

BTC POWER

TECHNICIAN CERTIFICATION

Level 2



eBox



Wall Mount



Pedestal

Legacy and MAX

Level 3: GEN1



Regular 50kW



Slim 50kW

Level 3: GEN2



100kW AiO



Tower & Dispenser
50 to 400 kW

Level 3: GEN4



4.0
Tower



4.1
Tower

Gen2 Gen4 EA
Dispensers



180kW AiO



Public Dispenser

Revised: 6 November 2025

BTC POWER TRAINING GUIDELINES

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BTC POWER TRAINING GUIDELINES

The BTC Power Technician Certification Course is in-depth training on how to service, repair, and commission our chargers.

We offer both online and live instructor-led training programs. Both training options certify technicians to perform repairs on BTC POWER chargers.

Upon completion of either training option, the technician must pass a final exam to earn their certification. The certification is valid for two years and requires recertification every two years.

There are two certification paths:

- 1. Online Only through the BTC POWER Academy: \$250* per technician**
(See page 4 for topics covered)
- 2. Instructor Led \$1,750* per technician (Includes the Online training)**
(See page 5 -6 for topics covered)

Optional Day 3 add for Gen1 & Gen2 Chargers \$1,000*/Technician¹

*Prices subject to change

¹ Additional Cost

The instructor-led training course is a two-day program offered at our corporate headquarters in Irvine CA. It covers Level 2 and Gen 4 Chargers.

A third day can be purchased to cover: Gen 1: Regular 50kW, Slim 50kW, Gen 2 50kW-400kW Tower and Dispenser, and 100kW AiO.

See pages 5-6 for the standard Instructor led course outline. Custom classes on specific chargers require purchasing 6 seats.

Reach out to your BTC POWER point of contact or email training@btcpower.com to inquire about class availability.

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Online Training Content

AC Level 2

Gen1: Regular 50kW,
Slim 50kW

Gen 2: 50-400kW

Tower & Dispenser,
100kW AiO

Gen 4: 360kW Tower

& Dispenser, 180kW
AiO

TOPICS:

1. Introduction to Charging & BTC POWER Chargers
2. Basic Electrical Measurements Used in Charger Service
3. Lock Out Tag Out Procedure
4. OSHA Live-Dead-Live Procedure
5. Technician Basics & Charger Site Inspection
6. AC Level 2 Introduction
7. AC Level 2 Charger Component & Function
8. AC Level 2 Service
9. Level 3 Introduction to DC Chargers AC Inputs and DC Power Supplies
10. Level 3 DC Charger Voltage Inspections and DC Depletion
11. Level 3 AC to DC Power Conversion
12. Level 3 Charger Cooling System
13. Level 3 Safety Loops & Safety Relay
14. Level 3 User Interface
15. Level 3 Charge Plugs & Communication
16. Level 3 Restoring Chargers to Service
17. Final Test

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TECHNICIAN TRAINING OUTLINE

DAY	TOPICS	HANDS-ON
Day 1 Introduction & AC Level 2	A. Introduction to EV Charging & BTC Power Chargers B. Safety Review C. Review required service tools and equipment D. Case Management E. Documentation Level 2 Chargers A. Specifications B. Theory of Operation C. Commissioning D. Troubleshooting	1. Tour of the BTC Power Facility and Product Line 2. Documentation Access 3. Voltage Check 4. L2 Charge Cable Remove & Install 5. L2 Display Replacement
Day 2 DC Level 3 GEN 4	Introduction to Level 3 Chargers A. AC Input B. Step-down Transformers C. Power Supplies D. AC to DC Power Conversion E. Soft Start F. Bleed Resistors G. Safety Relay, Safety Loops & Relays H. External Charger Anatomy I. Cooling J. Charge Plugs and Communications K. SECC Cards	Level 2 display replacement often runs into day 2 up to 2 hours 6. Testing Step Down Transformers 7. Testing & Adjusting power supplies 8. Testing Contactors 9. Understanding Safety Circuits 10. Configuring SECC Cards
	360kW Distributed Charger A. Specifications B. Anatomy C. Charge Strategies D. Safety Operation E. Commissioning Issues Public Dispenser A. Specifications B. Anatomy C. Safety Operation D. Commissioning Issues	Tower 4.0/4.1 10. Power Module Remove. Install and Addressing 11. Control Box Access 12. Air Filter Access 13. MCU Hex Code Programming Public Dispenser 14. IMD Settings 15. Precision Meter Settings 16. Air Filter Access 17. Commission a tower and public dispenser

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Day 2 DC Level 3 GEN 4 Continued	180kW All In One A. Specifications B. Anatomy C. Charge Strategies D. Component Maintenance Schedule E. MCU's & Thermistor Landings & Settings F. Power Module Anatomy G. Commissioning Issues	18. Testing hidden fans 19. Fan Module and Air Filter Remove and Install 20. Power Module Access 21. Liquid Cooling Unit Access 22. Charge Cable Access 23. DC Contactor Access
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OPTIONAL: Day 3-Gen 1 & Gen 2 Additional Cost \$1,000*/Technician¹

