

EV Charging and Delivery Success Kit

Get your clients EV ready.



Assisting Clients with EV Charging

A summary of how you can support your clients in their purchase journey.

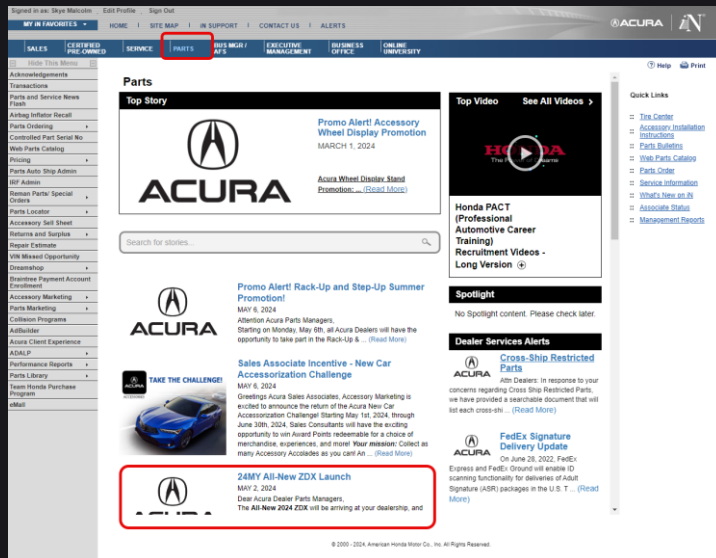
- Prepare: Before interacting with the client
 - Order chargers via Interactive Network (iN) to stock up for ZDX deliveries.
 - Get familiar with online resources to help clients learn about incentives, charging and home electrification solutions.
- Guide: Help the client choose the best charging package for their needs
 - Ask questions and help client select a charging package.
 - Guide client to get a quote from the Acura Home Electrification site (if an installation is required).
- Deliver: Create a seamless experience for your client
 - Determine if you need to place a charger in the vehicle for delivery.
 - Reimburse the Client if they have any Dreamshop orders for their chosen charging package.
 - Complete RDR with the charging package to receive a balance forward payment for delivered chargers and to trigger the client's email for Home Installation credits (if applicable).

Steps to Prepare

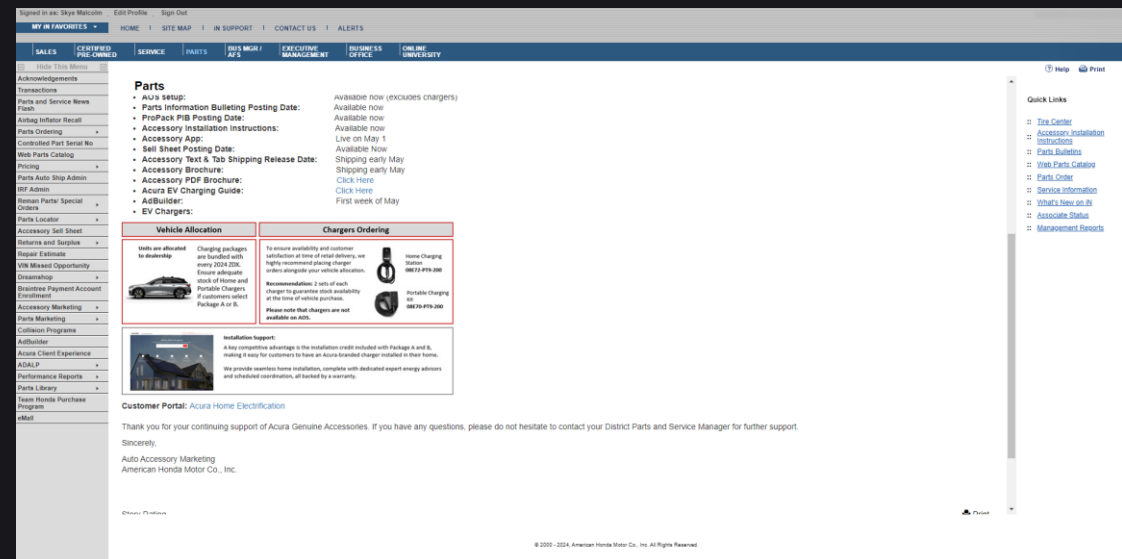
Order Chargers from Interactive Network

IMPORTANT: Dealers are responsible for maintaining a stock of ZDX chargers

- Order the recommended number of chargers as provided by Accessory Marketing in iN.
 - Go to Interactive Network (iN) → Parts → Parts Order
 - Search for either “CHARGER, WALL MOUNT” (Part # 08E72-PT9-200) or “PORTABLE CHARGING” (Part # PREO-PS3-030)
 - **Recommendation:** 2 sets of each charger to guarantee stock availability at the time of a vehicle purchase
- Continue to replenish your recommended amount as necessary to keep up with demand



Go into **Interactive Network** to the Parts menu and scroll down to see guidance for the 2024 ZDX launch.



On the **24MY All-New ZDX Launch** page, scroll down to see parts availability, and links to the PDF brochure and Acura EV Charging Guide.

Charging and Home Electrification Resources

Get familiar with available online resources and prepare for questions from ZDX clients

- Acura Home Electrification Site
Help your clients get a free quote or a consultation with a Home Energy Advisor at <http://homeelectric.acura.com>
- AcuraInfoCenter.com → ZDX → Explore → Tips for EV Life
Understand general concepts like Tax Incentives, EV Perks, and how EV Maintenance works - and view the Charging and BEV FAQs.
- Electric Vehicle and Charger Incentives Microsite
Search by ZIP code and other eligibility factors to identify Federal, State and Local incentives available for your client.
- MyGarage
Find detailed articles and diagrams to help answer your client's EV questions, and more.
- ODSX Program Resources
For general information about ODSX, go to Interactive Network (iN) → Sales → Omnichannel Digital Sales Experience (ODSX) → Program Resources
- Coming Soon: Acura Charging Station Locator

Guide client to charging packages

Solutions From Acura



Acura understands that one size does not fit all when it comes to charging.

Depending on your client's housing type, driving behavior, and charger availability, there is a suitable charging solution just for them. ZDX drivers will have a choice of home and public charging.

ZDX drivers can select one charging solution package to be included with their ZDX purchase.*

**Additional installation costs can vary based on charger location; the need for a panel upgrade; and other factors. Installation credits are available for clients who select the Home Charging Bundle and Portable Charging Bundle.*



ZDX Charging Packages



Clients choose one complimentary package to meet their needs as part of the price of the vehicle

NOTE: Acura Installation Credit will be delivered as a coupon after the vehicle is RDR'd.

