Frequently Asked Questions: X-MILES Home EV Charger

About the charger

What is the X-MILES EVSmart Home Charger?
The X-MILES EVSmart XMT-EVL008 is a Made-in-Malaysia AC EV charger for safe, convenient and smart home charging. It comes with:

- three power options: 7 kW, 11 kW and 22 kW;
- a 5-metre tethered Type 2 charging cable;
- smart connectivity and X-MILES mobile app support;
- several built-in electrical protection functions.

Each power option can be bought **With Installation** or **Charger Only**.

Will it work with my car?
Yes, for most EVs. The charger works with cars that have a standard Type 2 AC charging port. This includes popular brands such as BYD, Tesla, BMW, Mercedes-Benz, Volvo and Proton. Some imported cars use a different charging standard, so please check your car's charging port before you order.

Which power rating should I choose?
It depends on your home's electrical supply, your car's onboard AC charger and how you charge.

Charger	Supply needed	Best for
7 kW	Single phase	Standard overnight home charging
11 kW	Three phase	EVs that support 11 kW AC charging
22 kW	Three phase	EVs that support up to 22 kW AC charging, or future upgrades

Your car sets the speed limit. Every EV has a maximum AC charging rate. If your car accepts up to 7 kW, a 22 kW charger will not charge it any faster. Check your car's manual or ask your dealer.

Our recommendation: If your home has three phase supply, the 22 kW charger gives you room to move to a faster-charging EV later. Today's charging speed is still limited by your car's onboard charger.

How long does a full charge take?
A 7 kW charger fully charges most EVs in about **4 to 8 hours**, so overnight charging works well. A 22 kW charger can cut this to about **2 to 4 hours**, but only if your car supports 22 kW. The actual time depends on your battery size, how empty it is and the electrical capacity at your home.

How do I know if my home is single phase or three phase?
You don't need to work it out yourself. At checkout, you upload a photo of your TNB meter and we read the supply type from it. If a rating does not match your supply, checkout will not let you select it.

Can the charger be installed outdoors?

Yes. The charger is weatherproof and rated IP65.

Can I charge my EV with solar power?

Yes. The charger works alongside a rooftop solar system. If you charge during the day, your solar panels can supply part of the power. Want to add solar to your home? Request a free solar quote from our shop.

Certification, warranty and protection

Is the charger SIRIM certified?

Yes. The X-MILES EVSmart XMT-EVL008 has SIRIM QAS product certification for its 7 kW, 11 kW and 22 kW variants. The product range also holds other certifications and approvals, including ST-CoA, TÜV, CE, CB and the MyHIJAU Mark.

You can view the SIRIM certificates on the product page under **Certifications**.

Does the charger come with a warranty?

Yes. When you buy through Verdant Solar, the charger comes with a **36-month 1-to-1 exchange warranty**. It covers eligible manufacturing defects and product faults, subject to the manufacturer's warranty terms and conditions. Full details are on the product page under **Before you order**.

Does X-MILES provide product liability insurance?

Yes. X-MILES holds product liability insurance with coverage of up to **RM1 million** for eligible claims. This is subject to the policy's terms, conditions and exclusions.

Price and installation

How much does it cost, including installation?

The price for each power rating, With Installation or Charger Only, is shown on the product page. Any promotion you qualify for is applied automatically at checkout. The With Installation price covers the standard installation package below. Any extra works found during the site assessment are quoted separately by X-MILES.

What is included in the standard installation package?

- the X-MILES EVSmart XMT-EVL008 charger;
- dedicated electrical cabling of up to **10 metres**;
- an EV distribution board with circuit protection (MCB and RCCB);
- electrical termination (isolator) and earthing checks;
- Testing & Commissioning, plus a short guide on how to use your charger.

Longer cabling, concealed wiring or other extra electrical work may cost more.

What is the difference between With Installation and Charger Only?

- **With Installation:** a site assessment, installation by our appointed licensed installer, and Testing & Commissioning.
- **Charger Only:** the charger and Testing & Commissioning. It does **not** include a site assessment or installation. You arrange your own licensed electrician to install it.

If you are not sure your home is ready for an EV charger, choose With Installation.

