



### **What is covered by the Charge Amps warranty?**

Thank you for choosing Charge Amps products. We hope you are satisfied with your choice, and we are glad that you have chosen our product.

If your product does not work, please contact the retailer from whom you have purchased the product. To avoid any inconvenience, we recommend that you thoroughly read the accompanying documentation before contacting us or your retailer for support or reporting a fault.

Charge Amps guarantees that our products are free from material and manufacturing defects and will function normally under normal conditions of use. The warranty applies as follows:

- Products up to and including 2024-12-31 are covered by a 3-year warranty.
- Products sold after 2025-01-01, as well as Charge Amps Luna and Charge Amps Amp Guard, have a 5-year warranty.
- The warranty is valid from the date of installation.
- Charge Amps' warranty applies to Charge Amps' customers (distributors and resellers). End users should contact their installer or reseller for warranty claims.
- Warranty terms may vary by region and retailer. Please contact your reseller for warranty terms.

A receipt or proof of installation is required to validate the warranty, which includes information regarding the date of purchase, the retailer's name, and the product type. Discovered defects must be reported to the retailer within 2 months of discovery. Charge Amps reserves the right to refuse warranty claims if these conditions are not met.

If a defect is covered by the warranty, Charge Amps may choose to repair the product, replace it with a new or refurbished product of equivalent condition, or offer compensation based on its current value.

Installation must be carried out by a qualified electrician.

### **What does the Charge Amps warranty cover?**

The warranty covers issues that occur during normal use and are due to original defects, such as:

- Hardware defects – Electronic components, mechanics and other parts that cease to work under normal use.
- Software defects – If a software-related defect cannot be resolved through Charge Amps support.

### **What does the Charge Amps warranty not cover?**

The warranty does not apply to:

- Normal wear and tear.
- Faults caused by careless usage and handling.
- Faults occurring due to use deferring from the manufacturer's instructions.
- Incorrect/sub-standard installation that does not adhere to the installation manual.
- Incorrect configuration of the product or service.



- External factors (e.g. incompatible vehicles, misuse or abnormal conditions such as lightning strikes, power surges, force majeure, etc).
- Products that have been sold second-hand and reinstalled in another location.
- Dissatisfaction with the appearance or function of the product.
- Installation or repair carried out by unauthorized electricians.

Charge Amps reserves the right to revise the warranty terms at any time.

**Charge Amps' warranty in relation to consumer rights laws and regulations**

Charge Amps' warranty is a voluntary additional warranty and does not affect your statutory rights as a consumer. This means that you always have the rights provided by the law, and the warranty also gives you additional protection in addition to these.