

The pod point will be professionally installed on the left hand wall, towards the rear of the left hand side of the driveway (when looking at the house from the road). It will be partially obscured by existing greenery which is growing up the side of the house

— — — —

Installation Guide - from the installer

Your Pod Point Solo 3 will be installed by friendly and experienced installers, who are regularly receiving [5 star ratings from customers](#).

- A standard install typically takes around 2 hours.
- The more information you provide during the ordering process, the higher the chance your install will go ahead without delays on the day.
- Have your Wi-Fi password ready so that your expert can connect your Solo 3 to the internet, unlocking its full range of smart features.

Who installs the electric car chargepoint?

Our Installation Experts install Pod Point charging points. They are highly trained and experienced electricians and part of their role is to understand the world of electric vehicles and home charging, enabling them to assist with common queries during installation.

What will be installed?

Here's the specification of your Solo 3:



Dimensions	Colour	Weight	Enclosure Rating
Ø = 330mm, Depth= 112mm (167mm Universal)	Grey and black	Universal - 3.5kg Tethered - 6kg	IP54

Tethered chargers come with either a Type 1 cable (4.8 m) or Type 2 cable (7.5m). Universal chargers come without a connected charging cable. You can add a [charging cable](#) and other accessories in the checkout.

Learn more about the [Solo 3 \(Home\)](#) features and prices.

How long does it take?

Each install is unique, but standard installs take around 2 hours on average. If we can't complete on the day because of any unexpected extra works then we will reschedule an installation date at a mutually convenient time.

Unexpected extra works quotation process:

- If your installation doesn't meet the criteria for a standard installation we can usually still carry out the installation but an additional cost may be incurred.

- If this is the case, we'll carry out a free site survey and produce a no-obligation quote for the additional works. If the additional work is minor and it fits within your installer's schedule for the day we may be able to take payment from you and complete it there and then.
- If there are significant additional works, we'll come back to you with a quote and if you accept, we will re-arrange the installation.
- If you decide not to proceed, a full refund will be provided for any payment that you've already made.

Tip: No one enjoys a failed installation visit. To avoid nasty surprises, we ask some key questions to identify potential snags during the ordering process. The more information you can provide the more likely your installation visit is a success.

What to prepare for your install?

- Ensure the area around the distribution board/electricity supply meter is clear including the cable run route - specifically in small spaces such as under stairs and in and around garages.
- Have your Wi-Fi password ready so your installer is able to connect your chargepoint to the internet.

Need to change your arranged time?

Not to worry, we understand that unforeseen circumstances can arise. If you need to reschedule, please cancel the appointment using the cancellation button from your confirmation email and we'll happily rearrange a time that's more convenient for you.

What is the installation process on the day?

1. Your installer will confirm their arrival time with you in advance of the installation.
2. Your installer will help you choose the best position for your Solo 3 based on your power supply and how you park your car.
3. Your installer will firstly position and fix the charger by drilling and clipping the cable to the wall, then briefly turn off the power supply while installing the RCBO and connecting it to

the main supply. They'll then do their final safety tests and make sure your home charger is ready to use.

4. Your installer will then provide a full demonstration of how it works, what the different lights mean and how to get in touch if you have any questions later on.
5. Finally they will need your Wi-Fi password to complete the setup of your Solo 3.

Why connect to Wi-Fi?

By connecting to Wi-Fi your Solo 3 can offer:

- Remote diagnostics, remote support issue resolution.
- “Over-the-Air” software updates.
- Energy usage reporting and associated features.
- Access to new smart features as they become available in the Pod Point App.

Learn more in our [Solo 3 Charger Connection guide](#).

Is it secure?

Yes. Pod Point comply with data security, regulations and protocols:

- Registered under Data Protection Register (ICO reg number Z2282125).
- Regularly audited by CREST approved external agencies.
- Databases are encrypted and ISO27001 compliant.
- Payment systems are PCI DSS compliant.

What comes as standard with your install?

Our standard installation package includes the following:

- The fitting of the chargepoint on a brick or plaster wall, or to another suitable permanent structure.
- Up to 15 metres of black cable, run and neatly clipped to the wall between the distribution board / electricity supply meter and the chargepoint.
- Routing of the cable through a drilled hole in a wall up to 500mm (20 inches) thick, where needed.
- The fitting and testing of electrical connections and protections required for the chargepoint.

- An additional three way consumer unit, if required.
- Installation of circuit protection in keeping with BS7671 regulations.
- Up to 3 metres (10 feet) of plastic conduit to conceal interior wiring.
- NB: Because of the unique way Pod Points are engineered, they do not require an earth rod.