Day 3 Retired DC Level 3	Gen 1 & Gen 2 Introduction A. Step-down Transformers B. Soft Start C. Bleed Resistors D. Safety Relay, Safety Loops & Relays E. Cooling F. Charge Plugs and Communications G. SECC Cards HPC Distributed Chargers (Gen2) A. Specifications B. Anatomy C. Charge Strategies D. Component Maintenance Schedule E. MCU's & Thermistor Landings & Settings F. Safety Relay Operation G. Power Module Anatomy H. Commissioning Issues 100kW All-in-One	Tower 1. Voltage Check 2. Understanding Safety Loop Components & Function 3. MCU 4.3 Dip Switch Settings 4. Fan Testing and Override 5. CAN Bypass for Testing 6. Power Module Address Setting 7. Power Module Rebuild Dispenser 8. MCU Thermistor Landings, Jumpers, and Dip Switch Settings 9. Liquid Cooled Pump Manual Override 10. CCS1 Liquid Cooled Charge Plug terminal replacement 11. CCS1 Liquid cooled charge cable remove and install 12. Cooling system maintenance
	Regular 50kW A. Specifications B. 208V & 480V C. Anatomy D. Component Maintenance Schedule	Regular 50kW 13. Voltage Check 14. Relay identification 15. Safety Testing 16. Removing Residual Power When a Fuse is Blown 17. Fan testing 18. Fan Access 19. CHAdeMO Cable Replacement
	Slim 50kW A. Specifications B. 208V & 480V C. Anatomy D. Component Maintenance Schedule E. Transformer & Inductor Access F. Counterweight Paracord Access	1. Voltage Check 2. Hidden fan testing 3. Paracord Access 4. Safety Testing

BTC POWER TRAINING GUIDELINES

CONTACTING BTC POWER TRAINING

Email: Training@BTCPOWER.com

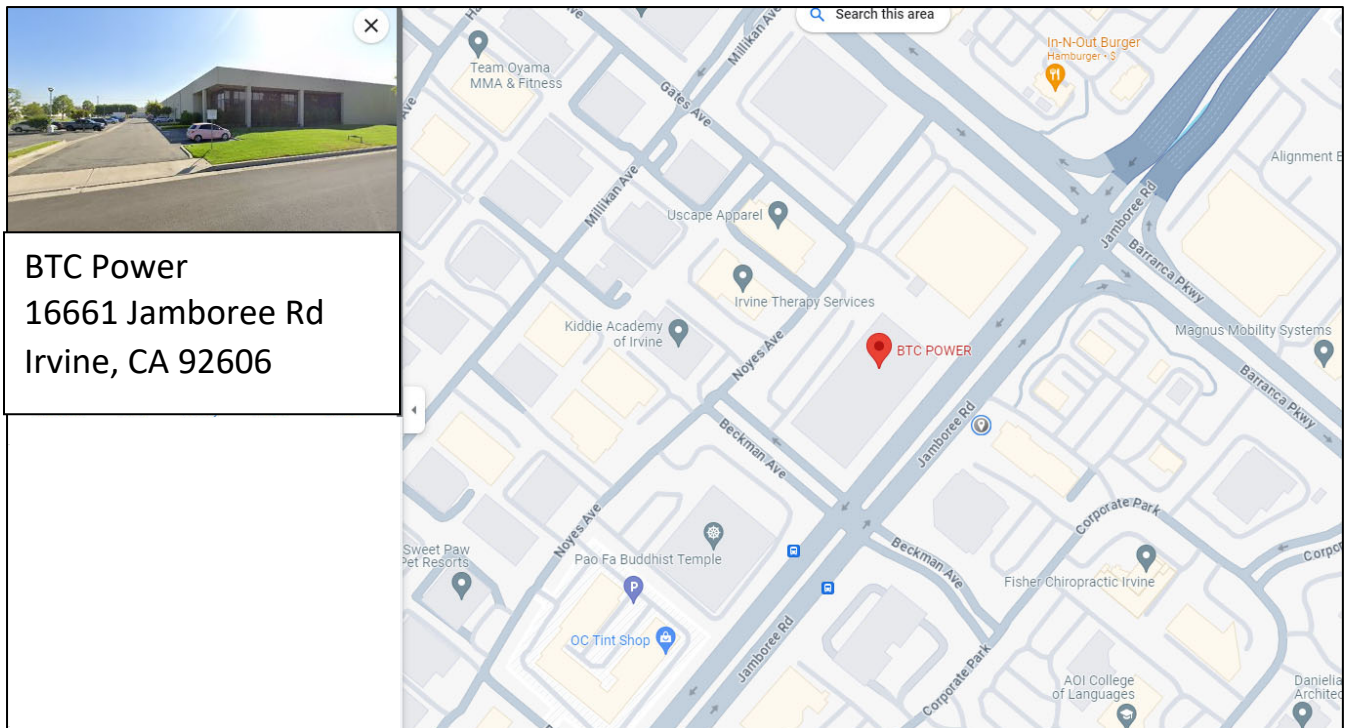
REQUIRED PREREQUISITES FOR INSTRUCTOR LED TRAINING

This course offered by BTC POWER is designed for skilled technicians to learn our product operation and repair procedures. This course does not teach basic technician skills.

