

Ford ProTM Home Charging

The Complete
Home Charging
Solution for
your Business

June 2024





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Why Choose Ford ProTM Home Charging?

We're your one-stop solution for all your charging needs.

For Home Charging, we offer the smart Ford ProTM wallbox with installation and home charging software, all supported by our Ford ProTM aftercare.

Smart chargers with expert installation:

- 4G connectivity for quick, remote sharing of charging data
- 5-year hardware warranty for extra peace of mind
- 7.4kW AC charger for fast overnight charging (22kW available*)
- Integrated energy meter
- Hardware & standard installation included**
- Ford ProTM Charging Software to enable fleet visibility and control

Dedicated charging software entails:

- A web-based software platform showing all home and depot chargers, even across multiple sites and countries
- Assign charging times to take advantage of off-peak hours, with time-based settings
- An easy set-up for reimbursement data, through on-demand or automatic reports

Real help on hand throughout the process:

- A dedicated Ford ProTM Success Team will provide training and ongoing support to your business
- Full aftersales support to resolve any issues that may arise
- A qualified engineer will be available to support onsite where required, helping to keep you productive

* 22kW available for properties with a three-phase electricity supply.
** Standard installation includes up to 15m cabling with one drilled hole.



Hardware

Home Charger Offering

Ford Pro™ wallbox* is your forward-thinking, fast-charging solution which comes with a 5-year hardware warranty. So you can ensure a worry-free operation and protection against costly downtime issues.

Power output: 22kW** (3-phase) or 7.4kW (1-phase)

Socket (untethered): connector type 2 (EN 62196-1)

Charging cable (tethered): connector type 2 (EN 62196-1)

LED display:

- Low energy LED matrix display (68mm x 13mm)
- Charge status indicators
- Manual energy meter readings

Internal energy meter (power & energy dispensed):

- Integrated energy meter: Accuracy +/- 3%
- MID class B (according to EN 50470-1/-3), for accurate reimbursement data

User manuals:

Multilingual documentation included with each product

4G connectivity to enable quick, remote sharing of charging data (included with Ford Pro Charging Software):

- 4G/LTE with fallback to 3G/2G

WiFi: 802.11b/g/n 2.4GHz

Ethernet/LAN: 1x RJ45

* Charger designs may vary

** Dependent on power supply capabilities Full Technical Specifications Sheet available on request or at: [KeContactP30TechnicalData_dben \(keba.com\)](https://www.keba.com/KeContactP30TechnicalData_dben)

• Dependent on external influences



Installation



Included with Standard Installation*

Standard Installation is available nationwide, included in the price of your charger and comes with a 3-year installation warranty. What's more? A trusted qualified engineer will not only do the install but give you a full demonstration on how it all works too, so you can rest easy.

1. Your Ford Pro™ charge unit fitted to a brick or plaster wall, or other suitable permanent structure.
2. Power cable routed through one drilled hole in a wall up to 500mm thick, if required.
3. Up to 15 metres of cable, run and neatly clipped to the wall between power supply and charge unit.
4. Up to three metres of plastic conduit to conceal interior wiring, if required.
5. The fitting and testing of all electrical connections and protections required for your home charge unit.
6. The installation of a PME fault detection (O-PEN) device, including integrated surge protection.
7. Commissioning your charger, including connection to Ford Pro™ Charging Software**

* National coverage, including NI. Installation is to BS7671 standards.
** Terms and conditions, and software subscription charges may apply.



5-Step Installation Journey



Register Interest

Once your business has registered its interest in Home Charging, we will tailor a Home Charging Solution to meet your needs.

Remote Survey

Our installation team will work with you/your drivers to coordinate your Home Surveys to ensure property eligibility.

Select Installation Date

The driver can select a day and time that works best.

