



## General Conditions for Tesla Wall Connector Private Installation Package (the “Package”)

### 1. Scope of Installation Package

- 1.1. The Package costs is available for a special price at \$18,800 HKD for Tesla owners, subject to VIN validation. Limited to one special priced Package per vehicle
- 1.2. The installation package includes a High Powered Gen 3 Wall Connector and covers installation works within the scope described in clause 1.3
- 1.3. Installation service includes:
  - 1.3.1. One-time onsite technical assessment at one address designated as the registration address of the registered owner of the vehicle
  - 1.3.2. Basic installation within 50 meters of cabling *\*No partial rebate for unused portion of 50 meters of cabling*
  - 1.3.3. Wall Connector mounting and connecting
  - 1.3.4. Supply and install water-proof isolator switch
  - 1.3.5. Commissioning of Wall Connector to installed power rating and setting access for Tesla vehicles
- 1.4. The following services are not included and may be subject to additional quotes. Such additional costs are to be settled directly with installer
  - 1.4.1. Work scope outside of that described in clause 1.3 (Supplementary works, construction works, cable run exceeding 50 meters, cosmetic work, etc)
  - 1.4.2. EV utilities meter application
  - 1.4.3. Installation must be completed within 3 months from purchase date. In the event that the installation is not completed within 3 months from the date of purchase, the onsite technical assessment will be re-assessed at the customer’s cost and installation may be subject to additional costs which shall be payable by the customer directly to the installer
  - 1.4.4. Travelling surcharge will be levied if service is required at Hong Kong outlying islands, remote area or restricted area
- 1.5. Each service only includes ONE Wall Connector installation at ONE dedicated location
- 1.6. Installation works will commence after installation package payment is received and upon the acceptance of installer’s quotation
- 1.7. Installation will be assigned to a Tesla Recommended Installer at Tesla’s discretion

## 2. Customer's obligations

- 2.1. Customer has to ensure and provide Tesla AND Recommended Installer with the proof that there is a valid approval from the stakeholders, including but not limited to the Property Management Company, Homeowners Association, Property Owner(s) and Utility Company for the site visit, power supply and associated metering equipment, mounting, connecting, and operation of the Wall Connector
- 2.2. Customer is responsible to ensure installation location is a legal parking space, sufficient and uninterrupted power supply, and supply point, etc. Subsequent modification work from future disputes will be customer's obligations.
- 2.3. In accordance to Utility Companies' Supply Rule, customer must apply for an EV meter for the Wall Connector if the provided parking space for installation is not within the premise of their current utilities meter. For more information, please refer to HKE: <https://www.hkelectric.com/en/customer-services/rules-standards-policies> or CLP: <https://www.clp.com.hk/en/residential/open-electricity-account-residential/apply-electricity-name-transfer>
- 2.4. Other obligations
  - 2.4.1. Present at the site according to the scheduled date and time
  - 2.4.2. Provide information of the hidden electric circuit, gas duct and water pipe and other necessary information related to the building structure
  - 2.4.3. Provide Tesla with a working area, permission of entry and work for the installation site
  - 2.4.4. Provide Tesla with necessary and reasonable assistance and time to complete the installation service
  - 2.4.5. Sign necessary documents when work is completed
- 2.5. Any part of the installation or settings done by Tesla or the Installer cannot be modified. Customer is not provided with relevant Wi-Fi access credentials.

## 3. Warranty

- 3.1. Warranty period
  - 3.1.1. Installation - One years from installation completion date, with such maintenance and warranty provided by the Installer. Warranty coverage limited to area outlined by clause 1.3
  - 3.1.2. Wall Connector – Private use: Four years from purchase date / Commercial use: One year from purchase date (commercial use of a charger is defined as when it is accessible or available to a group of users other than the owner themselves)
  - 3.1.3. Warranty claims are to be verified by telemetry log reading and may be subject to on-site inspection fees.

