



hypercharger training courses

hypercharger HYC150 / HYC300 (75kW – 300kW)

ultra-fast charging system for electric vehicles



hypercharger training courses

Version

Version 1-5 of hypercharger training courses

Translation of original German version

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1. Training courses

alpitronic Srl offers the following trainings for the hypercharger (HYC150, HYC300) product line:

1. Basic training
2. Power-Stack upgrade
3. Installation & commissioning
4. Annual preventive maintenance and servicing
5. Combined training course: (includes all contents of trainings 1-4)

The respective training content will be provided as explanatory videos/texts/graphics via an online platform (see Chapter 3.1).

The contents are currently available in German, English, French, Italian and Spanish.

Remark



alpitronic reserves the right to offer the training courses in other languages. The client has no right to training in a language requested by him, without prejudice to a written agreement between alpitronic and the client.



For simplicity, the training courses are identified below according to the numbering above.

Attention



These trainings do not authorize to perform any repair work on hyperchargers!

1.1. Basic training

1.1.1. Target group

The hypercharger basic training is intended for those people who would like to gain an initial insight into the product, but who do not work directly at the charging station. Possible participants could be managers, sales and administrative staff or prospective customers.

1.1.2. Contents

The following content is provided as explanatory videos/text/graphics:

- About alpitronic
- hypercharger product introduction
- About the hypercharger service
- Use of the hypercharger

1.1.3. Service package

Once a binding booking has been made for the hypercharger basic training, the following services will be available:

- 72-hour access to the hypercharger training platform (see Chapter 3.1)
- 4 training units (see Chapter 1.1.2)
- Access to the “hyperdoc” document platform (see Chapter 3.2)
- Individual confirmation of attendance (can be downloaded from the training platform)

