

WARRANTY

(UK, CHANNEL ISLANDS
& REPUBLIC OF IRELAND)



Welcome to EO Charging and thank you for choosing our electric vehicle charge point.

Our electric vehicle chargers are covered by a 3-year standard warranty. In addition to the standard warranty we also offer extended warranty. The table below details what each warranty option covers and the associated cost.

Warranty Options & Pricing						
Warranty cover	Year 1	Year 2*	Year 3*	Year 4	Year 5	Cost
Standard Warranty	Parts/Labour or Replacement	Return to base		N/A		£0
Extended Warranty	Parts/Labour or Replacement	Return to base				£50

The following definitions shall apply:

“Parts/Labour or Replace” – The warranty will cover the cost of Parts or Replacement and Labour.

“Parts” – Any component that can be fixed either on premise or within the EO Charging production area.

“Labour” – Any agreed costs for EO Charging or EO Charging Approved installers to attend and resolve issues reported – In line with the below conditions.

“Replacement” – Where agreed with EO Charging Technical Support by phone (available at 0333 7720383) a replacement charger will be installed.

“Return to base” – At the customer’s expense, the charger will be returned to EO Charging for diagnosis. This may result in repair or replacement of the charger, and any additional costs associated with that repair or replacement will be agreed in advance with the customer. This means that you will be responsible for covering the costs associated with sending out an engineer (approx. £90 per visit) to remove the existing charger and replace it with a new one, this will be paid by the customer to their installer, the cost of posting the replaced unit back to EO (approx. £30). This “Return to base” cover is conditional on you registering your EO charger with us and the new unit being fitted by one of our approved installers.

*If your electric vehicle charger has been installed under the Workplace Charging Scheme (WCS) or a grant from the Office for Zero Emission Vehicles (OZEV), then it has the benefit of **three years’** full parts and labour or replacement warranty from the date of installation, with the option to purchase an extended warranty for years 4 and 5 at the cost per charger per annum set out in the table above.

This warranty is subject to the following conditions:

- + The charger has been installed by an EO Approved Installer and operated correctly.
- + The charger is used only on the electricity supply printed on the rating plate.
- + The charger has been used only to charge an electric vehicle.
- + The serial number of the charger, components or accessories has not been altered, cancelled, or removed.
- + The charging cable has been replaced in the holding socket when not in use (applies only to tethered units not socketed units).
- + The charger has not been altered, serviced, maintained, dismantled or otherwise interfered with by any person not authorised by EO Charging. For the avoidance of doubt any attempt to open the unit by anyone other than ourselves or our appointed agent will invalidate the warranty.
- + Any repair work must be undertaken by us or our appointed agent having first been agreed with EO Charging Technical Support.
- + The charger is used in the United Kingdom or Republic of Ireland.

Warranty cover is excluded in the following circumstances:

- + There is damage caused by:
 - Natural disaster, intentional or unintentional misuse, abuse, neglect, improper maintenance, or use under conditions outside of the parameters specified in the user guide.
 - Accidental drop(s), spills, fire, or power surges.
 - Improper installation, improper connection, or use of parts and/or components not manufactured or sold by EO Charging.
 - Use outside of specified operation and/or storage parameters including, but not limited to environmental parameters either detailed in the User's Guide or reasonably acceptable for similar products.
 - Third party software or from virus(es).
- + If the return of the unit was not done as specified in the Return Materials Authorisation ("RMA") instructions provided by EO Charging.
- + The customer has attempted to repair, disassemble, or otherwise tamper with the malfunctioning products itself.

- + The malfunctioning of any product is caused by:
 - Fair wear and tear, or tampering (interference with, causing damage or making unauthorised alterations).
 - Installation in a manner not in accordance with the Installation Guide.
 - Improper storage or exposure to elements; or use in contravention of the User Guide.
 - Damage due to operation outside the chargers operating temperature/humidity range.
 - Mechanical damage.
 - Any damage due to miswiring, and/or software/hardware misconfiguration.
 - Damage due to shock/vibration.
 - Damage due to improper IP protection (dust/fluid ingress).

The warranty does not cover:

- + Damage resulting from transportation, improper use, wear and tear, neglect or interference or as a result of improper installation.
- + Replacement of any consumable item or accessory not supplied by us.

EO Charging is not responsible for:

- + Software loss or data loss that may occur during the repair or replacement of the product.
- + Damage to or loss of any programme, data, or removable storage media, or for costs of recovering any program or data.
- + Confidential, proprietary, or personal information contained in the product which you return to us for any reason.
- + Costs associated with de-installation or re-installation of any product.

Please report any hardware failure to support@eocharging.com. The email must contain the following information regarding the device and the nature of the malfunction:

1. The serial number of the charger.
2. Proof of purchase.
3. Photographs of charger in current state.
4. Date and time of malfunction.
5. Detailed description of the malfunction.

Without this information, your claim cannot be processed.

If we determine that the malfunction is potentially due to causes under warranty, then we will issue a Returns Merchandise Authorisation (RMA) to ship back the unit.

The returns process is as outlined below:

- + Once received, EO Charging will analyse the device that was returned under the RMA.
- + If EO Charging determines that the malfunction is due to the causes under warranty, the device is repaired or replaced and shipped back to the customer (at EO Charging's expense).
- + EO Charging will cover the cost of de-installation or re-installation in year 1.
- + If EO Charging determines that the malfunction is not due to the causes under warranty, the warranty claim is rejected, and the device is shipped back to the customer (at customer's expense).

When preparing your product for shipment to EO Charging, we recommend the following:

- + The product is returned in its original packaging. The original packaging will provide better protection for your product during transit. The warranty may be voided if the product is damaged due to improper packaging.
- + Please do not send in anything but the product itself unless specially requested by EO Charging. Any other items and accessories included in the package received by EO Charging will be treated as packaging material and may not be returned.
- + Please note: if your product is received packed in anything other than its original packaging, EO Charging may invoice you for appropriate anti-shock packaging when your product is returned.

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