HOME CHARGING BUNDLE*

Home Charging Station



PORTABLE CHARGING BUNDLE*

Portable Charging Kit



Appliance outlet
NEMA 14-50

OR



Standard outlet

EVGO PUBLIC CHARGING CREDITS**

DC Fast Charging – ZDX

EVgo
FAST CHARGING

+ EVgo Roaming Partners

	HOME CHARGING BUNDLE*	PORTABLE CHARGING BUNDLE*		EVGO PUBLIC CHARGING CREDITS**
Acura HE Installation Credit	\$500	\$250		N/A
EVgo Public Charging Credit***	\$100	\$300		\$750
Miles Recharged Per Hour****	29.4 miles	20.3 miles	3.7 miles	Up to 81 miles in 10 minutes
Time to Charge 0% to 100%****	11.1 hours	16.0 hours	Several days	42 minutes to charge from 20% to 80%

All drivers will additionally receive 60kWh of complimentary charging with Electrify America.

*Charger cable length is between 23-25 ft respectively. Both chargers have UL safety certification and are water resistant.

**Credits usable at EVgo and their Roaming Partners DCFC and L2 charging stations.

***Public Charging Credits come with ZDX purchase. Amounts vary by package. Credits redeemable at DCFC and Level 2 stations made available by EVgo and its Roaming Partners.

****Estimated charging time based on available public information about charging station capability.

Questions to ask the Client to Help them Select a Package



Some guide questions to evaluate client needs:

① Do you already own a home charger?

Ask if the client already owns a home charger, and capacity of existing charger



④ What is your typical driving behavior?

Understand the usual range that is covered on common trips (mileage, frequency of trips, predictability)



② Can you install a home charger at your residence?

Ask if the client can install Housing type (single-family vs. Multi-family), home parking situation, own vs. rent



⑤ How often and where do you take road trips?

Ask the client about the frequency and predictability of their planned road trips.



③ Are chargers available at routine destinations?

View charger availability* at frequently visited locations (i.e., work, community).



⑥ Preference / Mindset

Sometimes clients value convenience, cost, and time.

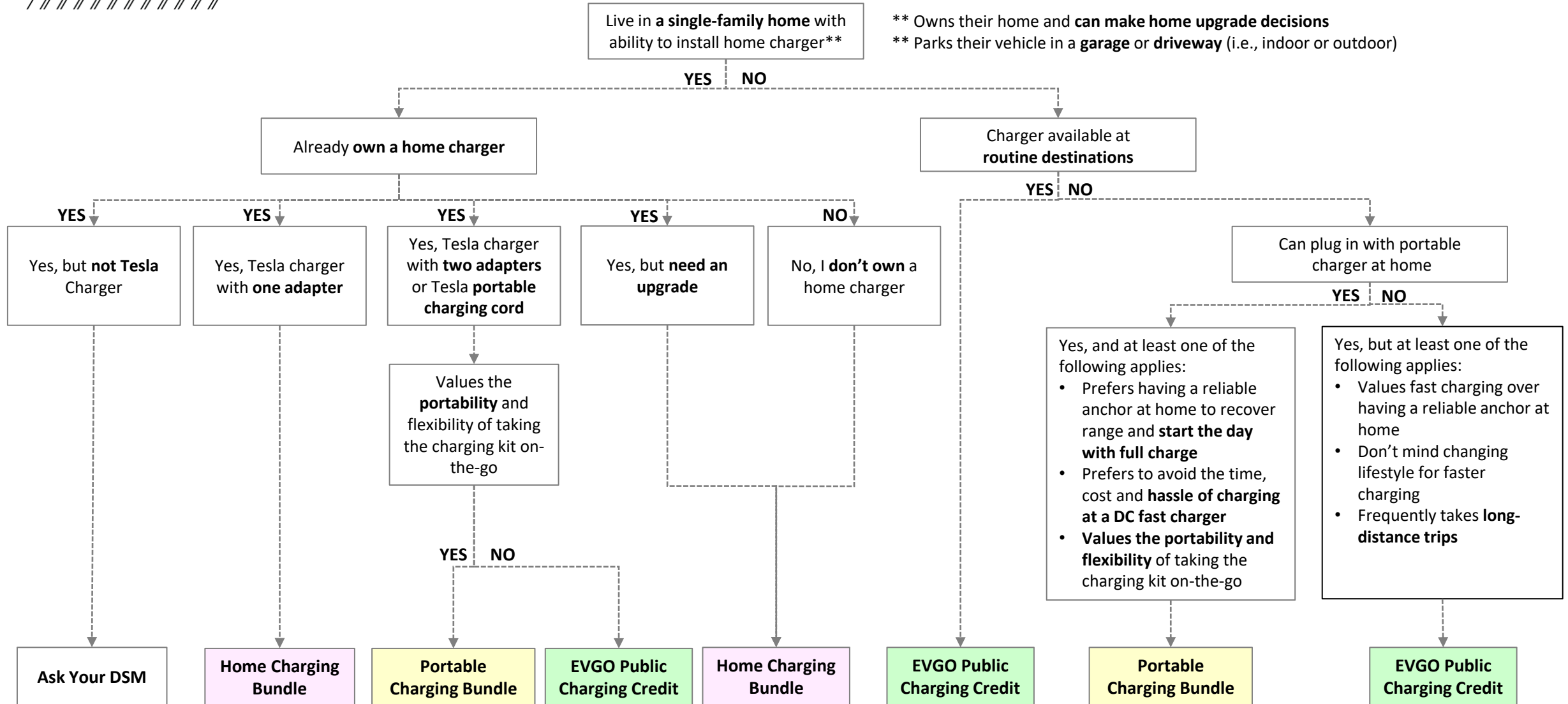
Consider future needs (sell a house, anticipate changes in driving habits)



*Acura Charging Station Locator Coming Soon

To see how these questions help with selecting a package, see the Needs Assessment Chart on the next page.




