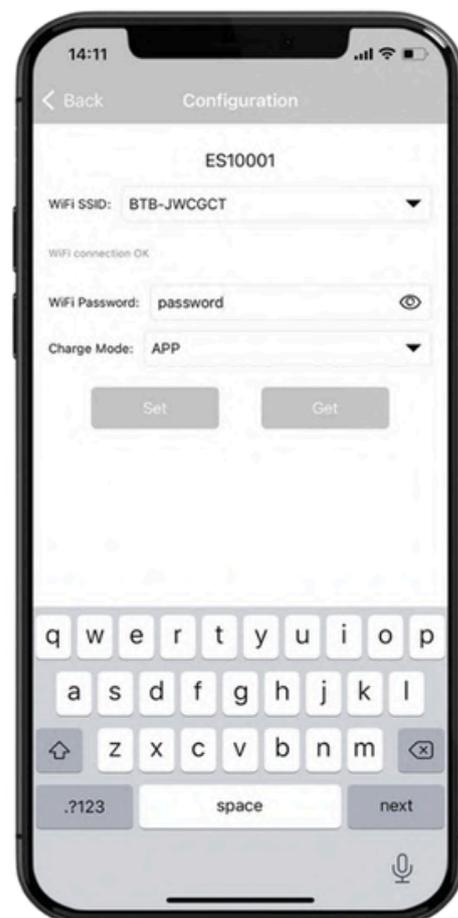
W I F I   C O N N E C T I O N

T A P   S E T

After you're happy that you've selected the correct network and your WiFi password has been entered correctly, simply tap 'SET' to set the charger with the new WiFi Credentials.

Please note that tapping 'GET' will pull the existing credentials from the charger and you will have to repeat the process. Please only do this if you feel you have made a mistake somewhere.

The app will give you a 'Set successfully' notification before exiting back to the Bluetooth devices page.

You can now navigate back to the VCHRGD Home App to check that the charger has connected to your home network. You should see the status indicator around the image of the charger change from 'Not Connected' to 'Ready'. It can take a few minutes for the charger to reconnect so don't worry if this doesn't happen right away.
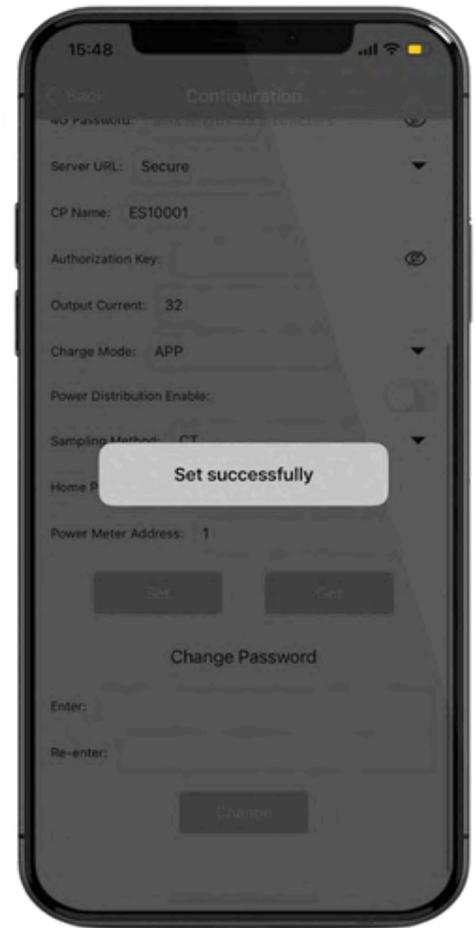
C H A R G E R   I S   D I S C O N N E C T E D

C H A R G E R   C O N N E C T E D

A F T E R   S A L E S
W A R R A N T Y

Thank you for choosing the VCHRGD TwentyTwo Pro as your charging solution. In order to ensure that your charger performs to the very best of its ability, correct installation, configuration, use and maintenance are essential.

Please ensure that installation & configuration are in strict accordance with the requirements set out in the "VCHRGD TwentyTwo Pro Installation Guide" and that installation is suitably documented.

Post-installation please ensure that the charger is not operated outside of the conditions specified in the installation manual, product datasheet or technical documentation provided by VCHRGD TECHNOLOGIES LTD or authorised partners.

