



YOUR GUIDE TO HOME EV CHARGER INSTALLATION



DEAR VALUED CUSTOMER,

Welcome to a realm where extraordinary is the standard.

The MG M9 is not a car; it's a presidential limousine, designed for those who expect the exceptional. Every element has been meticulously crafted for the discerning, ensuring a chauffeured experience unlike any other. This is a statement of unparalleled luxury and a testament to your refined taste.

Your journey with the M9 begins now. To ensure your transition to electric mobility is as seamless as your travel, we have created this exclusive guide. It contains everything you need to effortlessly install your M9 home charger.



WHAT'S INCLUDED IN YOUR STANDARD HOME CHARGER INSTALLATION PACKAGE?

Your standard installation package ensures that every aspect of your charging setup reflects the sophistication of the MG M9:



PREMIUM CHARGER UNIT

A robust 11KW AC fast charger designed exclusively for the MG M9.



TESTING AND ACTIVATION

Comprehensive testing, commissioning, and a personalised demonstration by our expert partners.



CUSTOM MOUNTING

Professional mounting on a suitable wall or pillar in your designated parking area.



ADEQUATE WIRING

Complimentary wiring up to the specified length as per the location's requirements.



POTENTIAL ADDITIONAL CHARGES (WHAT'S NOT INCLUDED)

While the standard package covers most installations, certain site-specific needs may incur additional costs:



CIVIL AND ELECTRICAL WORK:

Civil modifications or electrical panel upgrades, if necessary.



PERMITS AND APPROVALS:

Any local permits or inspections required for installation.



LOAD ENHANCEMENT AND RELATED CHARGES:

Costs related to increasing your home's electrical load capacity.

Our installation partner will transparently communicate these charges after the site survey, ensuring there are no surprises.



PREREQUISITES FOR INSTALLATION

To ensure a smooth installation process, please prepare the following:



ELECTRICAL LOAD CAPACITY

Ensure your home has sufficient spare load of minimum 11 kW upto 15 kW with three-phase power input for the charger.



EFFECTIVE EARTHING

Proper grounding with Neutral-to-Earth voltage ideally below 2V without charging and up to 8V with charging.



SITE FEASIBILITY

Share your recent electricity bill and confirm the availability of sanctioned load with your installation partner.

Meeting these prerequisites guarantees that your charger operates safely and efficiently.

HOME CHARGER INSTALLATION PROCESS

Our streamlined process ensures a hassle-free installation experience:



Survey

An authorised partner conducts a feasibility study at your premises.



Necessary Approvals & Scope of Work Completion

Completion of necessary infrastructure related work as per the standard requirement for the installation must be completed and inform to your MG Authorised installation partner.



Scheduling

The installation is scheduled at your convenience.



Pre-Installation Readiness

To ensure a smooth installation, all required infrastructure work must be completed according to the standard requirements shared by the installation partner. Once these preparations are finalised, kindly notify your MG Authorised installation partner.



Installation

The charger is installed, tested, and handed over with a detailed operational briefing.



Support

Our team remains available for any post-installation queries or assistance.

We are committed to providing you with a seamless and efficient home charging experience.

Thank you for being a part of the MG EV family!

For any questions or assistance, please contact your authorised Dealership Representative at 1800 570 0000 or mail us at mgselect@mgmotor.co.in

FREQUENTLY ASKED QUESTIONS

Here are answers to some common questions to ensure complete clarity:

WHAT IS THE WARRANTY ON CHARGER UNIT AND CHARGES FOR ITS MAINTENANCE?

The charger unit comes with standard warranty as mentioned in the warranty card that comes with the charger unit. The warranty starts from the date the charger is commissioned. After the warranty period, you will have the option to purchase an Annual Maintenance Contract (AMC) from the charger manufacturer. In case AMC is not in place after the warranty expires, standard service charges will be applicable.

WHAT IS THE WARRANTY ON CHARGER INSTALLATION SERVICE?

The installation service for your charger is covered by a 6-month warranty. This is subject to no tampering or no external damage on the installation performed by the installation partner.

WHAT IS THE ESTIMATED TIME FOR CHARGER INSTALLATION?

Please note that the total time for your charger installation can vary on a case-to-case basis depending on the specific work required, as determined during the site survey, and the time needed to finalise and approve the scope of work (SOW). The turnaround time may also be impacted due to the distance of the installation site from the respective authorised dealership. For installations located further away, please expect a potentially longer timeline. The installation partner will aim to complete your installation as efficiently as possible while ensuring safety and quality.

I DO NOT WANT TO INSTALL CHARGER NOW. HOW LONG DO I HAVE TO REQUEST THE CHARGING INSTALLATION SERVICE?

The standard home charger installation service is applicable only for a period of one (1) year from the date of delivery of your MG Select EV. Please ensure you initiate and complete the installation process within this time frame.

WHAT HAPPENS IF I CANCEL MY VEHICLE BOOKING AFTER THE CHARGER HAS BEEN INSTALLED?

If you choose to cancel your vehicle booking after the home EV charger has been installed at your premises, the cost of the complete standard home charger installation package will be deducted/recovered from any eligible booking amount refund. This is due to the irreversible nature of the installation and the costs incurred.

WHAT IF MY INSTALLATION SITE IS NOT FOUND SUITABLE FOR THE CHARGER INSTALLATION?

The installation of your home EV charger is subject to a site feasibility assessment conducted during the survey. If your installation site is deemed non - feasible due to reasons such as electrical limitations, structural issues, safety concerns, or if the agreed-upon scope of work (SOW) is not completed as per the standard requirements shared by the installation partner, the charger installation cannot proceed. Our installation partner will explain the reasons for any non - feasibility to you. In such an instance, you may provide an alternate site for evaluation (if available).

CAN THE INSTALLATION BE REFUSED OR POSTPONED BY THE INSTALLATION PARTNER?

Yes, it is our priority to ensure installation of your home charger with safety and adherence to electrical standards. Therefore, the installation partner reserves the right to refuse or postpone the installation. If, during the site survey or the installation process, your premises are found to be unsafe, do not meet the required electrical or structural standards, or if the necessary prerequisites shared during the feasibility study are not adequately met. Any issues identified will be communicated to you, and potential solutions, if possible, will be discussed.

CAN I PURCHASE AN ADDITIONAL CHARGER OR REQUEST SERVICES LIKE REINSTALLATION OR RELOCATION?

The standard installation package includes one charger unit and a one-time installation at the initially agreed-upon installation site. If you require an additional charger, or services such as re-installation, relocation of the existing charger, or any other non-standard installation needs, these can be purchased separately as accessories or services at applicable charges. Please contact your authorised dealership or the installation partner for pricing and availability.

CAN I GET THE CHARGER INSTALLED FROM MY SIDE THROUGH ANY LOCAL ELECTRICIAN?

It is strongly recommended to have the charger installed by MG authorised installation partners. This ensures the installation meets all safety standards and warranty requirements, and that your charger functions optimally with your vehicle. Please note that any issues arising from faulty installation by an unauthorised third party may impact the warranties on your vehicle and/or your charger. MG or its authorised dealership will not be liable for any damage incurred.

At MG Select, we understand that luxury is not just about the product but also the experience it delivers. The MG M9 is more than a car, it's a testament to your success and individuality. With this guide, we aim to make your transition to electric mobility as seamless and luxurious as the MG M9 itself.

Welcome to the future of driving, where luxury meets innovation.

Warm regards,
MG SELECT

