

Clean Transportation Incentives

Fiscal Year 2023-24

Clean Off-Road Equipment Voucher Incentive Project (CORE)

Attachment D - Professional Landscape Service Equipment

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ATTACHMENT D: PROFESSIONAL LANDSCAPE SERVICE EQUIPMENT

Senate Bill 170 (Skinner, Chapter 240, Statutes of 2021) appropriated \$30 million to the California Air Resources Board (CARB) to provide incentives for professional landscape equipment operated by small businesses or sole proprietors in California. In November 2021, the CARB Board approved that the funding would be implemented through the Clean Off-Road Equipment Incentive Project (CORE). In November 2022, CORE launched funding availability for professional landscape equipment and closed in October 2023 when all funding had been assigned. This updated Implementation Manual (IM) provides streamlined improvements for the re-opening of assigning available funds. These incentives are to reduce the purchase price of qualifying zero-emission professional landscape service equipment. CORE vouchers provide a point-of-sale discount for professional landscapers purchasing new zero-emission landscape equipment powered by a battery-electric and/or hydrogen fuel-cell electric powertrain. CORE does not require scrapping of existing internal combustion equipment as a condition of program participation. Purchasers are encouraged to participate by contacting an eligible [CORE Dealer](#) and visiting californiacore.org for more information. Purchasers must receive an approved voucher before purchasing equipment.

A. ELIGIBLE PURCHASERS

Eligible purchasers include small businesses or sole proprietors whose primary business is to provide professional landscape services as defined below:

1. Professional Landscape Service

A landscape contractor constructs, maintains, repairs, installs, or subcontracts the development of landscape systems and facilities for public and private gardens and other areas which are designed to aesthetically, architecturally, horticulturally, or functionally improve the grounds within or surrounding a structure or a tract or plot of land. In connection therewith, a landscape contractor prepares and grades plots and areas of land for the installation of any architectural, horticultural and decorative treatment or arrangement. ([Cal. Code Regs., tit. 16 § 832.27.](#))

2. Small Business

A small business means an independently owned and operated business that is not dominant in its field of operation, the principal office of which is located in California, the officers of which are domiciled in California, and which, together with affiliates, has 100 or fewer employees, and average annual gross receipts of ten million dollars (\$10,000,000) or less over the previous three years, or is a manufacturer, as defined in subdivision (c), with 100 or fewer employees. Commencing January 1, 2019, the average annual gross receipts threshold shall be fifteen million dollars (\$15,000,000). ([Gov. Code § 14837\(d\)\(1\)\(A\)](#))

3. Sole Proprietor

A sole proprietorship is set up to allow an individual to own and operate a business. A sole proprietor has total control, receives all profits from and is responsible for taxes and liabilities of the business. (<https://www.sos.ca.gov/business-programs/business-entities/starting-business/types#sole>)

4. Required Supporting Documentation

The owner or responsible official must provide a California issued photo driver's license or identification card¹ and at least one of the following supporting documents:

- C-27-Landscape Contractors License Number (<https://www.cslb.ca.gov/OnlineServices/CheckLicense/CheckLicense.aspx>)
- Entity number from the California Secretary of State (<https://bizfileonline.sos.ca.gov/search/business>)
- Copy of a current and valid business license
- Business card and dealer attestation²

¹ Name on driver's license or identification card must match information on supporting documentation

² Dealers, signing voucher terms and conditions are providing assurances that the equipment purchased through CORE has a two-year commercial warranty and is to be utilized for professional landscape services in California operated by a small business, or sole proprietor as defined in Attachment D.

B. SMALL BUSINESS VERIFICATION

The following information may be requested to verify a purchaser's small business status as defined above: "Identify the total revenue, receipts, and sales reported to the Internal Revenue Service in your most recent filing. This information may be reported in Box 1c of IRS Form 1120, Box 1c of IRS Form 1065, or Box 3 of IRS Schedule C (Form 1040). If this information is not available, provide a letter of explanation to CaliforniaCORE@tetrattech.org within 30 business days of the voucher request upon request."

C. STACKING CORE FUNDING WITH OTHER PROGRAMS

Stacking, where CORE co-funds with other public funding programs, is allowed by CORE but may not be allowed by other programs. Be sure to confirm the terms, conditions, and program requirements of each funding source when evaluating whether fund-stacking is permissible. Additionally, CORE does not allow the total amount of incentive funding (from all sources) to exceed the total cost of the equipment (excluding taxes and fees). Accordingly, in an applicable transaction, a CORE voucher could be reduced below the amount originally determined for the affected piece of equipment.