Will I pay anything extra after checkout?

Usually not. Sometimes the site assessment finds that your home needs more than the standard package, such as cabling longer than 10 metres or concealed wiring. If so, X-MILES will quote the extra cost directly to you once the site assessment is completed.

Some locations also have an additional fee. If yours does, it appears at checkout before you pay.

Which areas do you cover?
We currently install in **all states within Peninsular Malaysia**. Checkout tells you if your address is outside our coverage area.
I am renting, or I live in a gated community. Is that a problem?
You need permission from the property owner, and from your management body or residents' association if they require it, before installation. Please get it before your site assessment.

Ordering and payment

How do I place an order?
1. Go to **Shop**, select the X-MILES charger and choose your option.
2. Add it to your cart and select **Checkout**.
3. Enter your details and installation address.
4. Upload a photo of your TNB meter and select your property status.
5. Check the order summary and select **Pay**.

Why do you need a photo of my TNB meter?
It tells us whether your home is single phase or three phase, so you buy a charger that suits your supply.
Why do you need my IC or passport number?
We need it to issue your e-Invoice, as required by LHDN.
How can I pay?
You pay in full at checkout through our secure payment page, by online banking (FPX) or card. Instalment plans are not available for online EV charger purchases.
Do I need a promo code?
No. Any promotion you qualify for is applied automatically. You can see it in the order summary before you pay.
The total changed when I tried to pay. Why?
Prices and promotions are checked again when payment starts. Please review the updated total before you continue.
My payment link has expired. What should I do?
Payment links expire after 30 minutes. Select the product again and complete checkout.
My bank was charged but my order still shows unpaid. What should I do?
Wait a few minutes, then refresh your order. If it still shows unpaid, contact us. **Please do not pay a second time.**

After you pay

How do I track my order?
Sign in to the Verdant site and go to **Shop** → **My Orders**. Use the same phone number you entered at checkout.
What happens after I pay?
- **With Installation:** Payment → Site assessment → Installation → Testing & Commissioning
- **Charger Only:** Payment → Testing & Commissioning

You can see each step in **My Orders**.
How soon will my charger be installed?
Installation is usually completed within **7 working days** of payment, depending on your site assessment and the date you choose.

How do I book my site assessment and installation dates?
X-MILES will contact you **within 48 hours** after your payment is successful to arrange your site assessment and installation dates. You will also see each proposed date in **My Orders**. If it suits you, select **Confirm Date**. If it doesn't, let X-MILES know before confirming and they will find another date.
My home is under renovation. Can I still order?
Yes. When X-MILES contacts you, let them know when your home will be ready. They will schedule the site assessment for then.

Refunds

Can I get a refund?
Payments are non-refundable, except when the site assessment finds that your home is not suitable for an EV charger. This applies to **With Installation** orders only. Please read our full Refund Policy before you buy.
What happens if my home is not suitable?
We refund the amount you paid, less a **RM200 site assessment fee**. You do not need to apply. We start the refund once your site is confirmed as not suitable.
What makes a home "not suitable"?
Any of the following:

- your electrical supply or main switchboard cannot support the charger, and reasonable additional works cannot fix this;
- there is no safe place to mount the charger, or no safe cable route to your parking area;
- the installation would breach electrical safety standards or TNB or Suruhanjaya Tenaga requirements.

When can I not get a refund?

- after you confirm your installation date, or once installation is done;
- for Charger Only orders;
- if you change your mind or chose the wrong option;
- if you decide not to go ahead with additional works that would make your home suitable.

If your home is simply not ready yet, for example during a renovation, we reschedule the assessment. This is not treated as an unsuitable site.
How long does a refund take?
We confirm your refund and the amount within **7 working days** of the site assessment. We then pay you within **14 working days** of that confirmation. Working days are Monday to Friday, excluding Malaysian public holidays.
How will I receive my refund?
We refund to your original payment method where possible. For online banking payments, we may ask for bank details in the purchaser's name. Card refunds can take longer to show, depending on your bank.
I chose the wrong option. What can I do?
Please check your option carefully before you pay. A paid order cannot be changed or refunded if you chose the wrong option. If you have not paid yet, simply place a new order with the correct option.