

# PURCHASE AND INSTALL PROCESS

## WHAT TO EXPECT WHEN YOU'RE READY FOR YOUR HOME CHARGING STATION

Ready to buy an EV Charging Station? Every home is different, so we take steps to assess your home garage and electrical needs before installation. It gives you a chance to talk to us about where you'd like your Home Charging Station mounted, and to ask questions about your new "filling station." Once the assessment is complete and your quote is delivered, you will be ready to purchase, install and charge. Online portals will be made available for turnkey purchasing through our, and where applicable, our partners', e-commerce Web sites.



### 1. Assessment

Go online to schedule an assessment using our scheduler. One of our local Certified Independent Assessors will come to your home to talk to you about where you'd like to mount your Home Charging Station, review the electrical needs for the Home Charging Station, and answer any questions. Permitting is also handled by the Assessor.

### 2. Quote

Within a few days, we will send a quote directly to your email inbox. With quote in hand, you will have the opportunity to purchase your EV Charging Station online, and schedule an installation appointment online.

### 3. Installation

One of our Certified Independent Installers will install your EV Charging Station and provide you with information on how to use it to charge up your vehicle. The Installer will also arrange for required inspection of your EV Charging Station installation. Once the installation passes necessary inspection, you're ready to charge up and enjoy your new EV. Like our Assessors, our Certified Independent Installers are certified by AV to handle installation.

### 4. Post Installation Support

Our team provides continuing support after the installation. We're at the ready to answer questions, troubleshoot, and provide you with information about the ongoing use of your charging station.