Other incentive programs may require scrappage of existing internal combustion equipment; this is not a requirement to participate in the CORE program. However, CORE requirements do not replace or supersede the requirements of other incentive programs that may be used in conjunction. Therefore, if a purchaser is also seeking funding from other incentive programs/projects that require scrappage, the purchaser is still bound by such requirements. If purchasers are interested in additional funding to scrap their existing internal combustion equipment, they can contact their local Air District.³

³ <https://ww2.arb.ca.gov/california-air-districts>

D. ELIGIBLE EQUIPMENT CRITERIA AND VOUCHER AMOUNTS

Eligible equipment must meet the requirements below and receive an Equipment Eligible Letter from CARB.

- Manufacturers must submit a Professional Landscape Service Equipment Eligibility Application for equipment to be eligible in the CORE project
- New or conversion kit zero-emission equipment which has not been used or previously owned⁴
- Two-year commercial warranty that covers the tool, battery, and charger

1. ELIGIBLE EQUIPMENT AND VOUCHER AMOUNTS

EQUIPMENT TYPE ⁵	BASE VOUCHER AMOUNT
Edgers	Up to \$300 per tool (Bare tool or combination kit)
Hedgers	
String Trimmers	
Chainsaws	
Pole Saws	
Vacuums	
Handheld Leaf Blowers	
Backpack Leaf Blowers	Up to \$400 per tool
Walk-behind Mowers	Up to \$1,250 per tool
Ride-on/Stand-ride Mowers ⁶	Up to \$12,500 per tool

2. ELIGIBLE BATTERIES AND CHARGING EQUIPMENT

EQUIPMENT TYPE	ENHANCEMENT VOUCHER AMOUNT
Batteries <700Wh	Up to \$1,000 per base voucher
Batteries ≥700Wh	Up to \$3,000 per base voucher
Charger ⁷	Up to \$5,000 per base voucher
Power Management Equipment ⁸	Up to \$5,000 total per purchaser
Up to \$1,000 for batteries with <700Wh of energy capacity, per tool base voucher or Up to \$3,000 for batteries with ≥700Wh of energy capacity, per tool base voucher	
One charger up to \$5,000 per tool base voucher ⁹	

- Voucher amounts are based on 70% of Manufacturer Suggested Retail Price (MSRP) in the CORE Eligible Equipment Catalog
- Up to two power management devices, up to \$5,000 total, per purchaser
- Funding caps may be implemented if warranted¹⁰
- Equipment must be sold at no less than MSRP indicated in the CORE Eligible Equipment Catalog
- Stacking funds must not exceed 100% of the total cost of equipment
- Eligible equipment must be purchased from an approved [CORE Dealer](#)
- Eligible equipment must be listed in the current [CORE Eligible Equipment Catalog](#)

⁴ Corded equipment is not eligible

⁵ Per tool or with battery/charger bundle kit by manufacturer

⁶ Does not include power takeoff connection, towing, or attachments

⁷ One charger per tool

⁸ Two power management equipment per purchaser

⁹ Charger must charge tool purchased with CORE voucher

¹⁰ CARB has the sole discretion to implement individual eligible purchaser funding cap, if warranted

E. TERMS AND CONDITIONS ATTACHMENT D: PROFESSIONAL LANDSCAPE SERVICE EQUIPMENT

To participate in the CORE Incentive Project for professional landscape service equipment, the purchaser, dealer, and manufacturer must sign the Voucher Terms and Condition form that include the following terms and conditions and attest that “The information provided for this voucher request, including all supporting documentation, is true and correct. I understand that I will be required to repay any CORE voucher funds received if I fail to comply with the terms and conditions of this agreement. I understand that CARB reserves all rights and remedies available under the law to enforce the terms of this agreement.”