#### **4. Other Conditions**

- 4.1. The Package cannot be sold or transferred to other third parties and is non-refundable. All refund where installation work is quoted infeasible or where costs of work exceeding the scope of the Private Installation Pack is not accepted will be submitted through Tesla Shop Order Cancellation Request, and is subject to Tesla's approval
- 4.2. Limitation of Liability: In no event will either of the Tesla or the Recommended Installer be liable to the Customer for any consequential, indirect, incidental, special, exemplary, or punitive damages, whether or not the possibility of such damages has been disclosed in advance or could have been reasonably foreseen





## Tesla 充電器安裝計劃的一般條件

### 1. 計劃範圍:

- 1.1. 充電器安裝計劃收費：Tesla 車主\$18,800HKD; 每個已驗證的 VIN 可以購買安裝計劃一次
- 1.2. 充電器安裝計劃包括：第 3 代掛牆式充電器一部，及 1.3 條所描述的基本安裝
- 1.3. 基本安裝範圍包括
  - 1.3.1. 登記車主的登記地址進行一次現場技術評估
  - 1.3.2. 鋪設電線範圍限 50 米內 \*以實際安裝必要長度為準，差值米數不以任何形式贈送或返還
  - 1.3.3. 掛牆式充電器安裝和連接
  - 1.3.4. 一個漏電保護器及其安裝
  - 1.3.5. 把掛牆式充電器調教至裝機額定功率供 Tesla 車輛
- 1.4. 基本安裝不包括以下範圍，如有必要，客戶須另外與安裝承辦商支付額外費用
  - 1.4.1. 就 1.3 條所描述以外的安裝項目（額外工程，土木施工工作，50 米以外的電線鋪設等）
  - 1.4.2. 電力公司電錶的申請
  - 1.4.3. 充電安裝必須在付款起計三個月之內完成，如安裝期需時超於三個月，客戶有可能須要重新一次現場技術評估而支付額外費用
  - 1.4.4. 離島/偏遠地區/禁區的客戶如使用保修/維修服務，須支付出勤服務附加費
- 1.5. 每個安裝計劃僅包括在指定位置安裝一個掛牆式高功率連接器
- 1.6. 安裝工作將在收到付款及客戶確認施工方案後開始
- 1.7. 安裝工作由 Tesla 指定承辦商負責

### 2. 客戶的義務

- 2.1. 客戶必須確保獲持份者批准相關工程，包括但不限於物業管理公司、大廈法團、業主和電力公司對的現場視察、安裝、連接和運作
- 2.2. 客戶有責任確保安裝地點是合法的停車位、有合法、充足且持續的電源、合法的供電位置等。後續因未來糾紛而進行的修改工作將由客戶承擔
- 2.3. 根據電力公司的《供電則例》，如果客戶提供的安裝停車位不在其現有電錶的供電範圍內，客戶必須申請獨立電錶。有關《供電則例》及獨立電錶申請之內容、則例、標準、條款及細則，請參閱有關網頁 HKE: <https://www.hkelectric.com/zh/customer-services/rules-standards-policies> 或 CLP: <https://www.clp.com.hk/zh/residential/open-electricity-account-residential/apply-electricity-name-transfer>

## 2.4. 其他義務

2.4.1. 根據預定的日期和時間到場

2.4.2. 提供隱藏電路、煤氣管道和水管的資訊以及與建築結構相關的其他必要資訊

2.4.3. 為 Tesla 提供工作區、進入許可和安裝工程現場工作許可

2.4.4. 為安裝服務提供所需和合理的協助

2.4.5. 完成工作後簽署所需的文件

2.5. 客人不可改裝由 Tesla 裝設的充電器的任何部分，而相關的 Wi-Fi 存取權限亦不會被提供

## 3. 保修

### 3.1. 保修期

3.1.1. 安裝 - 安裝程式完後一年，由安裝承辦商提供維護和保修

3.1.2. Tesla Wall Connector 掛牆式連接器 – 私人安裝：自購買此充電器安裝計劃起的四年 / 商業安裝：自購買此充電器安裝計劃起的一年 (商業使用的定義是,此充電器可供除所有者以外的其他使用者使用)

3.1.3. 保修索賠時 Tesla 會先遙測驗證故障。如有需要，實地檢查將會產生額外檢查費

## 4. 其他

4.1. 此充電安裝計劃不得出售及不得轉讓予第三方，客戶確認施工方案後不獲退款。如安裝地址經現場技術評估後發現不具備安裝條件，或基本安裝以外的額外費用過於客戶的接受範圍，客戶可提交 Tesla 線上商店訂單取消申請，而 Tesla 有權決定是否接受你的退款要求

4.2. 責任限制：Tesla 或推薦的安裝承辦商在任何情況下均不對客戶承擔任何衍生性、間接、附帶、特殊、補償性或懲罰性的損害賠償，無論上述損害之發生可能是已事先揭露的或可合理預見的