ZDX Charging Needs Assessment Chart



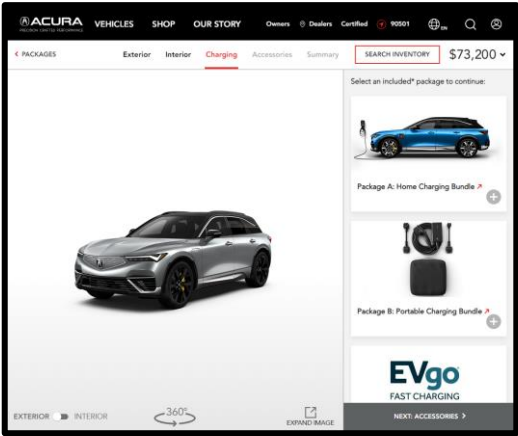
Recommended Charging Solutions

ZDX Charging Packages – Talking Points

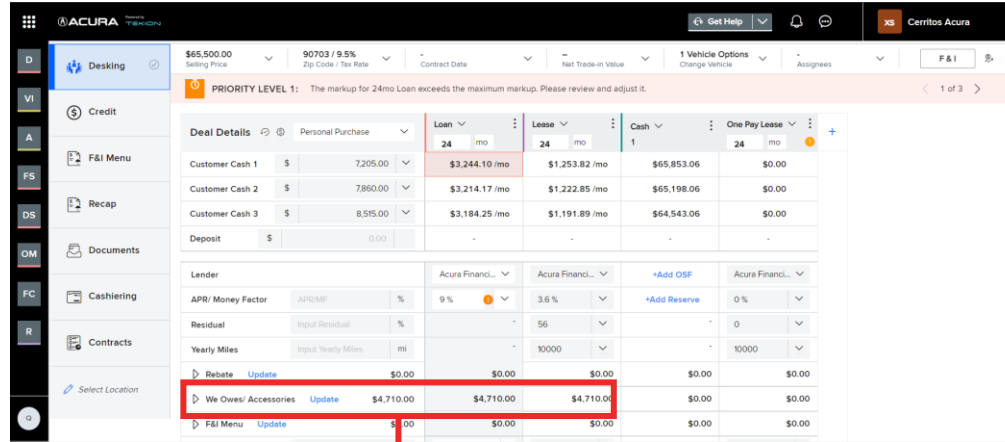


	<p>HOME CHARGING BUNDLE* Home Charging Station</p> 	<p>PORTABLE CHARGING BUNDLE* Portable Charging Kit</p>  <p>Appliance outlet NEMA 14-50 OR Standard outlet</p>	<p>EVGO PUBLIC CHARGE CREDIT** DC Fast Charging – ZDX</p>  <p>+ EVgo Roaming Partners</p>
Benefits to highlight	<ul style="list-style-type: none"> • Up to \$500 towards your installation at homeelectric.acura.com. • Expert guidance and a hassle-free home charger installation service, with trusted installers, and an expanded warranty. 	<ul style="list-style-type: none"> • Enjoy a fast and safe way to charge your car at home with app control and indoor/outdoor compatibility. • Get the flexibility of being able to charge at home or on the go. • Compatible with Appliance Outlets or Standard Outlets. 	<ul style="list-style-type: none"> • Get up to \$100, \$300, or \$750 in charge credits at EVgo and its partner stations. • Enjoy the convenience of their growing network across the US.
Overview of product & installation requirements	<ul style="list-style-type: none"> • Offers the fastest charging available via hard wiring to the electrical system; provides the best experience with tracking energy use wirelessly with a connected device (e.g., mobile app). • Requires installation by a professional. Start your installation project at homeelectric.acura.com and get connected with an Energy Advisor for details. • Most projects will cost between \$500 to \$3000. 	<ul style="list-style-type: none"> • Offers mid-range charging speed with the flexibility of using an appliance outlet on a dedicated circuit. • May require a professional for a 240V outlet upgrade. • The Acura Home Charging Station requires hardwired installation. 	<ul style="list-style-type: none"> • Offers a slower charging speed with the most flexibility for use at home and on-the-road charging, using a standard wall outlet. • No professional is required, but the charger needs to be on a dedicated circuit. • There is a potential requirement for electrical work (e.g., outlet change) to safely use this charger. The Acura Portable Charging Kit needs to be plugged in to use.

Three Ways to add a Charging Package



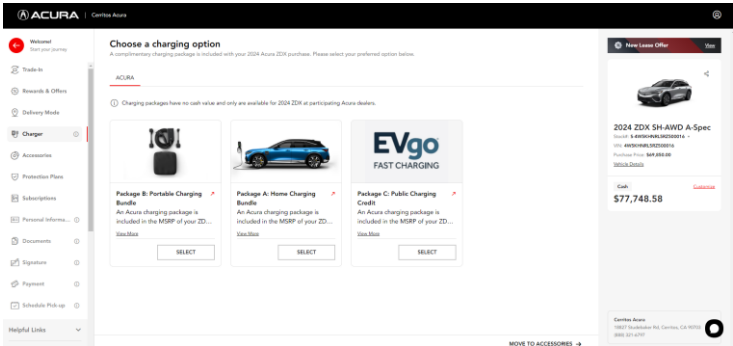
For clients placing a customer order, they can select their charging package after they select the color of their ZDX.



▷ Rebate	Update	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
▷ We Owe/ Accessories	Update	\$4,710.00	\$4,710.00	\$4,710.00	\$0.00	\$0.00

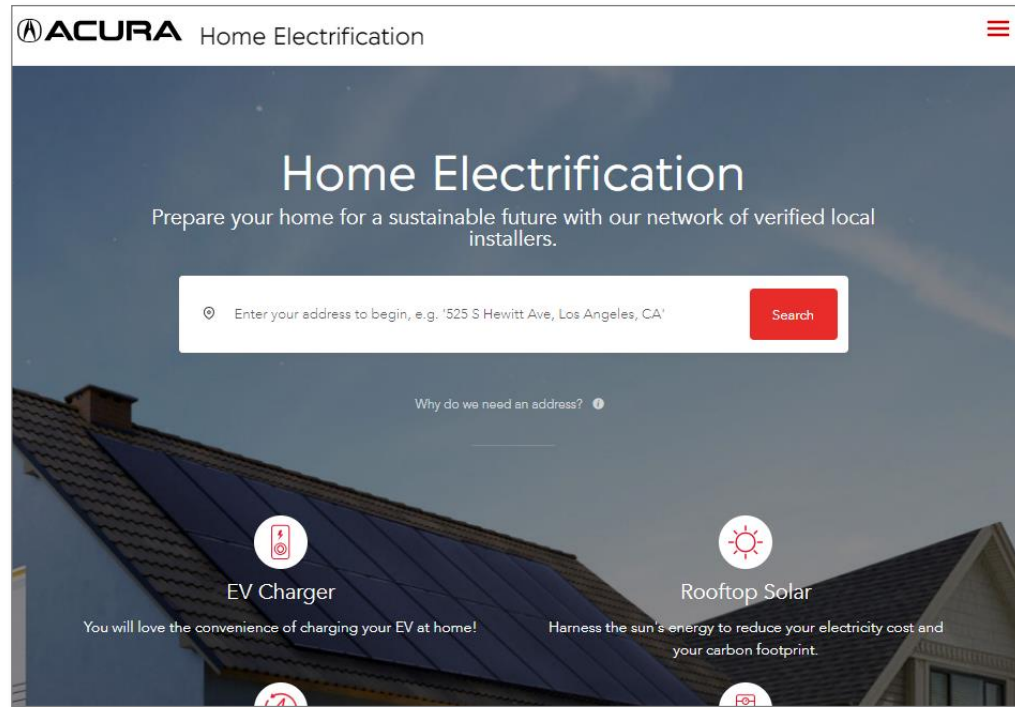
Finally, dealers can add or change a charging package in ODSX using the Desking screen under We Owe/Accessories.

Click Add and select one of the HE Charging Accessories.



For clients doing an online checkout, they can select or change their charging package.

What is Acura Home Electrification Marketplace?



Acura Home Electrification (Acura HE) is a client-facing, online platform for purchasing local installation services for EV (electric vehicle) chargers and home energy products, such as rooftop solar, home batteries, and Smart Home Energy Management.

Contact an Acura HE Energy Advisor at (888) 565-8236 for complete client support and installation project management. They can serve as a resource for you and your client.

Your client can also get a free quote online* by going to homeelectric.acura.com.

Installation is needed for clients who select Option A – Home Charging Bundle; and for some clients that select Option B – Portable Charging Bundle and want a new 240v plug (appliance outlet) in their desired charging location.