1. Purchaser Terms and Conditions

1. To retain ownership of the CORE-funded equipment (purchased) for the duration of the project participation period (i.e., the two-year period from the date of equipment purchase, delivery or final payment, whichever is later), unless given explicit prior written approval by CARB to sell the piece of equipment.
2. To operate the equipment such that 100 percent of its use will be in California for the duration of the project participation period.
3. Not to modify the equipment’s powertrain or software calibrations, except as allowed by the manufacturer.
4. To maintain insurance for the CORE-funded equipment as required by law.
5. To respond in a timely manner to annual CORE usage and experience surveys or questionnaires conducted by the manufacturer or Project Administrator (CALSTART).
6. To remain in compliance with all applicable federal, state, and local air quality rules and regulations.
7. To operate and maintain the equipment as recommended by the manufacturer to ensure equipment durability, efficiency, and reliability.
8. To make the equipment available for follow-up inspections by CARB, the Project Administrator, or their designee, if requested.
9. To provide CARB, the Project Administrator, or their designee all requested information related to any equipment purchased with a CORE voucher (including purchase agreements) within 30 business days of written request for such information.
10. To provide assurances that the equipment purchased through CORE has a two-year commercial warranty and is to be utilized for professional landscape services in California operated by a small business or sole proprietor as defined in Attachment D.

2. Manufacturer and Dealer Terms and Conditions

1. I understand that this CORE voucher request is only valid for this specific purchaser and this specific equipment piece or conversion kit.
2. I understand that all voucher requests and sales transactions must occur in person (no online or virtual transactions are permitted).
3. I understand that any voucher provided based on this voucher request will be canceled if the purchaser, equipment, or conversion kit identified herein changes prior to voucher redemption or if the manufacturer, dealer, or purchaser violates any of the applicable terms and conditions of CORE. If any voucher funds have been provided, the dealer must return the voucher funds to CARB within 15 business days of cancellation notification.
4. For conversion kits only, I am authorized by the manufacturer to install the conversion kit referenced in this voucher request.
5. I am authorized by the manufacturer to participate in CORE as the dealer described in this agreement.
6. I am authorized by the purchaser described in this agreement to apply for a CORE voucher on behalf of said purchaser.
7. I agree to comply with the dealer-level responsibilities as described in Attachment D.
8. I agree to utilize an existing manufacturer end-of-life battery recycling program or use a local, state, or private end-of-life battery recycling program that meets all applicable local, state, and federal laws.
9. I agree to maintain written records of the equipment and conversion kit purchases for the duration of the project participation period (i.e., the two-year period from the date of equipment purchase or converted delivery or final payment, whichever is later) and providing CARB, the Project Administrator, or their designee with these records within 30 business days of their request. These records could include, but are not limited to, the equipment invoice, proof of purchase, equipment payment information and related bank records, and purchaser information.
10. I agree to provide assurances that the equipment purchased through CORE has a two-year commercial warranty and is to be utilized for professional landscape services in California operated by a small business or sole proprietor as defined in Attachment D.

11. I agree that each piece of equipment that receives voucher funding through the CORE program will be fully assembled, ready to work, and functionally tested by the dealer prior to delivery to the end user. Additionally, the authorized dealer must instruct the purchaser in person on the proper and safe use of each voucher funded piece of equipment, inform end user that the equipment is serviceable and provide a list of service locations in the State, and what the commercial warranty terms are for the end user.

F. VOUCHER REQUEST PROCESS

Vouchers are valid for 60 calendar days from the voucher issued date. Case-by-case voucher extension and equipment change requests, will be evaluated by the Project Administrator and CARB and may be granted beyond 60 calendar days. Factors considered in such requests include but are not limited to:

- Projected equipment delivery date;
- Funding expenditure deadlines;
- Demand for remaining available funding;
- Whether delays in equipment delivery or final payment were reasonably unforeseen;
- Whether the circumstances related to the delay were within the control of the purchaser, dealer, or manufacturer.

Voucher case-by-case extension and equipment change requests must be submitted in writing to californiaCORE@tetrattech.com

The following steps outline the voucher request and redemption process a manufacturer/dealer and purchaser must complete.

Step 1 – Dealer submits a completed voucher request form via the online Voucher Processing Center (VPC) that includes:

