

## Solinteg Warranty and Service Conditions

Wuxi Solinteg Power Co., Ltd (hereinafter referred to as Solinteg) offers the following warranty to purchasers of products:

ECA series EV charger

### 1. Warranty Eligibility

**Warranty Claimant:** This warranty is extended to the original purchaser and is transferable to any subsequent holder of the devices when devices remain at their original installed location for the first time (first installation) upon satisfactory proof of succession or assignment. The persons eligible under this Solinteg Warranty are herein referred to as "warranty claimant". Other persons are not authorized to assert claims against Solinteg under this Solinteg Warranty.

**Scope of Application:** This Warranty only applies to the devices which are originally purchased from channels authorized by Solinteg unless there are specially stipulated warranty terms and conditions between Solinteg and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Solinteg does not provide written confirmation/approval prior to the installation.

### 2. Warranty Period and Warranty Extension

#### Standard Warranty

Product	Standard Warranty	Extended Warranty	Remote Technical Support	Onsite Labor	Onsite Travel	Preventive Maintenance
ECA-S07K-BS0	3 years	Additional 2 year	√	×	×	Refer to user manual
ECA-S11K-BS0						
ECA-S22K-BS0						
ECA-R-BS0(Pole)						

The standard warranty period for all chargers shall not exceed 3 years (36 months) from the date of shipment (including overseas transportation and installation time).

Exclude consumables, and the replacement equipment are subject to the remaining warranty period of the original contract equipment.

#### Warranty Extension

In addition to the standard 3 years warranty, Solinteg offers a 2 years warranty extension, which can reach 5 years in total.

The purchasing channel could be referred to the purchasing contract.

#### Standard Terms and Conditions

- Standard warranty includes critical parts coverage and excludes consumable parts.
- Solinteg will provide charger or pole to replace the defective one.
- The standard warranty shall not apply on wear and tear parts, unless the wear and tear are defective due to a design fault.
- The warranty can only extend to the Original Customer in the countries or regions where you purchase the products; and are nontransferable.

- 5) The extended warranty service must be purchased within 6 months after the standard warranty activation.
- 6) Customer shall provide charger details and pictures for charger inspection before applying for warranty extension to ensure charger under normal operational condition.
- 7) Solinteg reserves the right to decline extended warranty application that do not meet the necessary requirements.

### **3. Warranty Coverage**

#### **3.1. Geographic Scope of Application**

The scope of obligations of this Solinteg Warranty is provided in the European countries and regions, however excluding their associated islands and overseas territories.

#### **3.2. Specification of Obligations**

This Solinteg Standard Warranty covers the costs incurred for a replacement device of equivalent value in regard to product type, rated output power class or age as well as its shipping and the return of the defective device during the defined warranty period as part of and in accordance with the conditions stipulated herein from the date the warranty period begins.

In any case, the warranty claimant must accept a replacement device even if it has cosmetic defects that do not affect energy production or safety compliance. Solinteg will, at its sole discretion, use new and/or equivalent to new devices or parts in the original or the improved design.

If the device is replaced in the warranty period, the remaining warranty of faulty devices will be automatically transferred to the newly replaced devices.

If the allegedly defective product is not returned within 2 weeks of the replacement unit being received by the claimant, or there's no damage found after checking the returned back product, Solinteg will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

### **4. Warranty Exclusions**

Any circumstances disclosed in the list below are not covered by Solinteg Warranty terms and conditions:

- 1) Device without any Solinteg Mark.
- 2) Device warranty is expired (unless warranty extension agreements signed between each other).
- 3) Damages or failures caused by using the components which are not from Solinteg.
- 4) Damages or failures caused by operation, repair, disassembly or modification operated by non-authorized person.
- 5) Damages or failures caused by the operation or using scope beyond the relevant national standards or industry standards and any installations or operations violated Solinteg specified installation circumstances.
- 6) Deliberately ruin, make an indelible mark or steal etc.
- 7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, overvoltage, lightning, fire and pests etc.
- 8) Other damages not caused by Solinteg products quality.
- 9) Damages occurred in transit.
- 10) Normal wear or aging, surface defects, dents or scratches.
- 11) Defects of Product arise due to renewal of the national or regional laws or regulations.