S E R V I C E   H O U R S

W O R K I N G   H O U R S

MONDAY TO FRIDAY, 08:30- 18:00PM (EXCEPT NATIONAL AND PUBLIC HOLIDAYS)
SUPPORT AVAILABLE ON:

- IN APP LIVECHAT
- SUPPORT LINE: 01494 370524
- WEBSITE LIVECHAT

O U T   O F   H O U R S   T E C H N I C A L   S U P P O R T

MONDAY TO SUNDAY, 24 HOURS A DAY INCLUDING BANK HOLIDAYS
- CALL OUR TECHNICAL SUPPORT LINE AND LEAVE A VOICEMAIL
- SUBMIT A SUPPORT TICKET THROUGH LIVECHAT

C O N T A C T   I N F O R M A T I O N

W H E R E   T O   F I N D   U S

- TELEPHONE: +44 1494 370523
- EMAIL: INFO@VCHRGD.COM
- WEBSITE: WWW.VCHRGD.COM
- ADDRESS: VCHRGD TECHNOLOGIES LTD, UNIT1A EGHAMS COURT,
       BOURNE END,
       HIGH WYCOMBE,
       SL85YS

A F T E R   S A L E S

W A R R A N T Y

L I M I T A T I O N   O F   D A M A G E S

In no event shall VCHRGD TECHNOLOGIES LTD be liable for consequential damages for breach of this warranty, or for faults occurring outside of the defined warranty period.

W A R R A N T Y   S E R V I C E

VCHRGD TECHNOLOGIES LTD warrants that the VCHRGD TwentyTwo Pro is to be free of all defects in material, charging functionality and compliance where installation has been carried out in accordance with the guidelines laid out in the VCHRGD TWENTYTWO PRO INSTALLATION GUIDE.

The warranty period extends for 3 years from the date of first installation. The warranty extends to the original buyer and each subsequent buyer within the warranty period where proof of sale, and installation compliance can be proven.

Within the period of this warranty [3 years], VCHRGD TECHNOLOGIES LTD will repair or replace the VCHRGD TWENTYTWO Pro, free of charge, any part providing defective. Warranty liability is exclusively limited to internal componentry, physical housing of the charger or tethered cable if defective on delivery and charging functionality defined within the product datasheet and promotional material generated and distributed by VCHRGD TECHNOLOGIES LTD and authorised partners.

Where possible, VCHRGD TECHNOLOGIES LTD reserve the right to repair the charger on-site, where this is not possible a like for like replacement unit will be provided free of charge. All warranty repairs, replacements and servicing must be performed by an authorised VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671. All expenses relating to the replacement or repair of the TWENTYTWO PRO under this warranty shall be assumed by VCHRGD TECHNOLOGIES LTD.

A F T E R S A L E S
W A R R A N T Y

W A R R A N T Y E X C L U S I O N S

This warranty does not apply to any costs, repairs or services required as a result of the following:

1. Service calls to correct the installation of the VCHRGD TwentyTwo, derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD TwentyTwo INSTALLATION GUIDE
2. Repairs necessitated by improper use, vandalism or any use other than normal usage as specified within VCHRGD Technical documentation
3. Corrective work necessitated by repairs made by anyone other than a VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671

P A I D S E R V I C E

If the product cannot be used normally due to improper use during the warranty period, the after-sales service personnel will charge a certain fee according to the actual situation of the damaged product and implement paid services. The details are as follows:

1. Damage caused by users due to improper use, maintenance, and storage
2. Damage caused by unauthorised disassembly by the user
3. Charger without warranty certificate or valid invoice
4. The product name and model on the warranty certificate or valid invoice are inconsistent or altered with the product name and model under warranty
5. Damaged due to force majeure or natural disasters
6. Service calls to correct the installation derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD TWENTYTWO PRO INSTALLATION GUIDE.

AFTER SALES

WARRANTY

HOW TO OBTAIN WARRANTY SERVICE

The buyer must notify VCHRGD TECHNOLOGIES LTD of any defect, malfunction, on non-conformity promptly upon discovery, by calling 01494 370526.

VCHRGD TECHNOLOGIES LTD will arrange for an authorised installer to visit the buyers location for the purpose of repairing or replacing the VCHRGD TWENTYTWO PRO in a timely fashion and in accordance with the buyers availability where possible.

