



Grant funded EV charging point scheme – FREQUENTLY ASKED QUESTIONS

- Your website says from £249 – what does that cover?

A SURVEY (POSSIBLY REMOTE), A **STANDARD** INSTALLATION OF A 16AMP/32AMP ROLEC HOME EV CHARGING POINT WITH TYPE 2 CHARGING SOCKET.

- I'm just looking on your website and see you do one with a 13amp socket, is that included in the £249?

NO, ONLY MODE 3 CHARGERS ARE ELIGIBLE UNDER THE GRANT SCHEME.

- I'm an electrician by trade; can I fit it myself and claim the government grant?

ONLY SCHEME APPROVED INSTALLERS CAN CARRY OUT THE INSTALLATIONS AND MAKE AN OLEV CLAIM.

- I'm buying two EVs and therefore require 2 charging units, is this allowed?

YES, YOU CAN HAVE A CHARGING POINT FOR EACH ELIGIBLE VEHICLE AT THAT ONE PROPERTY.

- I have 2 properties; can I have a charge point installed at each property?

NO, UNLESS YOU HAVE 2 ELIGIBLE VEHICLES, THEN YOU COULD HAVE 1 POINT INSTALLED AT EACH PROPERTY.

- Why are you so much cheaper?

WE ARE THE ACTUAL MANUFACTURER OF THE CHARGING POINTS. WE HAVE A STRONG AND STREAMLINED PROCUREMENT AND MANUFACTURING ABILITY OF OVER 25 YEARS, WHICH ALLOWS US TO BE COMPETITIVE. WE PASS OUR COST SAVINGS TO OUR CUSTOMERS.

- What is the lead time if I go ahead with a Rolec installation?

USUALLY AROUND 1 TO 2 WEEKS, BUT SOMETIMES 2 TO 3 DAYS, SUBJECT TO LOCATION AND INSTALLER AVAILABILITY.

- I have just bought a new car and now my charger doesn't fit, what can I do?

THE ROLEC CHARGING POINTS ARE EASILY UPGRADED, PLEASE CONTACT YOUR INSTALLER OR CONTACT OUR SALES TEAM AT rolec@rolecserv.co.uk

- My charger has developed a fault, what should I do?

CONTACT YOUR INSTALLER

- I had a charger fitted but now I want to move house, what should I do?

YOU SHOULD APPLY TO OLEV FOR PERMISSION TO TAKE YOUR CHARGER WITH YOU