

FAQs

Installations Wallbox



How does a Standard Installation work?

1. Choose the installation package. If you need some guidance, go to our website and answer a few simple questions to find the installation pack that best suits your needs.
2. Add the pack to the shopping cart along with the charger you like the most. In the checkout process we will ask you for all the necessary information, such as address, contact information, etc. Our team will contact you within the next 48 working hours to confirm the installation and send you a pre-install survey if needed.
3. Our certified installer will contact you to visit you to carry out the installation. Prior to installation, they may also contact you directly to request additional information about your home and installation.

What does a Standard installation include?

All our installation packages are based on an installation performed under normal and regular conditions, including the following:

- Fitting of the charger on a brick or plaster wall, or to another suitable permanent structure.
- Up to 10 / 20 / 40 metres of electrical cable depending on the chosen pack.
- Fitting and testing of mandatory electrical protections, according to current regulations.
- Installation of a Type C MCB, Type A RCD and SPD, in an RCBO enclosure, if required.
- Drilling of a suitable hole for passing a cable up to 20" thick, if required.
- Provision of up to 3 metres (10 feet) of plastic conduit to conceal interior wiring, if required.
- Small materials and fixings.
- Labour hours (depending on the rate applied).
- Travel costs from the installer's headquarters.
- Power Boost Meter or MID installation, if purchased with the charger.
- Electrical testing and certification of the charger and circuit.
- Demonstration of the charger functions and registration and demo of the MyWallbox app.

But the following is not included:

- Registration of new meter/supply or parking outside the building or the house.
- Adapting the installation to comply with current regulations (older non-standardised installations with no neutral or earthing, etc.)



- Any type of civil or ground works (trenches, ditches, channels, etc.) or associated ducting/conduits.
- An additional three way consumer unit, if required.
- Masonry, paint or plumbing works.
- Any other item or work not specified.

It is important to note that under no circumstances are any type of refurbishment or construction works included to facilitate installation. In case it is necessary, this will be quoted separately from the initial installation package ordered.

22kW chargers / 3 phase installations will be subject to bespoke, open quotations provided by Wallbox.

Do I need any permission to carry out the installations?

If you live in a private property, you wouldn't need permission unless you weren't the owner of the property.

Sometimes, permission to connect the charger to the power supply will need to be obtained from the local Distribution Network Operator (DNO). The assigned installer will make this application on your behalf.

In shared or communal parking spaces (ie. flats) you'd need permission from the property owner and you'd need to notify other tenants about the installation.

How do I know which installation pack I need?

Access our online assistant on our website, where we will be happy to advise you so that you find the pack that best suits your needs. Find it on the Install your Wallbox section on our website.

What if the pack I purchased is not the one I need?

If you need a pack that is not the one you purchased, Wallbox will contact you to arrange the corresponding refund or payment of the difference so that the installer can continue with the installation.

Do I have to do anything before the installer arrives?

You just have to clear away the area where you would like to have your charger installed and the pathway that leads to your consumer unit.



Do I have to attend the installation?

You must be available for the installers as they may ask you some questions during the installation process.

In addition, after the installation of the charger is finished they will guide you through the process of setting it up, show you how to perform the first charge (if a vehicle is available), schedule a charging session and help you register in the MyWallbox application.

What should I know after the installation takes place?

If you have any questions or problems with the charger or its installation, you can contact our Support and Customer Service at service@wallbox.com.

How long does it take to install my charger?

Our Standard Installation packs include 4 hours for the pack of Up to 10 metres, 5 hours for the pack of Up to 20 metres and 8 hours for the pack of 40 metres.

How long does it take to have my charger installed after I buy it?

Once the charger and the installation are purchased, within a maximum period of 14 days (or according to your preference), you will be enjoying the best charging experience.

How do you measure the distance?

For single-family homes: the distance is from the electricity mains or consumer unit to the parking space.

In apartments, the distance is from the consumer unit to the parking space, but taking into account distance between heights (average height per floor is 3 metres).

How do I know if the installation is single-phase or three-phase?

In single-family dwellings, the installation is normally single-phase, but in case of large homes with swimming pools, sauna, greenhouse, air conditioning, etc. it is possible to have three-phase.

For flats, these are almost always single-phase. They will rarely be three-phase installations. Conversely, for office buildings the most common are three-phase installations.

Who should I contact if I have any doubt on the installation?



You can send an email to installations.uk@wallbox.com