

FAQ : How to use our website ?



Reference :

FAQ_EVEA_Utilisation_Site

Brand : EVEA

Options :

No variants

3D Model : Not available

EAN-13 :

1. Two ways to navigate

On EVEA Distribution, you can explore our solutions in two complementary ways:

- **By product type** (motors, controllers, batteries, accessories, etc.)
- **By project type** (industrial conversion, boat conversion, vehicle conversion, etc.)

1.1 Navigating by product type

If you already know which kind of component you need, browsing through the **product categories** is the simplest approach. From the main menu, you can quickly access:

- Electric motors
- Controllers / inverters
- Batteries and BMS
- Cabling accessories and safety components
- Control modules, sensors, interfaces, etc.

Each category allows you to filter products (voltage, power, usage, etc.) and access a detailed product page with technical specifications, photos, and—when available—technical documentation (datasheet).

1.2 Navigating by project type

If you start from a **global need** rather than a specific reference, you can browse by **project type**. For example:

- Industrial conversions (machines, handling equipment, etc.)
- Marine conversions (boats, tenders, shuttles, etc.)

- Recreational or work vehicle conversions
- Prototypes, test benches, educational demonstrators

These sections highlight **recommended kits**, suggested components, and sample configurations to help you identify which parts are suitable for your project.

2. FAQ and help center

To answer the most common questions, we provide a detailed **Frequently Asked Questions (FAQ)** section. You will find helpful information about:

- Component compatibility
- Basics of electric conversion
- Controller and system setup
- Delivery, returns, and warranties

Before contacting us, we recommend checking the FAQ—it often provides a fast and clear answer.

3. The global search function

The search bar at the top of the website allows you to quickly find a **product**, a **FAQ entry**, or a **content article** (guide, technical information, news...).

When you perform a search, all results appear on a **dedicated search page**, organised into three separate sections, divided by horizontal separators:

- **Products** matching your search
- **FAQs** containing relevant keywords
- **Articles / content** (guides, tutorials, news, etc.)

This layout helps you:

- Find the right products if you're ready to buy
- Get quick answers to your technical or practical questions
- Access guides and resources to better understand electric conversion

4. Motorisation kit configurator

To help you build your own solution, we offer a **motorisation kit configurator**.

This tool lets you:

- Describe your project (vehicle/machine type, usage, constraints)
- Select a range of power, voltage, autonomy or budget
- Generate a suggested combination of **motor + controller + battery + accessories**

The configurator is not a final quote but a **starting point** for designing a coherent kit. You can then adjust the components, save your configuration, and send it to us for validation or optimisation.

5. How to request a quote

You can request a **personalised quote** in several ways:

- By adding products to your cart and using the **request a quote** option (if available) from the cart page.
- By creating your setup using the **kit configurator** and sending us your configuration summary.
- By contacting us directly through the **contact form** or by e-mail, describing your project (vehicle/machine type, usage, requirements, etc.).

We review your request and get back to you with a detailed proposal (components, pricing, indicative lead times), which you can approve before placing an order.

6. Delivery and shipping times

Orders are shipped via postal services or partner carriers. Here are the standard estimated delivery times:

- **France:** 2 to 3 business days
- **European Union:** around 1 week
- **Rest of the world:** around 3 weeks

These timeframes are indicative and may vary depending on the carrier, season, holidays or stock availability. The estimated delivery date is always shown during checkout and on your shipping confirmation.

7. Phone appointment service

Some conversion projects require a **direct discussion** to clarify needs and verify technical feasibility. This is why we offer a **phone appointment service**.

From the dedicated page or contact form, you can:

- Select an available time slot
- Enter your contact details and describe your project
- Validate your appointment request

We call you at the chosen time to guide you in selecting components, answer your technical questions, and help prepare a proposal or a quote if needed.

8. Need help?

If you are unsure where to start, or if you hesitate between several products, feel free to use:

- The **FAQ** for the most common questions
- The **search bar** to quickly find products or information
- The **kit configurator** to structure your project
- The **phone appointment service** to speak directly with us

Our goal is to assist you in your electric conversion project—whether industrial, marine, automotive or experimental—through simple tools and clear navigation.

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