

Kempower Commissioning services

Ensure a smooth implementation and unlock the full potential of your charger.

Have a Kempower expert support you in configuration and commissioning of the charging system. With our help, potential installation errors are found and corrected faster, while accordance with Kempower instructions is ensured. Make sure to capture the potential of all available features and settings by having a highly trained Kempower expert with latest information configure the system.

Commissioning will take place when the charging system has been installed and tasks from installation checklist has been completed. There are two types of commissioning services: on-site commissioning and remote commissioning support.



On-site commissioning:

- Complete on-site commissioning by Kempower or Kempower certified partner
- Included:
 - Installation inspections and troubleshooting errors
 - Configuration, test, and inspections of the charging system
 - Basic user training
 - Setting up connection to customer backend and setting up authorization and payment method (if applicable)
- Not included:
 - Electrical installation & tests to local electrical safety regulations
 - Correcting installation errors
 - Building integrations from ChargeEye
 - Travelling & accommodation

Remote commissioning support:

- Commissioning support for the certified service partner or certified customer remotely
- Included:
 - Support for on-site commissioning and configuration of the system remotely if needed
 - Remote support for troubleshooting if errors occur
 - Support for testing
- Not included:
 - Support of reviewing electrical installation & tests to local electrical safety regulations
 - Training
 - Building integrations from ChargeEye
 - On-site commissioning
- Does not replace actual on-site commissioning

More detailed information about commissioning services available in the service descriptions.

Notes:

- Only authorized and certified personnel can do the commissioning for the Kempower Charging systems
- Overtime working hours or continuation of the service to the next day, if the commissioning is delayed will be agreed and invoiced separately
- Notice times for the services are mentioned in General Terms & Conditions of the Services
- You can order the commissioning services from [Kempower Support portal](#), emailing support@kempower.com, or within new charging system order