1. Purchaser information
 - a. A purchaser can be a single point of contact, the small business general partner or the proprietor.
 - b. A purchaser can be a single point of contact in charge of principal business function, or a person with similar policy or decision-making functions.
2. Choice of CORE Eligible Equipment
3. Required voucher request documents¹¹:
 - a. A completed and signed Voucher Request Form, including the Purchaser and Dealer Terms and Conditions, signed by both the dealer and the purchaser¹².
 - b. A binding purchase order is required at the time of voucher request. The purchase order must be signed or executed no more than 30 calendar days prior to voucher submittal date.
 - i. The purchase order must include the purchaser and dealer names, model name and number or SKU of the equipment as listed on the CORE Eligible Equipment Catalog, and the purchaser's signature.
 - c. Purchasers must provide a California issued photo driver's license or identification card and at least one of the following supporting documents:
 - i. C-27-Landscape Contractors License Number (<https://www.cslb.ca.gov/OnlineServices/CheckLicense/CheckLicense.aspx>)
 - ii. Entity number from the California Secretary of State (<https://bizfileonline.sos.ca.gov/search/business>)
 - iii. Copy of a current and valid business license
 - iv. Business card and dealer attestation

Step 2 – Dealer and purchaser are notified of funding status after all CORE Terms and Condition requirements are met. A voucher confirmation will be sent to the dealer and purchaser. Dealer and purchaser are notified to complete transaction.

Step 3 – Dealer completes sales transactions of new zero-emission equipment.

1. Purchaser takes delivery of equipment and pays dealer the sales price less the voucher amount

¹¹ Additional information or documentation may be requested to verify a purchaser's eligibility

¹² The Voucher Request Form is available to CORE Approved dealers in the resources tab in the VPC.

2. Equipment must be sold at no less than MSRP indicated by eligible equipment catalog
3. Voucher must not exceed 100% of the total cost of equipment

Step 4 – Dealer submits Voucher Redemption once all equipment on the Voucher Request is paid for and delivered to the purchaser.

1. Redemption must be submitted to the VPC prior to voucher expiration.
2. Required redemption request documents:
 - a. Proof of purchase signed by the purchaser, invoice, copy of check or credit card receipt with purchaser name that matches the voucher.
 - i. Equipment serial number
 - ii. Battery serial number¹³
 - iii. Charger serial number¹⁴

Step 5 – Dealer is paid the voucher amount generally within 14 calendar days of a completed voucher redemption being submitted.

1. Voucher will be redeemed once all redemption paperwork has been submitted and approved
2. Payment to the dealer will be provided within 5 days of final approval of the redemption paperwork

Step 6 – Manufacturer works with dealer and purchaser to complete and submit the required user experience report annually for the duration of the project participation period of two years.

G. CORE APPROVED DEALER STEPS TO PARTICIPATE AND RESPONSIBILITIES

Step 1 – The dealership must sell CORE-eligible equipment listed in the CORE Eligible Equipment Catalog, have a physical presence in the state of California, and have onsite diagnostics, service, and repair capabilities. Original Equipment Manufacturers (OEMs) seeking equipment eligibility must submit a Professional Landscape Service Equipment Eligibility Application to core@arb.ca.gov. To learn more about the equipment eligibility process, visit the Manufacturer Resources section of <https://californiacore.org/equipment-category/landscaping-gardening/>

Step 2 – To begin the process of becoming a CORE Approved Dealer, submit a [CORE Dealer Registration Form](#)

3. Accept Dealer Terms and Conditions (T&C's)
4. Provide a copy of the dealership's signed Department of the Treasury IRS W-9 Form
5. Upload a signed and dated letter from each of the affiliated CORE-eligible Manufacturer(s), on the Manufacturer's letterhead, granting authorization to the dealership to sell their eligible CARB-approved equipment. Each letter must include the following:
 - i. Manufacturer name
 - ii. Date
 - iii. Manufacturer authorization statement
 - iv. Dealership name and address
 - v. Manufacturer signature

Step 3 – Complete the CORE Professional Landscape Service Equipment Dealer Training Module. Dealers must pass the final weighted quiz with a minimum score of 80%.

Step 4 – Following the completion of Steps 1-3, individualized VPC credentials will be provided to the CORE approved Dealer.

Dealers previously enrolled and approved as a CORE Dealer, do not need to re-register as a new Dealer. Please use your Voucher Processing Center (VPC) login credentials to access the VPC "Resources" page and review the updated materials.