For more information, see [Customer Orders – Getting Ready to Charge](#).

* For details about the Home Electrification Questionnaire (to get your free quote), and a guide to answering it, see the Appendix.

Provide a Seamless
Delivery

Dealer Actions at Vehicle Delivery

When preparing a ZDX for pickup or delivery:

- STEP 1 | Confirm the package** the client selected. If the Client selected to receive Public Charging Credits only (Package C), you can skip all other steps on this page.
- STEP 2 |** If the client selected a Home Charging Bundle or a Portable Charging Bundle, check your DreamShop Order Management Portal to see if there is an associated **DreamShop order for the same customer.**
- STEP 3 |** Check if the order placed is the same as the client's selected package -- a **home charging station** (the same as Home Charging Bundle) or **portable charging kit** (the same as Portable Charging Bundle)
- STEP 4 |** If the order and the selected package is the same, **do not put the selected charging equipment in the vehicle** and **process a refund** for the price the client paid for the charging equipment (using the dealership's refund process).
- STEP 5 |** If no matching order is found, **place the selected charging equipment** in the client's vehicle from your inventory. After the vehicle is RDR'd, the **dealer will receive a refund** through balance forward and will be paid out at the end of the month.

Additional Charging Tips for Delivery

Get familiar with available resources and create a seamless delivery experience.

- **Review the Perfect Delivery Checklist**
Use the checklist to help you prepare the vehicle for delivery. Go to Interactive Network → Sales → Perfect Delivery
- **Guide your client to download the Acura EV App**
See the following section for a step-by-step guide to claim public charging credits.
- **Use the Acura EV App or the vehicle's Google Built-in features to find nearby chargers**
Demonstrate these features to help your clients plan for their trips
- **Demonstrate Charging**
Be prepared to show your client how to plug their vehicle using a public charger or a demo charger in your dealership.

Claiming Public Charging Credits



To use the credits, the dealer and client needs to first activate AcuraLink® Connected by OnStar®:

AcuraLink Connected by OnStar (MY24)

 How to Activate OnStar Services Through the Acura EV Mobile App¹ in 3 Steps



STEP 1 →

Client downloads the [Acura EV app](#)  and signs in or creates an account.
See next page for detailed steps.

GOOD TO KNOW

Clients respond quicker to SMS – make sure to send the enrollment link via SMS during Step 2.



STEP 2 →

Sales Associate sends the client an enrollment link via the [iN Portal](#).

GOOD TO KNOW

Enrollment link is valid for 24 hours.
OnStar must be activated within 30 days of vehicle purchase.²



STEP 3

Client pushes the Blue OnStar Button in their vehicle to complete a Welcome Call.

GOOD TO KNOW

This is the final step of the enrollment process to ensure activation is complete.

AcuraLink® is a registered trademark of Honda Motor Co., Ltd.
OnStar® is a registered trademark of General Motors Company.
If OnStar services included in vehicle purchase are not activated prior to December 31, 2026, they will become unavailable.
Prepaid Factory Packages Start Dates are triggered off TCPS acceptance in both Dealer Based and Manual enrollment types.
1 Available on select Apple and Android devices. Service availability, features and functionality vary by vehicles, device and the plan you are enrolled in. Terms apply. Device data connection required. Actual images and features may vary and are subject to change. 2 The client must complete activation within 30 days of vehicle purchase, or the vehicle will be placed in a dormant state. While the vehicle is in a dormant state, all OnStar services such as Automatic Crash Response and Remote Commands are unavailable.
F2: April 2024
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Enrollment Steps

AcuraLink® Connected by OnStar® (MY24)

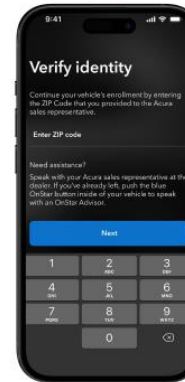
Client Completes Enrollment in the App



Client clicks enrollment link and downloads app.



Create an account or sign in.



Confirm ZIP code used during vehicle purchase.



Click Start Activation, then accept Terms & Conditions.



Create and confirm 4-digit PIN.



Once remote commands appear, enrollment is complete.

Important Note: To ensure clients receive their complimentary charging credits and all services available with their new ZDX in a seamless manner, it is crucial for dealers to start the enrollment process for AcuraLink® Connected by OnStar® via the iN Portal within 30 days after the RDR. If enrollment is incomplete and the OnStar Button is not pressed, some services like Sirius XM and Google Built-in will not work.

To access the enrollment link: Interactive Network (iN) (→ Sales → AcuraLink → AcuraLink Vehicle Enrollment



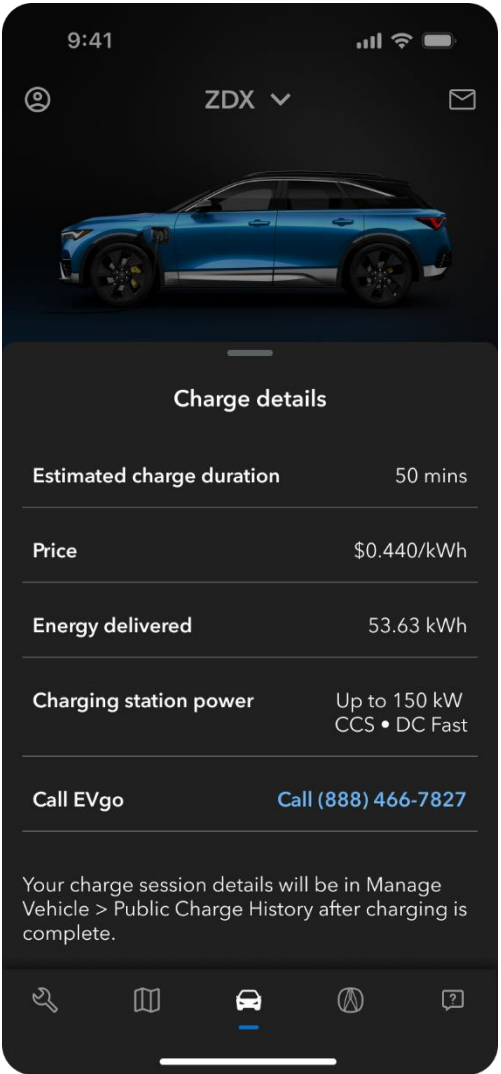
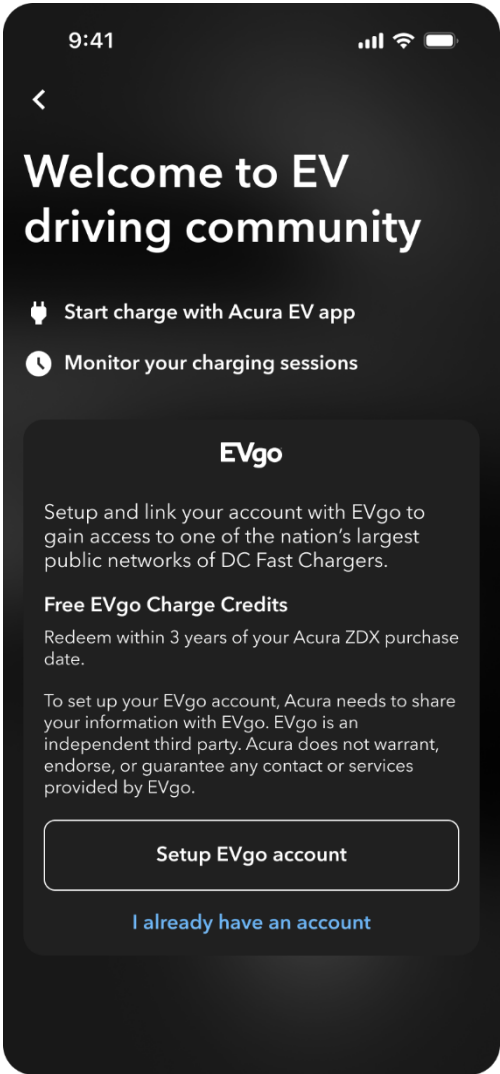
Claiming Public Charging Credits