- 12) Accessories and consumable parts, including but not limited to cables, connectors and tools, are not covered by warranties and services set out above.
- 13) Any unauthorized opening, demounting or moving of Solinteg Charge charging equipment is not covered.
- 14) The equipment must be stored, installed, operated and maintained and/or stored according to Solinteg instructions and may not be left without power for an extended period of time.
- 15) Travel and off-site labor are not covered by warranty
- 16) Warranty obligations do not include onsite restoration, replacement or re-installation service.

**Normal wear and tear include:**

- 1) Charging interface: Due to frequent use, the charging interface may wear out, resulting in poor contact or slower charging speed.
- 2) Cable: Long term use or frequent bending may cause the outer skin of the cable to rupture or internal cable damage, requiring replacement.
- 3) Environmental factors: Natural factors such as wind and rain erosion, ultraviolet radiation, etc. may cause the shell coating to peel off or equipment to rust.

**5. Warranty Claims Procedure**

Solinteg provides solutions for technical enquiries or problems relating to the devices under warranty by telephone (+86 510-6822-2550) or e-mail ([service@solinteg.com](mailto:service@solinteg.com)).

If the device fails, please provide the following information and RMA report authorized by Solinteg service team (this information will help the after-sales team to deal with the problem):

- 1) Device model name and serial number.
- 2) Purchasing receipt or invoice.
- 3) Device fault message (including fault code, fault pictures, Indicator status) and other describable information of the fault.
- 4) Device historical fault information (if has).

Remote Technical Support includes technical enquiry, problem handling, and firmware update. The technical enquiry service provides consultation services in respect of Solinteg products. And when we do the maintenance of the device, Solinteg may update or restart your system.

If the device fails or does not work due to technical defects or material problems during the warranty period, Solinteg will provide the replacement components or device.

In any case, product replacement needs to be approved by Solinteg service team. Replacement of the product without Solinteg's consent will invalidate the relevant claim.

Please ensure timely backups of operational data of the devices. Solinteg will not be responsible for any data loss that may occur during the aforementioned equipment maintenance procedures.

**6. Warranty Registration**

It's recommended to register the warranty within 30 days after product commissioning.

## 7. Product Applicability

The design of products covered by this Warranty complies with the common safety and grid-connection standard. Solinteg respects local safety standards and regulations. As local safety standards and regulations vary according to different installation locations, Solinteg cannot guarantee that products meet all applicable requirements for each installation location. Customers shall be responsible for checking and verifying their corresponding national and local laws and regulations to ensure that the product will be purchased, shipped, installed and operated in compliance with local safety standards and laws before purchasing the product.

## 8. Out of Warranty

In case a warranty claim is reported which shows not to be valid, the costs incurred by Solinteg due to this non-applicability of warranty claim shall be covered by User unless this non-applicability was not visible for User according to given circumstances and User has evidence to prove warranty claim.

As for the service for the Products out of warranty, Solinteg can provide certain after sales service to User upon the written request addressed to Solinteg Authorized Service Partner, and all the costs and expenses which include but not limited to the materials, parts or labor costs, shall be borne by User. In case that User gives written notice to request the service out of warranty, User shall provide detailed description of defects so that Solinteg Authorized Service Partner is able to detect whether such defect can be cured or not. For the avoidance of doubt, in no event will Solinteg be liable for the service out of warranty, and this Clause will not constitute the promise of Solinteg to provide such service out of warranty.

## 9. Final Validity

Unless otherwise specified herein, to the extent permitted by applicable law, the Solinteg Warranty and above remedies shall be exclusive and replace all other guarantees and remedies, oral or in writing, expressed or implied.

To the extent permitted by applicable law, Solinteg expressly rejects any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and hidden or potential defects. If Solinteg cannot abandon implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, all of such guarantees and warranties shall limit to implied warranties as prescribed by applicable law or the scope within applicable laws and shall be under mandatory application according to applicable law. No distributor, agent or staff of Solinteg and/or Solinteg Authorized Service Partner is authorized to make any revision, extension or addition to the quality warranty. The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

The rights mentioned in this Solinteg Warranty reflect the exclusive rights of the warranty claimant in accordance with this Solinteg Warranty. No other claims — including, but not limited to, claims for compensation for direct or indirect damage caused by the defective device, claims for compensation for costs arising from disassembly or installation, and/or loss of power production or profits — are covered by the Solinteg Warranty.