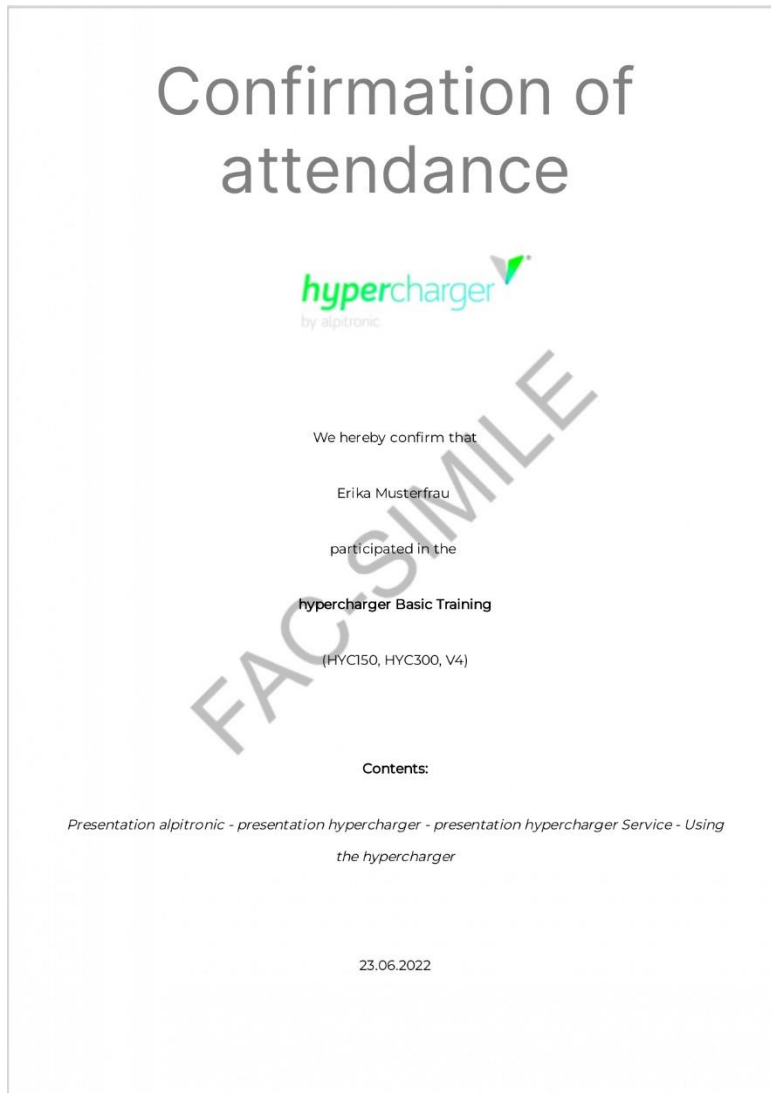


Figure 1: Sample for confirmation of attendance basic training

1.1.4. Fees

The hypercharger Basic training is free of charge.

1.2. Power-Stack upgrade training

1.2.1. Target group

The Power Stack upgrade training is intended for all (end) customers, sales partners and service partners of customers who intend to perform Power Stack upgrades on hypercharger charging stations.

Any actions taken or activity carried out on the charging stations or in their vicinity may only be performed by persons who have obtained the relevant professional qualification in accordance with the regulations in force in the place where the charging station is located, and by those people who are familiar with local statutory safety standards. By undertaking this training, participants will receive confirmation that they have been trained in the use of alpitronic charging stations. However, this does not constitute proof in any form whatsoever that they hold a professional qualification regarding the use of charging stations.

1.2.2. Contents

The following content is provided as explanatory videos/text/graphics:

- About alpitronic
- About the hypercharger service
- hypercharger product introduction
- Use of the hypercharger
- Opening the door
- Connecting to the charging station
- Webinterface
- Power-Stack upgrade

1.2.3. Service package

Once a binding booking has been made for the hypercharger Power-Stack upgrade training, the following services will be available:

- 72-hour access to the hypercharger training platform (Chap. 3.1)
- 8 training units (Chap. 1.3.2)
- Access to the "hyperdoc" document platform (Chap. 3.2)
- Optional participation in a live Q&A group session (Chap. 3.3)
- Online exam (Chap. 3.4)
- Certificate for performing installations (Chap. 3.5)



Figure 2: Sample for confirmation of attendance Power-Stack upgrade training

1.2.4. Fees

The fee for the hypercharger Power-Stack upgrade training is 75€ (excl. VAT) per participant.

1.3. Installation & Commissioning training

1.3.1. Target group

The installation & commissioning training is intended for all (end) customers, sales partners and installation partners of customers who intend to install and/or commission a hypercharger charging station.

Any actions taken or activity carried out on the charging stations or in their vicinity may only be performed by persons who have obtained the relevant professional qualification in accordance with the regulations in force in the place where the charging station is located, and by those people who are familiar with local statutory safety standards. By undertaking this training, participants will receive confirmation that they have been trained in the use of alpitronic charging stations. However, this does not constitute proof in any form whatsoever that they hold a professional qualification regarding the use of charging stations.

1.3.2. Contents

The following content is provided as explanatory videos/text/graphics:

- About alpitronic
- About the hypercharger service
- hypercharger product introduction
- Use of the hypercharger
- Packaging
- Opening the door
- Mechanical & electrical installation
- Commissioning
- Connecting to the charging station
- Webinterface

1.3.3. Service package

Once a binding booking has been made for the hypercharger installation and commissioning training, the following services will be available:

- 72-hour access to the hypercharger training platform (Chap. 3.1)
- 10 training units (Chap. 1.3.2)
- Access to the "hyperdoc" document platform (Chap. 3.2)
- Optional participation in a live Q&A group session (Chap. 3.3)
- Access to the commissioning protocol
- Online exam (Chap. 3.4)
- Certificate for performing installations (Chap. 3.5)



Figure 3: Sample certificate for Installation & Commissioning

1.3.4. Fees

The fee for the hypercharger installation & commissioning training is 150€ (excl. VAT) per participant.