After enrollment, using the Acura EV App, clients must create (or link an existing) an EVgo account to use their credits.

As a reminder, **all** ZDX Clients will receive Public Charging Credits based on their selected Charging Package:

Option A - Home Charging Bundle	\$100 credit
Option B - Portable Charging Bundle	\$300 credit
Option C - EVgo Public Charging Credits	\$750 credit



Retail Delivery Report (RDR)

After delivery, the dealer RDR's the vehicle and includes the charging package selected by the client via iN

Required

Retail Delivery Registration

Vehicle Information

VIN- 4W5K08MRK0RZ500278 New Cert Pre-Owned P.D.I. Date-

Sales Class- NEW Acura Vehicle Retail Sales Date-

Sales Type- << SELECT >> Delivery Date-

Mileage- Security Code-

Trade-In Information

VIN

Color

Other AHM Information

Service Loaner Program- NO

Personnel Information

Salesperson- XXX-XX- Delete

Sales Manager- XXX-XX- Delete

PDI Technician- XXX-XX- Delete

Business Manager- XXX-XX- Delete

Owner Information

Owner Type- INDIVIDUAL Owner is Primary Driver- YES

Name Title << SELECT >> First- M.I. Last- Suffix

Street-

City- State- CA Zip- -

Telephone No. Work () - ext Home () - Cell () -

Primary << SELECT >>

Radio Code Navi Code

e-mail Address

Date of Birth Gender << SELECT >>

Primary Driver or Co-Owner Information

Driver or Co-Owner << SELECT >>

Charging Package Option

☐ A - Home Charging Station, AHE Installation \$500, EVgo \$100, Electrify America 60kwh

☐ B - Portable Charging Kit, AHE Installation \$250, EVgo \$300, Electrify America 60kwh

☐ C - Evgo \$750, Electrify America 60kwh

Submit Save

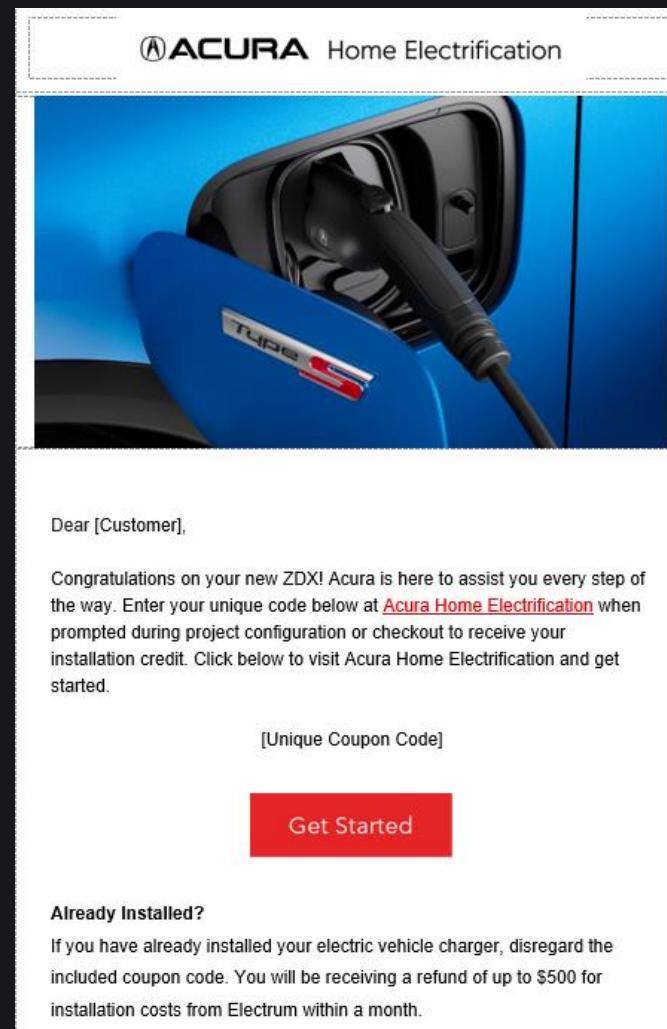
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Acura Home Electrification Installation Credits

After the dealership RDR's the vehicle, the client will receive an email* that provides them with a Coupon Code for their Acura Home Electrification project.

NOTE: If the client opts to do their installation before delivery, Electrum will process a refund for the value of the installation credit instead of sending an email coupon code.



*Emails are subject to reformatting and change - pending review

Helping Clients who place
a Customer Order

What is the Early Charger Installation Process?

A way to utilize the waiting period for **customer orders** by preparing client's homes for charging with the installation of a home charging station.

BENEFITS

Keep up engagement and excitement while waiting

We want to make sure clients are just as excited for their ZDX during their waiting period as they were when they ordered. By installing their charger while they wait, we will not only reignite the excitement of their new vehicle, but also finish a permanent step that indicates they are serious about their EV purchase.

Make clients feel secure and prepared for their new EV

For first-time EV buyers, it is important to continuously reassure and prepare them for their exciting new lifestyle. Installing a home charger before their EV arrives provides a sense of relief knowing that they will know where to charge from day 1.

Customer Orders – Getting Ready to Charge

For your clients that place a Customer Order, guide them through the following steps to ensure their early home charging process is as seamless as possible.

1

Place ZDX customer order and select Package A or B for Home Charging Station

2

Buy charging equipment from DreamShop from your ZDX dealer

3

Schedule and install charger with AHE installer*

4

ZDX Delivery, at dealership or home

If the client ordered a charger via Dreamshop, remind the client to bring their receipt to find their existing order.

5

Receive charger and will issue installation refunds*







Electrum will process a refund for the value of the Installation credit associated with their chosen charging package

*Help your client get to Acura Home Electrification (AHE) to work with a Home Energy Advisor to get their free quote and installation, from home or while at the dealership: <https://homeelectric.acura.com/>

Customer Orders – Getting Ready to Charge



For clients that ordered a ZDX and need an installation*, guide the client to visit homeelectric.acura.com to get their installation scheduled prior to ZDX delivery.

