



## **Home Charging Programme 2.0 (HCP 2.0)**

The purpose of HCP2.0 is to enhance customer's ownership experience by enabling home charging. Any eligible customer who orders and takes delivery of a Tesla electric vehicle from Tesla Sdn. Bhd. would get a complimentary Tesla Wall Connector under this HCP 2.0.

### **Eligibility:**

Any customer who:

Orders a 2024 VIN, and pays in cash, or through financing from **Tesla Preferred Financiers**.

### **Campaign Period:**

From 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 2024, subject to availability and/or change.

### **Terms and Conditions:**

1. Each purchase of a Tesla vehicle will be entitled for one (1) complimentary unit of Tesla Wall Connector.
2. Other Conditions:
  - a. Limitation of Liability: Tesla and/or any Tesla Authorised Installer appointed directly by the customer for installation of the wall connector will not be liable to customer for any consequential, indirect, incidental, special, exemplary, or punitive damages, whether the possibility of such damages has been disclosed in advance or could have been reasonably foreseen.
  - b. Installation shall comply to Electricity Supply Act and Regulations, and conditions imposed by the power utility company, and/or any other relevant authority, which shall be the sole responsibility of the Customer to ensure compliance.
  - c. Tesla reserves the right of final decision on the eligibility of any customer for the HCP 2.0.

### **Tesla Preferred Financiers:**

1. Maybank
2. RHB Bank
3. Public Bank
4. Hong Leong Bank

*Note: Subject to change and may be updated from time to time.*

### **General Procedures:**

There are 2 options for customers to obtain the Wall Connector for your home charging needs:

#### **1. Option 1 – Customers to choose installer of your choice:**

- a) Customer to confirm with Delivery Advisor interest to accept the complimentary Wall Connector during delivery processing stage.
- b) Wall Connector will be handed over to customer together with vehicle delivery.
- c) Customer to arrange own installation. Customer may appoint own installer or contact any of Tesla Authorised Installer.
- d) **Customer is to deal directly with installer of own choice.** Tesla will not be involved in the process.

## 2. Option 2 – Tesla Authorised Installer to install Wall Connector prior to vehicle delivery:

- a) Customer may opt to have Tesla Authorised Installer to install the Wall Connector prior to vehicle delivery.
- b) Customer needs to confirm with Delivery Advisor of this option within the stipulated timeline below, by confirming the initial payment (for cash purchase) or by providing the LOU from the Tesla Preferred Financier.
- c) Timeline:
  - For location in Klang Valley (Kuala Lumpur, Selangor, Putrajaya, Cyberjaya), Johor, Penang: **Not less than 2 weeks** before vehicle delivery date.
  - For other locations in Malaysia: **Not less than 3 weeks** before vehicle delivery date.
- d) Tesla would assign an installer to customer, whereby customer is not allowed to choose. The scope of work covers:
  - i. To conduct site inspection at only **one address**. If Customer requires an additional inspection at a different address, the installer may charge RM250 per address for the additional site inspection.
  - ii. To prepare a proposal and a quotation to customer.
  - iii. Upon acceptance and full payment by customer, installer to install the allocated Wall Connector **within 2 weeks** from date of payment, including testing and commissioning of the Wall Connector and to record the serial number to be tagged to the customer's RN.
  - iv. To provide **12 months** warranty and support services to customer for the installation work. Note: Any warranty claim on the Wall Connector is as per the warranty clause below.
  - v. Cost (for reference only):
    - Customer is responsible to pay in full for the installation cost directly to the installer prior to start of any installation work.
    - Amount: **RM1,900** inclusive of standard installation work and standard equipment (switch, circuit breakers, residual current devices, distribution box).
    - Cost of cable: **RM36/m** for standard electrical cable (6mm<sup>2</sup>) including trunking/conduit. Optional: **RM60/m** for armoured cable.
    - Additional cost: **RM300** for installation work located in Sabah/Sarawak.

**Cost exclusion:** Any special requirement or additional devices required by customer. Customer is to arrange separately or to pay to the installer directly, subject to the installer's agreement.

### Wall Connector Warranty:

1. **12 months** Wall Connector warranty from the delivery date of the vehicle.
2. Customer to call Customer Support Hotline (1800-81-0656) for any warranty claim.

Exclusion of warranty: damages due to electrical surge, installation defect if installed by a non-Tesla Approved Installer, fire, vandalism, misuse.
3. The complimentary wall connector provided as part of this program is **non-transferable** and is intended solely for use by the registered recipient. Any attempt to transfer ownership or usage rights will void the warranty of the wall connector.

*Note: This is an important document. Customer should carefully read and fully understand the contents of this HCP2.0. Before opting for complimentary Wall Connector or signing the quotation provided by Tesla Authorised Installers, the customer should first go through this document.*