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STANDARD INSTALLATION PACKAGE

Whichever option you choose, the Charges paid by you will include a "Standard installation" package if the following requirements are met:

Location/ Environment

1. The location where the Battery will be Installed must be indoors, being a utility room, hallway, living room, garage, basement or other indoor location where:
 - a) temperature remains between 0°C – 35°C
 - b) relative humidity remains between 40% - 60%
 - c) there are systems in place to prevent condensation
2. The location must accommodate the physical dimensions of the Battery system and permit air flow to/from the Battery chassis; nothing should cover or seal the air grilles
3. The location's floor/wall must withstand the weight of the Battery
4. The location must be easily accessible and should not involve any clearing, tidying, or work that involves the unreasonable preparation of the location for installation

Wiring

1. The location must be within a wiring distance of 10 metres from the consumer unit (fuse box)
2. The location must permit "simple wire routing" from the Battery to the consumer unit (fuse box). "Simple wire routing" is defined as wiring that does not require drilling through walls or routing through more than one room
3. There must be a spare breaker in the consumer unit (fuse box) to connect the Battery system to the house supply
4. The location must have an accessible internet supply, which the Battery can connect to via Ethernet, Powerline or Wi-Fi

The "Standard installation" package includes the following:

- a) Pre-delivery, pre-installation remote (off-site) survey using information and pictures of the site sent by the Customer to Powervault
- b) Unpacking and assembly of the Battery system
- c) The installation of the Battery system in the specified location
- d) Connecting, via "simple wire routing" (see definition, above), the Battery to a spare breaker in the consumer unit, including the associated conduit wiring of up to 10 metres (wiring distance)
- e) Connecting the Battery to an internet supply via either Ethernet or Powerline or Wi-Fi
- f) Commissioning the Battery online, including registration on the Powervault Customer Portal
- g) Testing and confirming the Battery system is operating in accordance with its technical specifications
- h) Quick overview of the Powervault Portal
- i) The removal of all packaging from site
- j) Three hours of the Installer's time on site, or the total amount of time required to complete the above items that constitute the "standard installation" package

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ON-SITE SURVEY

Included within the "Standard installation" package is a remote, off-site survey using information and images sent by you to our Installation Contractor. If, for whatever reason, the Installation Contractor cannot establish the extent of the works required to install the Battery, they may need to send an engineer to your Premises to establish if and how the Battery system can be connected to the home. If this happens, you will have to pay a flat fee of £150 charge for this service.

On-site Survey	Price inc VAT
Site visit by Installer to identify work required to install the Battery in Customer Premises	£150

- Charge is payable in advance (upon receipt of invoice) and is non-refundable
- Charge is payable directly by you to the Installer

ABORTIVE VISIT FEE

You and the Installer reserve the right to cancel a scheduled on-site survey or installation visit up to one working day (Monday – Friday, 9am – 5pm) before the scheduled appointment. However, if you do not attend the appointment and you have not cancelled the appointment and the Installer attends your Premises to fulfil either the on-site survey or installation, you will be liable to pay an "Abortive Visit Charge" as detailed below;

Where the Installer attends your Premises to Install the Battery or carry out a site survey or Additional Works and you, or a person appointed on your behalf, are not present, the Installer shall first attempt to contact you by phone and request your presence on site. Should you be able to return within thirty minutes of the call, the Installer shall remain at the Premises, and will carry out the Installation of the Battery upon your return. If you cannot attend the Premises within thirty minutes of the call, you are liable to pay an "Abortive Visit" charge, which is flat fee of £230 charge.

Abortive Visit	Price inc VAT
The Installer's scheduled appointment is aborted by the Customer, or as a result of the Customer failing to perform their contractual obligations, or where the Premise is not suitable.	£230

- Charge is payable in advance (upon receipt of invoice) and is non-refundable
- Charge is payable directly to the installer

ADDITIONAL WORKS

If the Installation of the Battery requires any works that are not covered by the "Standard Installation" package described above, you will be expected to cover the cost of any additional materials and/or labour required. Additional works required to complete the Installation of the Battery will be identified during either the remote off-site survey or the on-site survey. If, on the day of Installation, the scope of Installation or Installation location has changed from what was advertised and identified during either the remote or on-site survey process, you are liable to pay for any additional, unforeseen works that may be required to install the Battery. Any such additional, non-standard works which fall outside the Standard Installation package and their associated costs will be charged as follows:

LABOUR

Type of work	Price inc VAT
Additional conduit wiring, inc. drilling of holes and laying of cables	£60/hour
Preparing and reinforcing of wall or floor	£60/hour
Installation of a new mini consumer unit	£60/hour
Any other non-standard work required for installation	£60/hour

MATERIALS

Type of work	Price inc VAT
Additional conduit wiring	£4.80/metre
Materials used to prepare and reinforce the wall or floor	Cost + 10%
New mini consumer unit	£72
Any other materials required for installation	Cost + 10%
Removal of equipment if cancellation	

REMOVAL OF EQUIPMENT IF CANCELLATION DURING COOLING OFF PERIOD IS INVOKED

Type of work	Price inc VAT
Removal of all equipment	£360

- Charge is payable upon receipt of invoice and is non-refundable
- Charge is payable directly to the installer