	 GET STARTED	 GET AN INSTANT QUOTE	 QUESTIONS	 MATCH WITH A PRE-VETTED LOCAL INSTALLER	 PURCHASE EV CHARGER	 SCHEDULE & COMPLETE INSTALLATION
Client's Step-by-step	Login to Acura Home Electrification Marketplace at homeelectric.acura.com and select products of interest.	Complete a quick online project questionnaire** to get an estimate and idea of project needs.	Connect with an expert Energy Advisor at the client's convenience to receive information about the installation process, permitting, cost, timing, and rebates & incentives.	Match with a local installer that suits the client's needs. The installer works with the client to finalize project details and contract.	Purchase an Acura Home Charging Station or Portable Charging Kit at their local dealership or online at DreamShop , with the option to ship equipment directly to their home.	After the permits are approved, the installation is scheduled and completed.

* For ALL clients who select Option A – Home Charging Bundle; and for some clients that select Option B – Portable Charging Bundle and want a new 240v plug (appliance outlet) in their desired charging location.

** For details about the Home Electrification Questionnaire, and a guide to answering it, see the Appendix.

Client Early Charging Awareness

The steps we are taking to make customers aware of this Acura perk to help them feel ready for their new EV.

DEALER ACTION

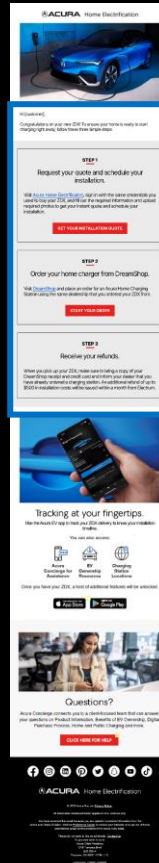
During a dealership visit:

- Learn what type of charging or package your customer is interested in
- If they are interested in home charging and would like to have their charger installed before the ZDX arrives, explain this process to them

AHM ACTION

Early Charger Installation Process Email

Customers who have placed a customer order, selected package A, and ordered from a DreamShop dealer will receive this email to explain the steps to receive and install a charger before receiving their vehicle.



Hi [customer],

Congratulations on your new ZDX! To ensure your home is ready to start charging right away, follow these three simple steps:

STEP 1

Request your quote and schedule your installation.

Visit [Acura Home Electrification](#), sign in with the same credentials you used to buy your ZDX, and fill out the required information and upload required photos to get your instant quote and schedule your installation.

[GET YOUR INSTALLATION QUOTE](#)

STEP 2

Order your home charger from DreamShop.

Visit [DreamShop](#) and place an order for an Acura Home Charging Station using the same dealership that you ordered your ZDX from.

[START YOUR ORDER](#)

STEP 3

Receive your refunds.

When you pick up your ZDX, make sure to bring a copy of your DreamShop receipt and credit card and inform your dealer that you have already ordered a charging station. An additional refund of up to \$500 in installation costs will be issued within a month from Electrum.

ZDX CONCIERGE ACTION

Proactive Outreach

Follow up with eligible customers (who received the Early Charger Process Email) who have not ordered their charger or scheduled their installation.

Appendix

FAQs and Special Cases

Below are some clarifications and edge cases that you may encounter.

- **When does the client get their Acura Home Installation credits?**
After the dealer RDR's the vehicle, the client will receive an email with a coupon for their credits.
- **How do I reimburse the client if they place a Dreamshop Order for their selected Charging Package?**
During delivery of the vehicle, credit the client back the amount they paid. The customer must have used the same dealer for vehicle delivery for Dreamshop purchase to be eligible for the refund. Dealers will receive a balance forward payment after the vehicle is RDR'd. Dealers will be reimbursed at the dealer net paid for the part.
- **How do I get paid for the chargers I placed in the vehicle during delivery?**
Dealers will receive a balance forward payment after the vehicle is RDR'd. Payments will happen after the close of the month. Dealers will be reimbursed at the dealer net paid for the part and will not include the markup for the part.
- **How do I process (unopened) charging package returns from the client?**
Credit the customer and do NOT give them another charger. The dealer will keep the charger.
- **What do I do if the client wants to change their charging package after the vehicle has been RDR'd?**
In the extreme case that the client wants to change their charging package after the vehicle is RDR'd, the dealer needs to unwind the RDR. If client has opened the box or used any charging credits, they cannot change.
- **What if the client orders their charger through a different dealership?**
Then the dealer delivering the ZDX will need to provide the customer a new charger. The client must NOT open the box and return their charging equipment to the dealer they originally purchased the charger from (that is not delivering their ZDX).

Additional Support

For questions about Dreamshop, go to iN → Parts → Dreamshop → Resources


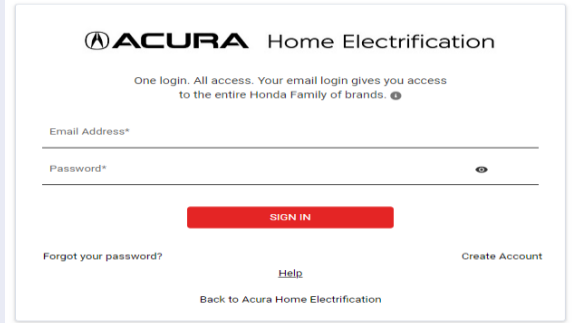
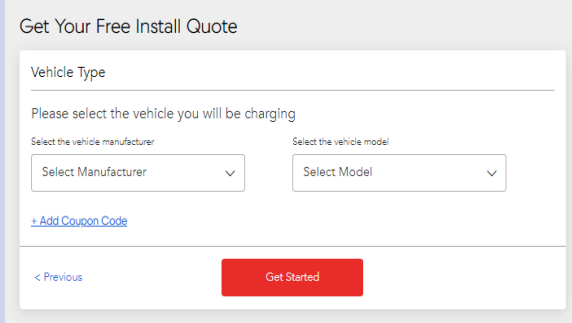
For questions about ordering chargers, contact your DSM - District Sales Manager or your DPSM - District Parts and Service Manager

For questions about Acura Home Electrification, go to: <https://homeelectric.acura.com/> or call 888-565-8236