1.4. Training for annual preventive maintenance

1.4.1. Target group

The preventive maintenance training course is intended for all (end) customers and sales partners wanting to perform annual preventive maintenance on hypercharger charging stations.

Any actions taken or activity carried out on the charging stations or in their vicinity may only be performed by persons who have obtained the relevant professional qualification in accordance with the regulations in force in the place where the charging station is located, and by those people who are familiar with local statutory safety standards. By undertaking this training, participants will receive confirmation that they have been trained in the use of alpitronic charging stations. However, this does not constitute proof in any form whatsoever that they hold a professional qualification regarding the use of charging stations.

1.4.2. Contents

The following content is provided as explanatory videos/text/graphics:

- About alpitronic
- About the hypercharger service
- hypercharger product introduction
- Differences between hardware versions 3 & 4
- Use of the hypercharger
- Opening the door
- Connecting to the charging station
- Webinterface
- Annual maintenance

1.4.3. Service package

Once a binding booking has been made for the hypercharger maintenance training, the following services will be available:

- 72-hour access to the hypercharger training platform (Chap. 3.1)
- 9 Training units (Chap. 1.4.2)
- Access to the "hyperdoc" document platform (Chap.3.2)
- Optional participation in a live Q&A group session (Chap. 3.3)
- Access to the maintenance protocol
- Online exam (Chap. 3.4)
- Certificate for performing annual preventive maintenance (Chap. 3.5)



Figure 4: Sample certificate annual preventive maintenance

1.4.4. Fees

The fee for the hypercharger training on preventive maintenance is 150€ (excl. VAT) per participant.

1.5. Combined training course (installation & commissioning, annual preventive maintenance and Power-Stack Upgrade)

1.5.1. Target group

This combined training is intended for all (end) customers, sales & maintenance partners and installation partners of customers who intend to install and/or commission a hypercharger charging station and who want to perform annual preventive maintenance on it. In addition, this training makes it possible to perform power stack upgrades.

Any actions taken or activity carried out on the charging stations or in their vicinity may only be performed by persons who have obtained the relevant professional qualification in accordance with the regulations in force in the place where the charging station is located, and by those people who are familiar with local statutory safety standards. By undertaking this training, participants will receive confirmation that they have been trained in the use of alpitronic charging stations. However, this does not constitute proof in any form whatsoever that they hold a professional qualification regarding the use of charging stations.

1.5.2. Contents

The following content is provided as explanatory videos/text/graphics:

- About alpitronic
- About the hypercharger service
- hypercharger product introduction
- Differences between hardware versions 3 & 4
- Use of the hypercharger
- Packaging
- Opening the door
- Mechanical & electrical installation
- Commissioning
- Connecting to the charging station
- Webinterface
- Annual maintenance
- Power-Stack upgrade

1.5.3. Service package

Once a binding booking has been made for the hypercharger combined training, the following services will be available:

- 72-hour access to the hypercharger training platform (Chap. 3.1)
- 13 training units (Chap. 1.4.2)
- Access to the "hyperdoc" document platform (Chap. 3.2)
- Participation in a live Q&A group session (Chap. 3.3)
- Access to the commissioning and maintenance protocol
- Online exam (Chap. 3.4)
- Certificate for performing installation and commissioning, annual preventive maintenance and upgrades of Power-Stacks (Chap. 3.5)



Figure 5: Sample certificate combined training

1.5.4. Fees

The fee for the hypercharger combined training is 300€ (excl. VAT) per participant.

