

Evnex Product Warranty Statement

Evnex E2 range and X-series charging stations (comprising the E2 Core, E2 Plus, E7, X7, and X22 charging stations) are covered by a four-year (for residential use) or three-year (for commercial use) repair or replacement warranty (at Evnex's discretion) that is valid from the original date of purchase. The warranty covers the hardware only and does not cover the installation. Evnex's Installation Warranty is detailed elsewhere in this document.

Evnex warrants that E2 range and X-series charging stations shall operate in accordance with the specifications and that the charging stations shall be free of defects in materials and workmanship. The warranty is only for the benefit of the original customer and is not transferrable.

Evnex's Product Warranty excludes:

- Charging cables and any other connected equipment not supplied by Evnex.
- Products that have been acquired by the customer and that are not reasonably fit for purpose.
- Defects in materials and/or workmanship related to the installation.
- Physical and financial consequential loss or damage, whether from negligence or misuse of products.
- Any loss or damage to any property, injury to or death of any persons caused by any negligent act or missions or wilful misconduct of the customer or users.
- Product samples, demo units, or prototypes.
- Damage caused by the customer or misuse of the product, unauthorised repairs, modifications, or addition of incompatible hardware, or any use of the charging stations other than those explicitly approved for use.
- Any restriction of charging functions caused by the connected vehicle's design.
- Installation of products not carried out by Evnex or its approved contractors.
- Damage caused by theft or vandalism or any other third-party act.
- Unauthorised opening of the charging station.
- Natural disasters: earthquakes, lightning, wind or water damage, or problems caused by fire or similar events.
- Unsuitable storage conditions.
- Normal ageing and wear and tear.
- Products installed outside of New Zealand and Australia.

All warranty claims must be submitted to Evnex Support in the first instance. Evnex Support will triage the issue remotely and assess whether it's a hardware or installation issue and try to resolve remotely where possible.

If Support deems the issue is related to Evnex hardware, Evnex may choose to:

A) Organise the replacement using our own installation network, covered under warranty, or;

B) Allow the customer (installer or end user) to organise their own replacement.

Evnex will contribute up to \$200 ex. GST to the labour component and free-issue the replacement charger to whomever purchased the charger (either installer or end user).

All faulty chargers must be returned to Evnex. Evnex will provide a return shipping label.

Evnex's maximum liability shall be limited to the value of faulty products supplied and Evnex will not be liable to the customer for loss or damage of any kind however that loss or damage is caused or arises.

Evnex Accessory Warranty Statement

Evnex charging station accessories (pedestals, wall-mounted plug holders, and cables purchased separately from the charging station) are covered by a one-year repair or replacement warranty (at Evnex's discretion) valid from the date of shipment.

Evnex warrants that charging station accessories shall operate in accordance with the specifications and that the accessories shall be free of defects in materials and workmanship. The warranty is only for the benefit of the original customer and is not transferrable.

Evnex's Accessory Warranty excludes:

- Charging cables and any other connected equipment not supplied by Evnex.
- Products that have been acquired by the customer and that are not reasonably fit for purpose.
- Defects in materials and/or workmanship related to the installation.
- Physical and financial consequential loss or damage, whether from negligence or misuse of products.
- Any loss or damage to any property, injury to or death of any persons caused by any negligent act or missions or wilful misconduct of the customer or users.
- Product samples, demo units, or prototypes.
- Damage caused by the customer or misuse of the product, unauthorised repairs, modifications, or addition of incompatible hardware, or any use of the accessories other than those explicitly approved for use.
- Damage caused by theft or vandalism or any other third-party act.
- Natural disasters: earthquakes, lightning, wind or water damage, or problems caused by fire or similar events.
- Unsuitable storage conditions.
- Normal ageing and wear and tear.

All warranty claims must be submitted to Evnex Support in the first instance. Evnex Support will triage the issue remotely and assess whether the accessory requires replacement or repair.

If Evnex deems the warranty claim valid, Evnex may choose to:

- A) Organise the replacement accessory, or;
- B) Allow the customer (installer or end user) to organise their own replacement.

Evnex will free-issue the replacement accessory to whomever purchased it (either installer or end user).

All faulty accessories must be returned to Evnex. Evnex will provide a return shipping label.

Evnex's maximum liability shall be limited to the value of faulty products supplied and Evnex will not be liable to the customer for loss or damage of any kind however that loss or damage is caused or arises.

Evnex Installation Warranty

Evnex charging station installations carried out by, or on behalf of Evnex, are covered by a one-year repair warranty (at Evnex's discretion) from date of installation. This warranty covers installation-related parts and labour, but does not cover the charging station hardware or accessories.

Evnex warrants that installations shall be conducted in accordance with the Scope of Work and that parts used shall be free of defects in materials and workmanship.

Evnex's Installation Warranty excludes:

- Installation not carried out by Evnex, or on behalf of Evnex.
- The charging station and any purchased accessories (e.g. pedestals, plug holders, or separately purchased cables).
- Installations in which manufacturer instructions or local rules and regulations are not followed.
- Hardware faults unrelated to the installation.
- Physical and financial consequential loss or damage, whether from negligence or misuse of installation materials.
- Any loss or damage to any property, injury to or death of any persons caused by any negligent act or missions or wilful misconduct of the customer or users.
- Damage caused by the customer or misuse of the installed parts, unauthorised repairs, modifications, or addition of incompatible hardware.
- Damage caused by theft or vandalism or any other third-party act.
- Natural disasters: earthquakes, lightning, wind or water damage, or problems caused by fire or similar events.
- Unsuitable storage conditions.
- Normal ageing and wear and tear.

All warranty claims must be submitted to Evnex Support in the first instance. Evnex Support will triage the issue remotely and determine whether the fault is due to installation or hardware. If an installation fault is confirmed, Evnex may at its discretion:

A) Send a technician from our approved installation network to repair the installation work, or;

B) Allow the customer to arrange a qualified technician, with costs pre-approved by Evnex, for which Evnex will reimburse up to an agreed amount.

Evnex's liability under this installation warranty is limited to the cost of re-performing the original installation work or replacing any installation-related components, and shall not exceed the original installation cost.