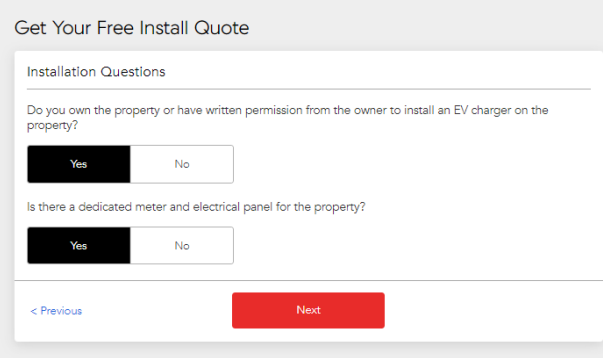
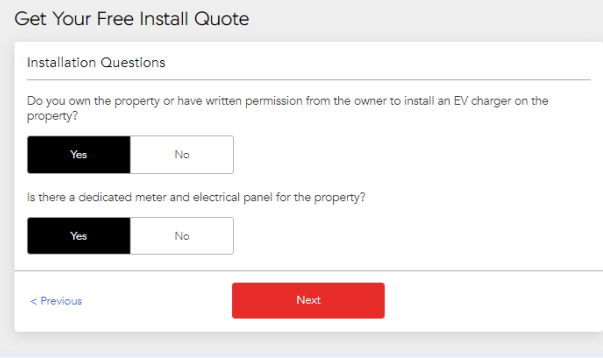
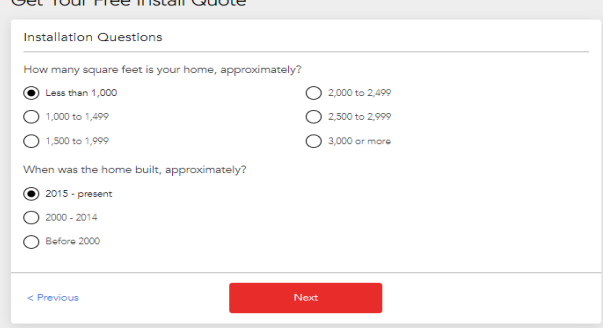
You can also attend our Weekly ODSX Dealer Support Calls.

For any other general questions about Home Electrification and Charging you can email Marc Deutsch (marc_deutsch@na.honda.com)

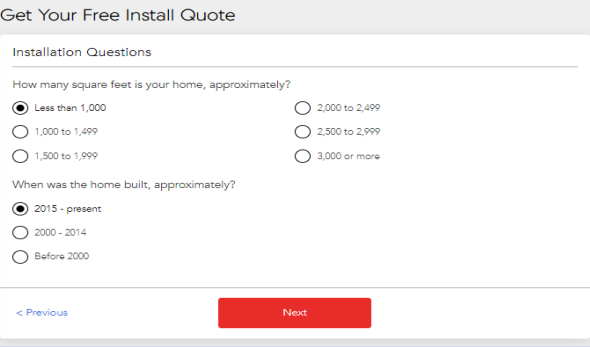
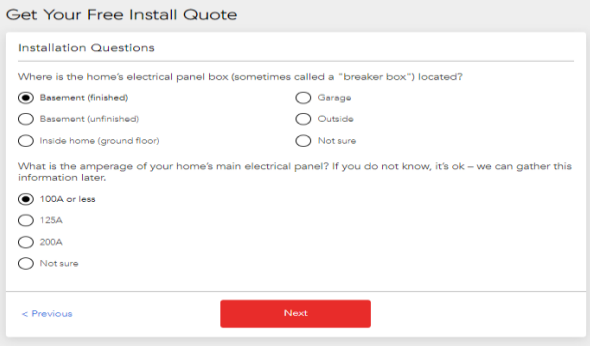
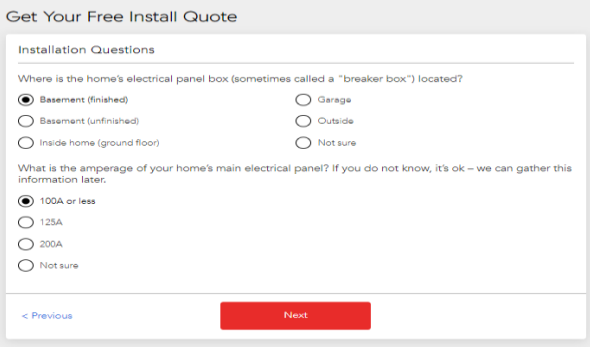
AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED ^(1/7)

ASSESSMENT QUESTION	SCREEN	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
Enter your address to begin		Enter the address where you consider to install the Acura Home Charger	Needed to find available incentives in the area and find historical pricing from installers in the network. This information won't be shared with any third parties without consent.
Sign in or click create account		Customers can log in with their existing Acura credentials (e.g., Dreamshop, MyGarage). If they do not already have an account, they will need to create one.	N/A
What is your current or future vehicle?		Select the vehicle manufacturer Select the vehicle model	Can only complete the install if they respond yes. May require property alterations to complete installation, so permission is needed.

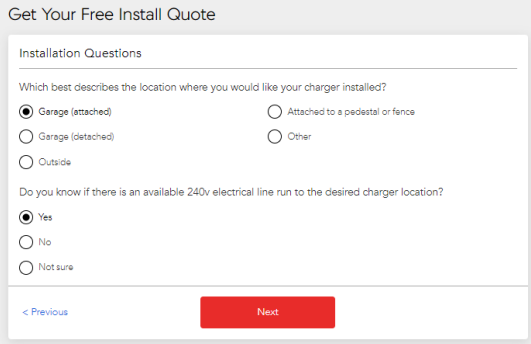
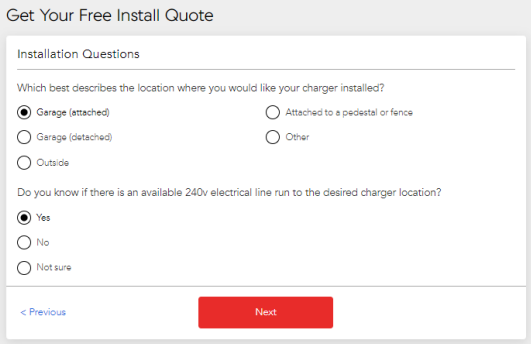
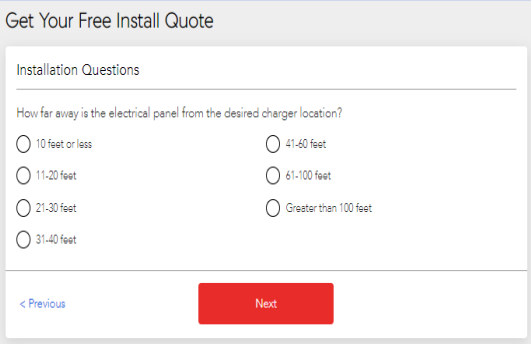
AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (2/7)

ASSESSMENT QUESTION	SCREEN	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
Do you own the property or have written permission from the owner to install an EV charger on the property?		Yes No	Can only complete the installation if they respond yes. May require property alterations to complete installation, so permission is needed.
Is there a dedicated meter and electrical panel for the property?		Yes No	The installer will need to check the panel for circuit availability and amperage to check compatibility with charger options. If pursuing the Acura Home Charger, this will be hard wired directly to the electrical panel.
How many square feet is your home, approximately?		Less than 1,000 1,000 to 1,499 1,500 to 1,999 2,000 to 2,499 2,500 to 2,999 3,000 or more	Referencing the size of the home and may impact the wire run.