To attend this course and get the most value, we require technicians to come to class already possessing the following basic skills and knowledge:

1. OSHA Safety training:
 - a. There are many online OSHA-10 courses that cover important safety topics. OSHA 30 also qualifies.
2. Fluent in English.
3. Basic hand tool use.
4. Torque wrench use.
5. Meter setting for AC/DC Voltage and continuity.
 - a. Fluke offers an online course that covers these meter settings and use.
6. We require a sign-off from your present supervisor or manager to ensure that you meet all these criteria.

TRAINING LOCATION



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AIRPORTS

AIRPORT CODE	NAME	DISTANCE	NOTES
SNA	John Wayne/Santa Ana	5 miles	Highly Recommended
LGB	Long Beach Airport	23 miles	25-to-40-minute commute
LAX	Los Angeles International	43 miles	60-to-90-minute commute
ONT	Ontario	38 miles	

HOTEL RECOMMENDATIONS

NAME	Cost Est*	ADDRESS	PHONE	WEBSITE
Embassy Suites by Hilton (2miles/5 min)	\$127 to \$182	1325 E. Dyer Road Santa Ana, CA 92705	714-241-3800	Embassy Suites by Hilton Santa Ana Orange County Airport - Google hotels
Residence Inn by Marriott (4miles/8 min)	\$143 to \$255	15181 Newport Ave Tustin CA 92780	714-258-9700	Residence Inn by Marriott Tustin Orange County - Google hotels
Fairfield Inn and Suites by Marriott (4 miles/8 min)	\$128 to \$220	15011 Newport Ave Tustin, CA 92780	714-258-9900	Hotel near Santa Ana, CA Fairfield Inn & Suites Tustin Orange County (marriott.com)

*Estimates only, pricing varies, please contact the hotels for exact cost.

BTC POWER TRAINING GUIDELINES

PAYMENT POLICIES & CONDITIONS

Payment is required at least four weeks in advance of training. Failure to pay in advance may forfeit your registration.

- Payment may be made by check, wire transfer, ACH, or credit card.
 - If paying by credit card, there is a 3% processing fee.
 - Credit card information must be provided at the time of registration.
 - If no payment is received by the payment due date, the credit card will be charged.
 - Class seats are reserved once payment is processed
- Cancellation/Rescheduling Terms:
 - Registration for classes may be cancelled four weeks prior to the date of training, without cancellation fees.
 - If the class has been prepaid, you may:
 - receive a full refund, or
 - reschedule for a future class
 - Cancellations **with greater than two** weeks' notice from the first day of training will forfeit 50% of the fee.
 - The remaining 50% balance of the prepayment may be applied to a future class or refunded.
 - Cancellations within two weeks of the first day of training are non-refundable and registration will be forfeited.

CLASS SEAT RESERVATIONS

Class seats are reserved once all required forms are submitted and payment has been arranged.

CLASS START & END TIMES

Class runs from 8AM to 5PM.

DRESS CODE

Dress appropriately for working on AC and DC chargers. **Electrical Hazard rated safety toe footwear and safety glasses are required.**

LUNCH

Lunch is provided during all three days of technician training.

MANUALS

Product guides for our chargers are provided to each student. Bring a backpack to carry all the resources home.

CERTIFICATION PASS/FAIL TEST

Technicians must pass a final certification test after completing either the online training or the instructor lead training. A failed result does not qualify for certification. Technicians that fail must email Training@BTCPOWER.com to appeal for a second attempt at the test.

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CERTIFICATES

Each student that passes the final test is provided with access to a certificate of completion available from the BTC POWER Academy. The certificate identifies the expiration date of their certification.

CERTIFICATION DURATION

Your certification to work on BTC POWER chargers is effective for two years. **The start of certification for training is completion of the final test.** The test must be completed and passed within 2-weeks after completion of the class or online modules. Certification expires 2-years after passing the test. The options for renewal of your certification are:

RECERTIFICATION

1. If you haven't taken the online training prior, complete the online modules \$250* plus tax.
2. Retake the instructor-led training course \$2250* plus tax. Advisable if you are unfamiliar with the latest BTC POWER chargers.

* Prices subject to change.

ACCESS TO BTC POWER TECHNICAL DOCUMENTATION

BTC POWER certified technicians are provided with access to BTC POWER online technical documentation for the period they are certified (2-years). After 2-years and a 3-month grace period, if you have not renewed your training, access to BTC POWER online technical documentation will be revoked. To request access to the technical documentation, email your request to Training@BTCPOWER.com.

ACCESS TO BTC POWER TECHNICAL PHONE SUPPORT

BTC POWER certified technicians are provided with access to BTC POWER technical phone support for the period they are certified (2-years). After 2-years and a 3-month grace period, if you have not renewed your training, access to BTC POWER technical support may be withdrawn.