¹³ Battery serial number is required if available

¹⁴ Charger serial number is required if available

CORE approved dealer's responsibilities include but are not limited to:

- Familiarity with all CORE Attachment D requirements.
- Attending mandatory dealer information sessions and/or training sessions.
- Completing voucher request and voucher redemption forms, with the assistance of the equipment purchaser, and in supplying the necessary equipment purchase documentation.
- Ensuring access to the correct equipment in the VPC by checking the CORE Eligible Equipment Catalog (californiaCORE.org) and notifying the Project Administrator if it appears inaccurate.
- Issuing the final equipment invoice to the purchaser and delivering the completed equipment to the eligible purchaser. Completed equipment means that a tool and battery (and charger if applicable) have been delivered and the tool is operable.
- Ensuring invoices must show the CORE voucher amount being provided to the purchaser to discount the purchase of the equipment.
- Providing true, accurate, and complete documentation of the equipment purchase to the Project Administrator and any designees.
- Providing reasonable assistance to CARB or its designee to obtain updated purchaser information, inspect equipment, and review CORE related records during the first two years after equipment receipt and final payment by the purchaser, whichever is later.
- Frequently checking the CORE webpage at CaliforniaCORE.org for updates and announcements.

The voucher request form and voucher redemption form both are legally binding and enforceable agreements to meet the requirements of the project. The dealer is responsible for ensuring the truth, accuracy of the equipment and dealership information on all voucher requests or redemption forms submitted to the Project Administrator. Submission of false information on any of these forms may result in cancellation of the voucher, recapture of funds, and removal from the dealer list. In addition, CARB may seek other remedies available under law.

Participating dealers must keep written records of sales transactions for equipment funded with a CORE voucher – including, but not limited to, the equipment invoice and proof of purchase – for two years after the equipment receipt and final payment by the purchaser, whichever is later. An equipment dealer must provide CARB or its designee with all requested information related to compliance with CORE requirements or any equipment(s) purchased with a CORE voucher within 10 calendar days of CARB's written request for such information. Requested information may include but is not limited to purchase orders or agreements, equipment payment information and related bank records.

A dealer with no voucher activity for more than a year may be deactivated from the VPC. Reactivation may require additional dealer training. All dealers with unredeemed vouchers are required to keep their VPC account active and complete any required training. Dealers that submit false information to the Project Administrator (or its designee) may be required to return the full voucher amount to the Project Administrator, CARB (or its designee) and may be excluded from future participation in CORE. In addition, CARB (or its designee) may seek other remedies available under law. Dealer or manufacturer violations of any parameter of the IM may result in CARB barring or limiting the number of new voucher requests that can be placed by that dealer or manufacturer, and by any other dealers from an affiliated dealership. The length of the restriction is at CARB's sole discretion.

H. PROJECT NONPERFORMANCE

CARB or its designee has the authority to recoup CORE funds which were received based upon misinformation or fraud. CORE funds can also be recouped when a Project Administrator or its subcontractors, a dealer, manufacturer, or equipment purchaser is in significant or continual noncompliance with this Implementation Manual or State law. CARB also retains the authority to prohibit any entity from participating in CORE due to noncompliance with project requirements.

PROFESSIONAL LANDSCAPE SERVICE EQUIPMENT ELIGIBILITY APPLICATION

I. GENERAL INSTRUCTIONS

Manufacturers must comply with the requirements set forth in Attachment A of the Implementation Manual [GENERAL INSTRUCTIONS](#) and [TERMS OF APPROVAL](#). Manufacturers who wish to participate must submit the information requested in the Professional Landscape Service Equipment Eligibility (EA) application below.

J. MANUFACTURER AND EQUIPMENT INFORMATION COVER SHEET

1. General Business Information		
Name of Manufacturer	Click or tap here to enter text.	
Federal Tax Identification Number	Click or tap here to enter text.	
Name and Title of Contact Person	Click or tap here to enter text.	
Contact Person Mailing Address	Click or tap here to enter text.	
Contact Person Phone Number	Click or tap here to enter text.	
Contact Person Email Address	Click or tap here to enter text.	
2. Equipment or Conversion Kit Included in Application		
	Equipment Type	
	Quantity	
Equipment Type (check all that apply)	<input type="checkbox"/> Edger	Click or tap here to enter text.
	<input type="checkbox"/> String trimmer	Click or tap here to enter text.
	<input type="checkbox"/> Hedger	Click or tap here to enter text.
	<input type="checkbox"/> Chain and pole saw	Click or tap here to enter text.
	<input type="checkbox"/> Handheld blower or vacuum	Click or tap here to enter text.
	<input type="checkbox"/> Backpack blowers or vacuum	Click or tap here to enter text.
	<input type="checkbox"/> Walk-Behind Mowers	Click or tap here to enter text.
	<input type="checkbox"/> Ride-Stand on Mowers	Click or tap here to enter text.
	<input type="checkbox"/> Batteries <700Wh	Click or tap here to enter text.
	<input type="checkbox"/> Batteries ≥700Wh	Click or tap here to enter text.
	<input type="checkbox"/> Chargers	Click or tap here to enter text.
<input type="checkbox"/> Power Management Equipment	Click or tap here to enter text.	
3. Responsible Official		
Attestations (check all)	<input type="checkbox"/> I have read and understand all elements of the Implementation Manual, and agree to abide by all CORE criteria, terms, and conditions. <input type="checkbox"/> All information provided in this application package is, true, accurate, and complete. <input type="checkbox"/> Attestation to the adherence to safety regulations (e.g., Occupational Safety and Health Administration, etc.) and/or testing certifications (e.g., Underwriters Laboratories, Electrical Testing Laboratories, etc.), if applicable.	
Responsible Official Name ¹⁵	Click or tap here to enter text.	
Responsible Official Signature	Click or tap here to enter text. X _____ <small>Responsible Official</small>	
Application Submittal Date	Click or tap to enter a date.	