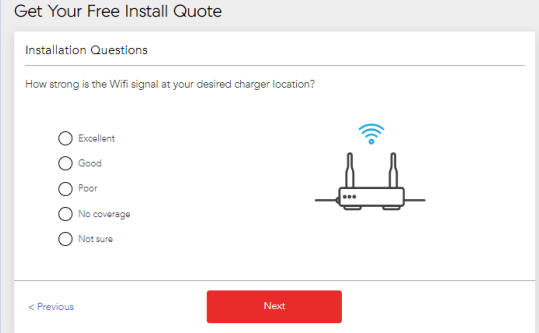
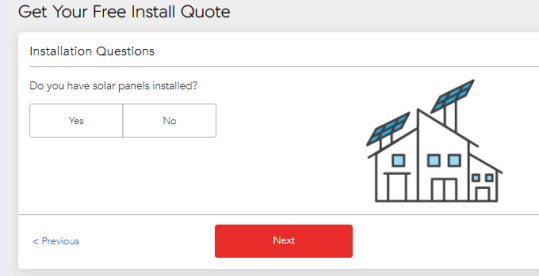
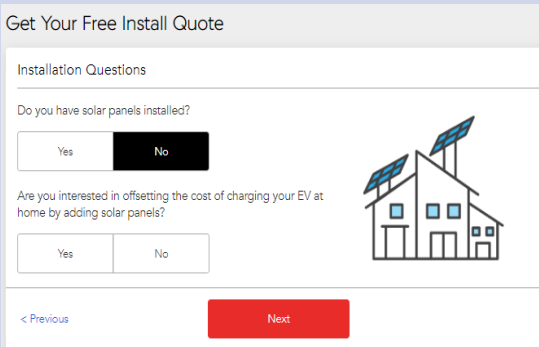
AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (3/7)

ASSESSMENT QUESTION	SCREEN	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
When was the home built, approximately?		2015 - Present 2000 to 2014 Before 2000	Electrical systems can be inferred by the year of the home. From this, the system can estimate the amperage output. If there is not enough amperage available for a given charger option, they may have to upgrade which would impact the cost of the project.
Where is the home's electrical panel box (sometimes called a "breaker box") located?		Basement (finished) Basement (unfinished) Inside home (ground floor) Garage Outside Not sure	Depending on where the electrical panel is in relation to the desired charging location, this may impact the cost of the project. If there are long distances or obstructions from installation site to electric panel, cost may increase to either extend wiring or work it into the space (e.g., drywall).
What is the amperage of your home's main electrical panel? If you don't know, it's okay, we can gather this information later.		100A or less 125A 200A Not sure	From this, the amperage output is determined for their property. If there is not enough amperage available for a given charger option, they may have to upgrade which would impact the cost of the project.

AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (4/7)

ASSESSMENT QUESTION	SCREEN	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
Which best describes the location where you would like your charger installed?		100A or less 125A 200A Not sure	Depending on where the electrical panel is in relation to the desired charging location, this may impact the cost of the project. If there are long distances or obstructions from installation site to electric panel, project costs may increase to extend wiring to the preferred location.
Do you know if there an available 240V electrical line run to the desired charger location?		Yes No Not sure	Depending on if there is an available 240V electrical line run to the desired charging location, this may impact the cost of the project. If there is not one currently, the cost may increase to run a line to the desired charger location.
How far away is the electrical panel from the desired charger location?		10 feet or less 11-20 feet 21-30 feet 31-40 feet 41-60 feet 61-100 feet Greater than 100 feet	Depending on where the electrical panel is in relation to the desired charging location, this may impact the cost of the project. If the electrical panel is a long distance from the installation site to the electric panel, project cost may increase to extend wiring/run an electrical line to the preferred location.


AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (5/7)

ASSESSMENT QUESTION	SCREEN	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
How strong is the WiFi signal at your desired charger location?		Excellent Good Poor No coverage Not sure	The Acura Home Charge Station is a connected device which utilizes the WiFi to connect with a phone app or online interface where users can track their energy use and charger. To utilize this function on this charging option, WiFi will be needed in the charging location area. If there is no signal available and the user has selected this charger option, either an extender or other support may be needed to effectively provide WiFi to the desired space.
Do you have solar panels installed?		Yes No	Set up question to promote their solar panel offering as part of the home electrification.
Are you interested in offsetting the cost of charging your EV at home by adding more solar?		Yes No	Introduction of solar panel value and opening the door to learn more or add to the project. If click yes, it leads to a bundle offer for EV charger with solar panels.

AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (6/7)

ASSESSMENT QUESTION	RESPONSE OPTIONS	IMPACT ON ESTIMATE/ WHY ASKED
<p>To continue, we need a few more pieces of information...</p> <p>Add electrical panel box photos</p> <p>* Photos needed:</p> <p>Full image with panel door open Zoomed in picture of main panel flip switch. Usually found on the very top or very bottom.</p> <p>Zoomed in picture of panel box label. Usually found on the inside door panel.</p> <p>Make sure the files are high resolution and clearly visible.</p>	Upload Photos / Video	Helps the project review and gives insights to installers. Specifically, to understand the specifics of their electrical panel via photos in addition to the questions they responded to. If possible, may remove the need for a site visit, but not a definite.
<p>To continue, we need a few more pieces of information...</p> <p>Add photos of preferred charger location</p> <p>* Photos needed:</p> <p>Please take at least one clear picture, or better yet several pictures of the area where you would like the charger.</p> <p>Make sure the pictures are high resolution and the walls, ceiling, and any protrusions are fully visible.</p>	Upload Photos / Video	Helps the project review and gives insights to installers. Specifically, to understand the charger space and understand if anything can be proactively assessed about the space. If possible, may remove the need for a site visit, but not a definite.

AHE ASSESSMENT QUESTIONS, RESPONSES, AND WHY THEY ARE ASKED (6/7)

 Home Electrification

Dashboard888-565-8236Rebates and IncentivesProductsSign Out

EV Charger

AssessmentInstant EstimateFinalize QuotePrepare for Install

Get Your Final Quote

To continue, we need a few more pieces of information

✓ If you don't have or haven't yet purchased your EV Charger then please visit the Dreamshop to order one. It must be available at your install location on installation day.

Purchase Now


The steps below are required to continue

1 Add electrical panel box photos

Upload

2 Add video (or photos) of EV Charger location

[Previous Page](#)[Cancel Project](#)



Reliability Guaranteed: 3-Year Workmanship Warranty by Acura

Exclusive Access: Acura Home Electrification is the sole provider of this comprehensive and industry leading warranty, offering you unmatched installation coverage directly from Acura.

Estimate Summary

[Why use us?](#)

Estimated Costs [What's Included?](#)

EV Charger	
Acura Home Charge Station	Purchase Now
Installation Estimate* (Hardwired)	\$1,550 - \$1,860
Project May Also Require	
Main Panel Upgrade	-
Permitting	Included
Coupons	+ Add Coupon
Total Cost	\$1,550 - \$1,860

Potential Incentives

[Potential Incentives Estimate*](#)\$558

Utility

Southern California Edison Co[More Info](#)

*Estimates subject to change based on site visit and other factors, including but not limited to, changes to the scope and necessary repairs. All quotes and pricing are subject to the terms and conditions of the installation agreement.

Make sure to upload images

Preliminary quote range shown.

To get the final quote, the Site visit & installation date and the warranty option must be determined.