So that our service staff can quickly locate the cause of the problem, and work to find a resolution it is best to provide a photo or video with your warranty claim.

RECYCLING

The VCHRGD TwentyTwo Pro is shipped in a rigid cardboard box with a cardboard sleeve fitted around the outside, these can be recycled or reused. Please ensure you separate all plastic packaging used in accordance with your local recycling guidelines.

We'd love for you to keep the box, that way if you ever move home and want to take it with you, everything can be easily and securely packed up.

R E C Y C L I N G   E L E C T R I C A L   E Q U I P M E N T

Why Recycle?

Unwanted electrical equipment is the UK's fastest growing type of waste. Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

We can help...

We are pleased to offer our customers the chance to recycle old VCHRGD products when purchasing a new item from us or servicing a warranty replacement. Please speak to a member of staff for details on how to dispose of your Waste Electrical or Electronic Equipment (WEEE).

Crossed out wheeled-bin symbol

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with the crossed out wheeled bin symbol) in your bin.

The Waste Electrical and Electronic Equipment Regulations 2013

D A T A   P A C K A G E

T E R M   &   R E N E W A L

C U S T O M E R   A G R E E M E N T   F O R   4 G   D A T A   P A C K A G E

1. Introduction 1.1 This agreement ("Agreement") sets out the terms and conditions under which VCHRGD Technologies Ltd ("VCHRGD," "we," "our," or "us") provides the 4G 3 Network Roaming Data Package ("Data Package") in conjunction with the purchase of a VCHRGD TwentyTwo Pro charge point ("Charge Point"). **1.2** By purchasing a VCHRGD TwentyTwo Pro, the customer ("Customer," "you," or "your") acknowledges and agrees to the provision of the Data Package as outlined in this Agreement.

2. Data Package Description **2.1** The Data Package provides a roaming cellular data connection via Three UK, VODAFONE LIMITED, and Telefonica, capped at 50MB per month, to enable remote communication for the Charge Point. **2.2** The Data Package is included for an initial term of thirty-six (36) months from the date of activation ("Initial Term").

3. Termination and Renewal 3.1 No less than two (2) weeks before the expiry of the Initial Term (36 months or 3 years), the customer must contact VCHRGD on 01494 370525 if they wish to renew the data term. This will incur a one-off fee to extend the data package and obligations by a further 36 months. This one-off fee is subject to change and will be invoiced to the customer for payment no less than 3 working days from the date of termination.

3.2 To continue using the Data Package beyond the Initial Term, the Customer must accept the renewal terms and pay the Renewal Fee in full no less than 3 working days before the Initial Term expires. **3.3** If payment is received within the stipulated timeframe, the Data Package will be extended for a further thirty-six (36) months ("Renewal Term"). **3.4** If the Customer does not accept the renewal terms and/or does not pay the Renewal Fee before the end of the Initial Term, all cellular data services associated with the Charge Point will be terminated at the end of the Initial Term.

3.5 The Customer may reinstate the Data Package after termination by accepting the terms of renewal and paying the Renewal Fee. Upon reinstatement, the Data Package will be extended for a further thirty-six (36) months.

4. Service Performance and Support 4.1 VCHRGD will take reasonable steps to maintain uptime and service availability for the Data Package, but we do not guarantee uninterrupted service due to factors outside of our control, such as network provider issues or signal coverage limitations. **4.2** VCHRGD will provide reasonable support for connectivity issues that arise in relation to the Data Package during the Initial Term and any subsequent Renewal Term. **4.3** The Charge Point remains covered under VCHRGD's standard sales terms and conditions and is subject to a three-year warranty period from the date of activation.

5. Limitation of Liability 5.1 VCHRGD shall not be liable for any loss or disruption of service resulting from the expiration or termination of the Data Package. **5.2** The Customer acknowledges that the 50MB monthly data cap is a strict limit and that any usage beyond this cap may result in limited functionality of the Charge Point. **5.3** VCHRGD shall not be liable for any failure of the network providers (Three UK, VODAFONE LIMITED, and Telefonica) to deliver services as expected.

6. General Provisions 6.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales. **6.2** VCHRGD reserves the right to amend this Agreement at any time, and any such changes will be communicated to the Customer in advance where applicable.

6.3 By purchasing the Charge Point, the Customer acknowledges and agrees to this Agreement in its entirety.