2. Registration

2.1. Order form

You can register for the course using the order form available on the website <https://training.hypercharger.it/>. With regard to EU General Data Protection Regulation 2016/679 (Art. 13), the form requests the following information:

- **Training information**
 - o Requested training (only one type of training can be selected per order)
 - o Requested number of participants (details see Chap. 2.4)
 - o Requested date (details see Chap.2.2)
- **Information about the person responsible for the order**
 - o First & Last Name
 - o E-mail address
 - o Phone number
- **Corporate data of ordering company**
 - o Company name
 - o Address, Zip Code, City, Country
 - o General phone number
 - o General e-mail address
 - o Website
- **Billing information of ordering company**
 - o VAT ID
 - o Recipient code for electronic invoices (mandatory for companies subject to tax in Italy)
 - o Billing information (billing address, e-mail address, phone number)
 - o Your sign (order number)
 - o Order date
- **Participant information**
 - o First name
 - o Last name
 - o Date of birth
 - o E-mail address
 - o Company (if differing from the ordering company)
 - o Country in which business activities are performed
 - o Customer for whom the activities are performed
 - o Requested language for the online exam & certificate
- **Certified company:** If you register for training 2, 3 or 4, you can optionally list yourself as a certified company at alpitronic. You will only be listed as long as your company employs people with a valid certificate. If you give your consent, the contact details provided will be forwarded to interested parties upon request.
- **Possible comments:** There is an opportunity to provide comments.

Once you have entered all the data completely, you will be taken to an overview page summarizing the following information:

- Selected Training
- Contact person
- Number of participants
- Total costs
- Availability: All details can be found in Chapter 2.5

After you have accepted the terms and conditions, the clauses according to art. 1341 and 1342 (Italian Civil Code) as well as the privacy policy, you can book the selected trainings (for more information on billing, see Chap. 3.6). In addition, you can subscribe to the training newsletter.

Combined training

CONFIRM ORDER

Overview

- Selected training: Combined training
- Contact: John Smith
- Amount of participants: 3
- Cost: 750€
- Availability: The order can be placed

☒ I want to subscribe to the hypertraining newsletter

☒ I accept the terms and conditions and the privacy policy

☒ I accept the clauses pursuant to art. 1341 and 1342 Italian civil code

← Backward Book now ✓

DE GB

Figure 6: Confirm order

Remark



This order form is considered an official order. If you enter an order number intended for your internal operating purposes ("your sign"), this will be indicated as a reference in the invoice in addition to the order number automatically generated by alpitronic.



Multiple training orders from the same company will eventually be combined into a single invoice, provided that a) the identical invoice data and b) no different customer order numbers ("your sign") have been specified.



If you have already ordered once in the past and the company and billing data have not changed in the meantime, you do not have to enter them manually again for another order. You can enter the order number generated by alpitronic for the last booking, then this data will be automatically restored for the new order.

2.2. Available data

All training courses described in Chapter 1 are offered every 2-3-weeks. Access to the platform will be provided from Tuesday, 12:01 a.m. (CET) to Thursday, 11:59 p.m. (CET), with the invitation being sent the day before. This usage period cannot be extended.

The live Q&A session scheduled for training 2-5 will take place on the respective Friday from 11:00 a.m. – 12:00 p.m. (CET).

Remark



alpitronic reserves the right to unilaterally postpone dates specified in the booking. The rescheduled date will be communicated by alpitronic in a reasonable time.



If Friday happens to be a public holiday in Italy, the Q&A group session will take place on the following business day between 11:00 a.m. and 12:00 p.m. (CET).

2.3. Registration deadline

Registration for the training types 2-5 must be made at least 25 calendar days prior to the respective training date, registration for a basic training can be made up to 5 days before the training starts. Registrations received at a later date or not submitted using the order form explained in Chap. 2.1 will not be taken into account.

2.4. Maximum number of participants

Each ordering company is allowed to register a maximum of 15 participants for each of the other training sessions for each training date offered.

To ensure the quality of the live Q&A group sessions, the number of participants is **limited to 70**. As these dates are linked to those of the platform, the platform will thus allow a maximum of 70 participants for each training date for training types 2-5 collectively.

As there is no live Q&A session for the basic training, the number of participants per date is not limited.


Remark



Additional registrations or cancellations of participants are to be sent to the mail address training@hypercharger.it and may only be made by the contact person indicated in the booking form. The order number generated by alpitronic must be stated with the request.