¹⁵ Responsible official means one of the following: 1) For a corporation: A president, secretary, treasurer, or vice president of the corporation in charge of a principal business function, or any other person who performs similar policy or decision-making functions for the corporation. 2) For a partnership or sole proprietorship: a general partner or the proprietor, respectively

Manufacturers previously issued CORE eligibility by CARB may update their eligible equipment by submitting Sections I. and J.1-3 to core@arb.ca.gov. New manufacturers seeking eligibility must submit a full application for professional landscape service equipment eligibility review.

4. Description of the Equipment or Conversion-Kit Model

Please provide the following and any necessary supporting documentation (reports, data, diagrams, etc.) for the equipment/conversion-kit model:

- a. Model number and trade name;
- b. Total historical sales of the applicable equipment or conversion-kit model;
- c. Years the applicable equipment or conversion-kit model has been offered for sale;
- d. Equipment/conversion-kit model specification sheet (brochure/sales-level information);
- e. Intended application(s) and corresponding expected useful life (hours of use or other applicable metric);
- f. Sample equipment identification label(s); and
- g. If a conversion kit,
 - 1) Description of equipment on which the conversion-kit model can be installed.

5. Cost Information

The manufacturer must provide the following cost information:

- a. The manufacturer's suggested retail price of the equipment/conversion-kit model for the previous two years (if applicable);
- b. Description, specifications, and real-world cost of a piece of equipment powered by an internal combustion engine that could be functionally replaced by the equipment model (or a piece of equipment installed with the conversion-kit model) for which the manufacturer is submitting the CORE Equipment Eligibility Application.

Pricing/cost information and data provided shall be subject to verification.

6. Voucher Amount Determination

While the goal of CORE is to help purchasers overcome the incremental cost barrier of cleaner professional landscape service equipment, the methodologies developed for determining voucher amounts also consider other factors, such as current market penetration and the projected need for incentives. Manufacturers must provide the following information on the Landscape Service Equipment List excel template to determine voucher amounts for their handheld, battery and charging equipment¹⁶:

- a. Manufacturer name,
- b. Equipment Type,
 - 1) Edger
 - 2) String trimmer
 - 3) Hedger
 - 4) Chain and pole saw
 - 5) Handheld blower or vacuum
 - 6) Backpack blower or vacuum
 - 7) Walk-behind Mowers
 - 8) Ride-on/Stand-ride Mowers
 - 9) Batteries <700Wh
 - 10) Batteries ≥700Wh
 - 11) Charger
 - 12) Power management equipment
- c. Model Number and Name, and
- d. MSRP

¹⁶ Manufactures may submit one adjustment six months after voucher opening. Adjustment may include adding equipment. Adjustments don't include MSRP changes to existing equipment.