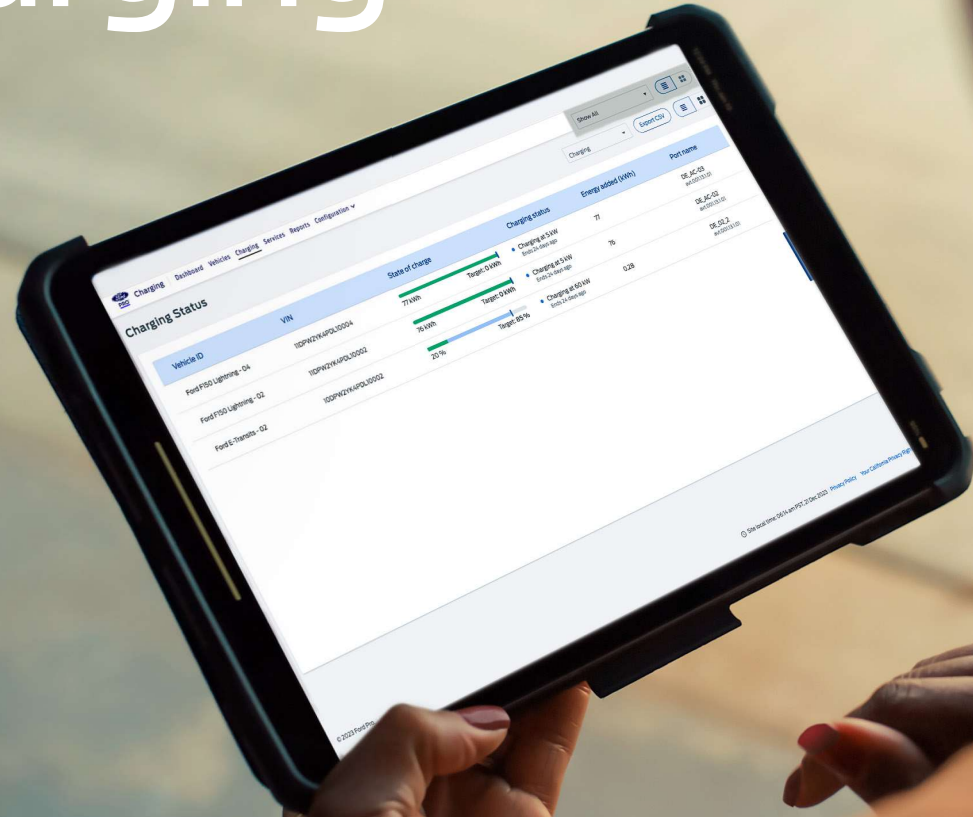
Installation Day

The charger will be fitted, and your driver will receive a demonstration on how to use it.

Additional Training

Our Ford Team will onboard and train your fleet operations lead on your software operation and charging configuration. You will also receive a Welcome Pack to provide additional support on home charging.

Ford Pro™ Charging Software



Ford ProTM Charging Software

Your Key Features & Benefits:

Single Dashboard



A single, easy to use dashboard for all home and depot chargers. Including charging status, charger health, estimated range on charged vehicles, charging session times and estimated completion.

Energy Data



Charge any EV and monitor fleet charging information. Energy data, filtered by charger and date, is delivered automatically or on demand.

Time Restrictions



Schedule charging time restrictions across all your chargers. Putting you in control of your charging hours, helping you to optimise fleet productivity.

Charging Limits



Set charging limits across your fleet by battery state of charge, % or kWh, to help limit energy usage, optimise battery health, vehicle uptime, and help to reduce overall cost of ownership.

Aftercare



Ford Pro™ Aftercare

Aftercare support with Ford Pro™

Take comfort in knowing you have a helping hand with Ford Pro™. With a dedicated Customer Success team ready to support you, you can find total ease in the installation and set-up of your wallbox. We'll guide you through how to use it and resolve any issues impeding your charger's uptime with immediate effect.

From account set up and initial training to calling engineers to troubleshoot problems, our team will provide ongoing aftercare to keep your fleet running as smooth as possible.

Uptime support is available during these times:

Mon–Fri 8am–8pm
Saturday 8:30am–5pm*

Call our UK Customer Relationship Centre at:
0203 564 4444 (option 6)

Please email us at: fordevuk@ford.com

Note that 4G Connectivity on the Charger provides visibility to support any issues. If an on-site visit is required, an engineer will be available to come to you.
*Opening hours on bank holidays may vary.

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Ford ProTM

More Information

Hardware Warranty

5-year hardware warranty begins from date of installation.

Ford ProTM Charging Software

Subscription charges apply. Eligible fleet/business customers only. Screen designs may vary.

Standard installation

Standard installation includes 15m of cabling and 1 drilling event plus all related protections to comply with BS7671. Charges will apply to more complex installations. Installation available nationwide, terms and conditions apply.

Installation Warranty

3-year installation warranty begins from date of installation.

Charging

Charging speeds vary and will depend on vehicle make/model and energy supply available. Off-peak and reduced cost tariffs dependent on customers energy tariff. Complies with UK Electric Vehicles (Smart Charge Points) Regulations 2021.

Ford ProTM Telematics Drive App

Ford ProTM Telematics Drive app compatible with select smartphone platforms, is available via a download. Message and data rates may apply. Evolving technology/cellular networks may limit functionality and use of app.

Email: evcharge@ford.com

Find out more: <https://www.fordpro.co.uk/en-gb/charging/home-charging>

Lead form: <https://www.fordpro.co.uk/en-gb/charging/charging-demo>



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