2.5. Availability check

In the digital order form (see Chap. 2.1), the next 5 available dates and the remaining slots per order (see Chap. 2.4) are displayed:

Select a training date 

Platform access 19.07 - 21.07., Q&A Session 22.07 11.00am-12.00pm CET (10 remaining slots)
Platform access 02.08 - 04.08., Q&A Session 05.08 11.00am-12.00pm CET (10 remaining slots)
Platform access 16.08 - 18.08., Q&A Session 19.08 11.00am-12.00pm CET (10 remaining slots)
Platform access 30.08 - 01.09., Q&A Session 02.09 11.00am-12.00pm CET (10 remaining slots)

Figure 7: Selection of training dates

As soon as the total of 70 places per date have been booked for training courses 2-5, the date will be deleted from the selection list and the subsequent date will move up.

Dates that do not appear in the selection list cannot be booked.

Before the order is confirmed, the availability is checked again, since otherwise simultaneous parallel registrations cannot be precluded. If the slots previously shown as available have been booked in the meantime, either a new date with sufficient available slots can be selected, or the number of participants can be reduced. In the first case all entered data will be kept, in the second case, the data of those participants who were withdrawn from this date will be lost.

2.6. Booking confirmation & prepayment

As soon as the booking request has been successfully submitted to alpitronic, the contact person indicated in the order form will receive a confirmation of receipt including an automatically generated order number via mail.

This is **not yet an official booking confirmation** for participation in the training, but merely a confirmation that alpitronic has received the booking request and will now check it.

Remark



alpitronic reserves the right to decline training requests (e.g. if the same company places several orders via the website for the same training session). In this case, the contact person(s) will be informed.



Orders from not yet registered customers will only be confirmed once the customer details have been entered into the alpitronic system. This may take a few working days.

If the check is positive, the client will receive a booking confirmation for the free basic training or a reservation confirmation for the chargeable trainings 2-5. In the latter, the customer will be requested to pay the participation fees in advance, via bank transfer, no later than 7 calendar days before the training start.

Remark



A training course is then bindingly booked and entitles the client to participate as soon as the fee has been credited to alpitronic's account.



Any changes to the corporate and billing data specified in the order must be communicated to training@hypercharger.it no later than 21 calendar days before the start of the training. Subsequent changes to the billing data cannot be made.



The invoice will be sent to the mail address provided in the order no later than 16 calendar days before the training start. You will find more information regarding on the billing in chapter 3.6.

If payment is not received within the aforementioned period, the client is not entitled to participate in the training. In this case, the reservation will be automatically postponed to the next available training date. This also applies to delayed payments.

If no payment is made even the second time, the reservation will be automatically deleted.

2.7. Booking confirmation

As soon as the payment for the reserved training has been received by alpitronic, the contact person receives a binding booking confirmation via mail.

Furthermore, an e-mail with full details of the procedure will be sent to all registered participants. Participants of the free basic training will already receive this message at an earlier stage (Chap. 2.8).

2.8. Cancellations, deregistrations and interruptions of trainings

Reserved trainings can be cancelled for individual participants as well as for the whole group without any charge, as long as the invoice has not yet been issued. A corresponding notification must be sent to training@hypercharger.it.

Training courses cannot be cancelled after the invoice has been issued, already paid fees will not be refunded. In this case, it is possible to arrange a new training date for both individual or all participants or to register substitute participants for the reserved date. For this purpose, client shall contact alpitronic via the e-mail address training@hypercharger.it no later than 5 calendar days before the training start.

Participants who cancel training sessions that have already begun must notify that circumstance to the e-mail address training@hypercharger.it before the start of the live Q&A session. However, such cancellation does not entitle the participant to attend the final exam. If no timely notification is made, the participant in question or the client must proceed for a new training booking and pay the fee again.

Remark



The client is obligated to inform the participants about all changes.

