



## ePro 7 EV charger warranty

### 1. The parties

HBS NE Ltd T/A UPOWA (Company Registration Number 13451727 and hereinafter referred to as 'we' or 'us') is manufacturer of the UPOWA ePro 7 EV Charger, hereinafter referred to as the 'Unit'. The terms 'you' and 'your' as used in this document refer to the purchaser of the Unit. We do not sell directly to consumers or other end users of the Unit. Sales to end users take place via our authorised channels, hereinafter referred to as 'Supplier(s)'.

Our manufacturer's warranty for the Unit is contained in this document, which describes what is covered, and terms and conditions. This warranty imposes no limitations on your statutory rights.

### 2. Warranty

We guarantee that for a period of three years from the point of installation and the Unit functionality as described in the technical specifications set out in the purchase documents that accompanied the Unit. The warranty covers faults in relation to the technical specifications i.e Loss of function.

When a claim is made on the basis of Loss of function, you will receive a new replacement Unit via the relevant distribution channels. This warranty does not impose any liability on us to cover any losses that faults or defects in the Unit may cause. Such losses may include, for example, damage to assets, loss of earnings or other indirect losses.

### 3. Replacement unit delivery procedure

The procedure for replacement is as follows:

- a) You provide a written claim to the Supplier with a description of the Loss of function and stating (i) when the Unit was installed, (ii) where it is currently installed and (iii) the name of the installer.
- b) Your claim will be processed by the Supplier. We reserve the right to request additional documentation. We will settle approved claims as expediently as possible.
- c) The Supplier sends you a new Unit. All carriage costs will be paid by us.
- d) Installation of the new Unit, including payment, remain a matter between you and the Seller or Installer.
- e) Defect Units will then be sent to us for further investigation and fault diagnosis. If the cause of Loss of function is revealed to be outside the terms of coverage of the warranty (see item 4 below), the costs of replacement and delivery will not be covered by us.

### 4. Warranty limitations

#### 4.1 Damage/loss

The terms of this warranty are subject to the Unit having been installed by an qualified electrician and in compliance with our guidelines as set out in the installation documentation of the Unit.



The terms are also contingent on maintenance being carried out in compliance with our guidelines. The warranty ceases to apply in situations where Loss of function is the result of circumstances that are not linked to the Unit, such as an error on the part of the user or damage incurred following installation, including use that is in contravention of instructions for use or guidelines in other documents provided by the supplier or by us, the manufacturer.

#### **4.2 Deadline for claims, and maintenance**

If a fault is discovered, either following installation or at a later date, the installer or owner must contact the Supplier who provided the Unit within a reasonable time after the fault/defect was identified. However, in all situations, a deadline of three years from point of installation will apply.

#### **4.3 Transactions with the supplier, etc.**

This warranty does not replace the rights and/or obligations that apply in transactions between you as purchaser and your Supplier or installer (in situations where the Supplier was not responsible for the installation). The rights that follow from this warranty are supplementary rights. This warranty applies to EV charging units that are purchased and used in the UK. This manufacturer's warranty is offered only to first-time purchasers and installations of the Unit and it cannot not be transferred following indirect acquisition of the Unit by another party.

#### **5. Changes**

We reserve the right to transfer this manufacturer's warranty to another company affiliated within our group if we consider this appropriate. Information regarding any such transfer will be published on our website, but no additional notifications will be made. If production of the Unit ceases, or if it can no longer be purchased, we undertake to make a similar product available.