

# INSTALLER'S GUIDE

## Getting Connected

### 1. HOST SIGN UP & PAYMENT



Ensure Client (the Host) has made payment for their chosen Data Management Plan & any Remote Commissioning Fees and are in possession of their 'Getting Connected' guide available at [www.bit.ly/3nNgaPd](http://www.bit.ly/3nNgaPd)

#### What we need?

- ✔ Signed and returned Data Management Plan Agreement.
- ✔ Payment of Remote Commissioning Fees (if applicable).

### 2. INSTALL & TEST



Install the charging point/s then use the **VendElectric Install & Test Tool** and connect to our network.

For OCPP Chargepoints go to:

[installer.ocpp.vendelectric.com](http://installer.ocpp.vendelectric.com)

Username: **installer**  
Password: **inst.t3st**

For Mode 3 Chargepoints go to:

[installer.vendelectric.com](http://installer.vendelectric.com)

Username: **installer**  
Password: **inst.t3st**

#### What we need?

- ✔ Confirmed Connection to our network.
- ✔ Proof of energy output from each charging socket.
  - o Tip - If you don't have an EV, plug something into the 3pin socket on your EV ChargeCheck (or similar tester) to draw out some energy.

### 3. CONTACT US



Once connected and tested call **01205 725765** from the installation site to arrange the **Back-Office connection\*** and remote commissioning service.

\* Back-Office connection is only included if the Host has opted for the Premium Data Management Plan.

#### What we need?

- ✔ Host Details.
- ✔ Site Names and Locations.
- ✔ Charging Point ID Numbers.
- ✔ Feed Capacity to Sites and Charging Points (For load managed projects).

### 4. COMPLETE



The Host will receive an email invitation to connect to the **VendElectric** Back Office where they can also access easy-to-follow video walkthroughs of the system, enabling users to configure, manage and monitor their chargepoints.

### RECOMMENDATIONS

As a part of its services **VendElectric** will routinely monitor the connectivity and health of the charging points and notify the Host's nominee of any faults or connection issues that we detect. **Transitory issues can often be cleared by power-cycling and we strongly recommend that you advise your Client how this can be done during the handover process.**

Rolec equipment is covered by a parts warranty, however we recommend that you consider offering a service support agreement to your Client to ensure they have appropriate cover for all potential call out eventualities.