3. Procedure

3.1. Training platform

Participants will receive the corresponding access link to the training platform and the hyperdoc document platform on the evening before the training starts. Participants can register for both platforms themselves. Participants will receive the access link to the live Q&A session in another mail.

If the training has been confirmed by alpitronic, each registered participant will receive the access data to the platform via mail the evening before the booked date.

Access is valid from the selected time period and will be limited to 72 hours. This period of time cannot be extended.

All contents of this training platform, and specifically the texts, photos, videos and graphics, are all protected by copyright. Unless otherwise indicated, this copyright is reserved by alpitronic GmbH. Recordings as well as the making of duplicate copies of the provided videos and documents, including any extracts therefrom, is prohibited.

The different training units are completed independently and at a pace to suit each individual participant.

Some of the training units are mandatory and cannot be skipped.

Remark



Depending on the type of training, it takes approximately 0,5 – 2,5 hours to go through all the content on the training platform.



We do recommend, however, that you allow more time to do this so that you can take full advantage of the 72 hours provided to fully understand the content. The explanatory videos are packed full of very important information. That is why it is a good idea to watch them several times, and to pause and take notes when needed.

3.2. Registration on the hyperdoc document platform

Once they have been invited to the requested training, participants can register to the hyperdoc document platform.

Participants will receive a confirmation message via mail as soon as they have been granted access (at first only restricted access will be granted). This may take a few working days.

After completion of the basic training course or after passing the online exam, all documents that are intended for the respective training course will be released.

If the certification has expired and is not renewed, access will be restricted to the basic documents again.

Remark



If you have any questions or problems regarding the document platform, please contact support@hypercharger.it.



The digital protocol functions are not yet available at the time of publication of this document. In the meantime, the editable PDF certificates available on hyperdoc can be used.

3.3. Optional live Q&A Group Session

Each registered participant (applies only to trainings 2-5) receives on the evening before the training starts an e-mail invitation to take part in the Live Q&A group session.

The group session takes place on Microsoft Teams and will be led by one of our technical experts. The group session will last one hour (11:00 a.m. to 12:00 p.m. CET).

The presentation language of the live Q&A group session is English. If there are only German or only Italian speakers in a group session, the presentation can be agreed to be carried out in German or Italian.

3.4. Online Exam

For whom takes the basic training, a confirmation of attendance will be issued directly on the training platform and no exam must be taken.

The participants of the 2-5 trainings will receive the link and the credentials for the online exam via mail after the live Q&A group session has been completed. The exam is available on the website <https://www.classmarker.com/>.

The exam consists of multiple-choice questions and is limited to a duration of 90 minutes.

It is possible to pause the exam and resume it later, any answers that have been given up to that point will be temporarily saved.

To pass the exam, you will need to answer 75% of the questions correctly.

A total of two test attempts can be made.

The exam must be completed within one calendar week (from the date upon which the invitation was sent), this also applies to any second test attempt. An extension of this deadline is not possible.

If the exam is not taken within this time frame, or if it's failed twice, it won't be possible for the participant to be certified and so the training must be taken (and paid for) again.

Remark



alpitronic reserves the right to change the test terms and conditions at any time. At the start of the exam, the current rules that are valid will be displayed on the website.

3.5. Certification

If the exam is passed, the respective certification (see Chap. 1) can be downloaded directly from the website.

This certificate will be **valid for one year**.

Attention



Upon expiration of the certificate, the right to further perform the respective activities at the hypercharger expires.

3.6. Billing

Invoices will be issued no later than 16 calendar days before the start of the training.

The invoice will be issued on the billing data specified in the booking request and sent to the specified mail address.

The client can only request a change in the billing data no later than 21 calendar days before the start of the training. The notification has to be sent at the e-mail address training@hypercharger.it. A subsequent change of the billing data is not possible.

Remark



Several training orders from the same company may be combined into a single invoice, provided that a) the identical invoice data and b) no different customer order numbers ("your mark") have been specified (cf. Chap. 2.1).