7. Information on Dealers, Service-and-Repair Facilities, and Conversion-Kit Installers

a. For each participating dealer, provide the following in a table:

Participating Dealers

Dealer Name	Address	Contact Person Name and Title	Phone Number	Email	Dealer License and Certification information (as applicable)

b. For each authorized service-and-repair facility in California, provide the following in a table:

Authorized Service-and-Repair Facilities

Name of Facility	Staff or Technician Name Certified	Address	Contact Person Name and Title	Phone Number	Email	Facility License and Certification information (as applicable)	Authorized Type/Nature of Maintenance or Repairs

c. If applicable, for each approved conversion-kit installer, provide the following in a table:

Approved Conversion-Kit Installer

Name of Installer	Address	Contact Person Name and Title	Phone Number	Email	Installer License and Certification information (as applicable)

d. Repairability Information:

- 1) Statement as to whether the repair manual and diagnostic software is available to end users and third-party repair facilities, if applicable;
- 2) Process and cost to an end user or third-party repair facility to gain access to the repair manual and diagnostic software, if applicable;
- 3) Statement as to whether proprietary tools (e.g., physical tools, software, computer/electronic hardware, or others) are needed to service and repair the equipment;
- 4) Statement as to whether proprietary repair tools are available to end users and third-party repair facilities, if applicable; and
- 5) Process and cost to an end user or third-party repair facility to gain access to proprietary repair tools, if applicable.

e. Service-Campaign History

Provide any information on previous service campaigns conducted for the equipment/conversion-kit model (include relevant information, such as duration of time from report of concern to failure identification, nature of the failures, repair times, etc.).

f. Service-and-Repair Plan

Manufacturers are required to develop and submit to CARB a written service-and-repair plan. This plan should include, at minimum:

- 1) Description of the method for addressing service-and-repair needs anywhere the equipment is deployed in the state;
- 2) Description of the process for obtaining a repair or service;
- 3) Description of the method for communicating service-and-repair requirements to the end user;

- 4) Explanation of replacement parts availability;
- 5) Expected labor times required for major and minor repairs (manufacturers shall include a description of what defines a major and minor repair); and
- 6) Projected costs of major and minor repairs outside of warranty.

8. Warranty Information

Describe warranty terms and coverage for the equipment including the specific terms and coverage for battery-pack and charging equipment, as applicable.

9. List of Equipment/Conversion Modifications Since Previous Application (if applicable)

For an equipment model that has previously received CORE eligibility, manufacturers shall provide a list of modifications, if any, made to the equipment or conversion-kit model since the previous CORE Equipment Eligibility Application for the model was submitted. Manufacturers may submit one adjustment six months after voucher opening. Adjustment may include adding equipment. Adjustments don't include MSRP changes to existing equipment.

10. Tell-tale Information

Tell-tales (on board warning lights) serve as warning indicators for potential problems and notify users of necessary maintenance and/or required service. Manufacturers must describe in their CORE Equipment Eligibility Application all performance-based tell-tales that will be utilized in the equipment or conversion-kit model, including an explanation of each situation in which a tell-tale will be triggered and how the tell-tale will be displayed, or otherwise communicated, to the operator.

11. Annual User Experience Report Information

- a. Manufacturers must describe the format and method by which information on warranted claims and repairs will be sent (as part of their Annual User Experience Report) to the Project Administrator.
- b. Manufacturers must provide a summary of the data gathered for the purpose of preparing the Annual User Experience Report for the previous eligibility year (if applicable) in a format approved by CARB.

12. Information on Charge, Range Indicators

Manufacturers must provide a description in their CORE Equipment Eligibility Application of how the equipment or conversion-kit model displays, or otherwise communicates, information on (as applicable) remaining charge, and range to the operator.

13. Information to be Distributed to Purchasers

Provide a copy of the following information for the purchaser to the Project Administrator:

- a. Copy of the owner's manual or available draft;
- b. Detailed charging specifications, including plug/connector type, battery-pack capacity, and tank size (if included in owner's manual, indicate the page numbers);
- c. Description of charging procedures and any fast-charging capability (if included in owner's manual, indicate the page numbers); and
- d. Required equipment/conversion and powertrain maintenance schedules (if included in owner's manual, indicate the page numbers).

14. End-of-Life Disposal Plan

Manufacturers must provide an end-of-life disposal plan for the batteries used in the equipment or conversion-kit model, which must include a description of how each participating dealer in the CORE program will be integrated into this plan.

15. Approval of Conversion-Kit Installers

Manufacturers must describe the criteria and process for becoming an approved conversion-kit installer, including required training and certifications. In addition, provide a copy of all materials provided to an approved conversion installer covering installation and repair of the conversion-kit model.

16. Work force training and development

The technological transition will require existing service technicians to be retrained and new service technicians to become familiar with the unique uses and needs for commercial landscape equipment. Manufacturers must describe plans to support dealers and users of their equipment through education, technical training, safety, battery use, storage, charging, and proper disposal.