



Enforcement Undertaking Summary

Electric Vehicles (Smart Charge Points) Regulations 2021

An Enforcement Undertaking is a commitment by a business to undertake specific actions within a specified timeframe.

The Office for Product Safety and Standards ('OPSS') has accepted an Enforcement Undertaking under paragraph 20, Schedule 2 to the Electric Vehicles (Smart Charge Points) Regulations 2021 ('the Regulations') as summarised below.

Date Enforcement Undertaking accepted	30 June 2022
Date by which all actions specified in the Enforcement Undertaking must be completed	29 March 2024 (extended from 31 December 2022)

Name of business:	Compleo Charging Solutions UK Limited
Company registration number: (if applicable)	11097731
Address: (including postcode)	The Lambourn Wyndyke Furlong Abingdon England OX14 1UJ

Model(s) or type(s) of charge point covered by the Enforcement Undertaking
1. Compleo eBox Professional (including Touch)
2. Compleo Duo (including Duo Fleet)
Technical requirement(s) addressed in the Enforcement Undertaking
1. Regulation 10 (Off-Peak Charging)
2. Regulation 11 (Randomised Delay)

3. Regulation 12 (Security) – Part

Enforcement Undertaking

Model or Type of charge point	Breach(es)	Action(s)	Completion Date
Action(s) to secure that the breach(es) do not continue or recur.			
Compleo eBox	Regulation 10, 11 and 12	The chargers will be compliant via firmware and software updates that will be released via our back office.	30 September 2023
Compleo Duo	Regulation 10, 11 and 12	The chargers will be compliant via firmware and software updates that will be released via our back office.	30 September 2023
Action(s) to secure the restoration of the position, in so far as possible, to what it would have been if the breach(es) had not been committed.			
All chargers	Regulation 10, 11 and 12	Customer communication.	01 July 2025
Action(s) (including the payment of any sums of money) to benefit any third parties affected by the breach(es).			
All chargers	Regulation 10, 11 and 12	Penalty for not delivering the offered chargers, when the projects are not implemented after 30 th June.	N/A
How the statement of compliance will reflect the areas of compliance with the Regulations, and any areas of non-compliance, for the respective charge point:			
In the compliance statement the delay and off-peak hour setting will be mentioned separately with the work around possibility and support during the commissioning of the charger.			