

Home EV Charger Installation Warranty

Thank you for purchasing your Home EV Charger from us. We are Powerverse UK Limited and we trade as 'Powerverse' (we, us, our). We are a limited company registered in England and Wales. Our company number is 14860271 and our registered office is Sustainable Workspaces, County Hall, 5th Floor, The Riverside Building, Belvedere Road, London, United Kingdom, SE1 7PB .

WARRANTY

In addition to your statutory rights, your EV Charger is covered by the following repair or replacement warranties:

- The EV Charger is covered by a 3-year manufacturer's warranty from VCHRGD in respect of failures due to faulty parts, materials or workmanship in the EV Charger hardware. Please refer to the relevant documentation on the [Manufacturer's Warranty](#) page.
- Powerverse provides a 1-year warranty in respect of failures due to faulty installation of the EV Charger. The terms of this installation warranty are set out below and any claims must be notified to us within 1 year from the date of installation.

WHERE DOES THE POWERVERSE WARRANTY APPLY?

This warranty applies only to EV Chargers that are purchased for domestic use and installed in domestic properties in the UK. You can only rely on this warranty if you purchased from Powerverse directly or through an authorised channel partner.

APPROVED INSTALLATION PARTNERS

This warranty applies only to installations arranged by Powerverse and undertaken by one of our approved installers. Powerverse does not provide any warranty in relation to installation services undertaken by anyone other than a Powerverse approved installer.

HOW TO MAKE A WARRANTY CLAIM

If you believe your EV Charger is not functioning correctly due to faulty installation, you may contact us using the details below. A Powerverse support representative will investigate the fault and determine whether it has been caused by faulty installation or by faulty parts, materials or workmanship in the EV charger hardware.

Once determined, the Powerverse support representative will contact you with confirmation of the cause of the fault:

1. If the EV Charger has been identified to be not functioning correctly due to faulty installation, the Powerverse support representative will schedule a date for an approved Powerverse installer to visit your premises to remediate the faulty installation of the EV Charger. The remediation of the installation works will be at no charge to you.
2. If the EV Charger has been identified to be not functioning correctly due to faulty parts, materials or workmanship in the EV charger hardware, the Powerverse support representative will connect you with VCHRGD to make a claim on their product warranty.

LIMITATIONS OF WARRANTY

We are only liable under this warranty for costs of investigation, repair and replacement for EV Chargers that are defective due to faulty installation and only if within the terms set out in the warranty.

You cannot use this warranty if your EV Charger is:

- damaged by an extraneous cause such as flood, fire, lightning, wind, electrical outage or power surge;
- accidentally or intentionally misused, mishandled, abused or neglected;
- not maintained in accordance with the accompanying documentation and kept connected to the internet at sufficient intervals to allow over-the-air firmware updates to be installed;
- modified, repaired or serviced by someone other than us or our approved representative;
- used in a manner or for a purpose for which the EV Charger was not intended;
- damaged by the use of any connected equipment that is not designed for use with the EV Charger; or
- subject to damage or deterioration which is part of normal ageing and wear-and-tear of the EV Charger (i.e. discoloration, normal corrosion).

If we determine that your warranty is void due to one or more of the reasons outlined above, we may charge you a reasonable fee in respect of any work by us to fix or replace your EV Charger, if you ask us to do so.

OTHER RIGHTS YOU MAY HAVE

The benefits given to you in this warranty are in addition to any other legal rights and remedies you have under consumer law and other laws. This warranty does not restrict

your legal rights. You may have legal rights if your EV Charger is defective, not fit for purpose, not of satisfactory quality or not as described. For further information about your legal rights please contact your local authority Trading Standards Department or Citizens' Advice Bureau. You have the right to choose whether to use this warranty or whether you want to rely on your other legal rights.

DOMESTIC USE ONLY

We only supply this warranty for EV Chargers for domestic and private use. If you use the EV Charger for any commercial or business use, we are not liable for business losses.

IS MY WARRANTY TRANSFERABLE?

This warranty is transferable to a new owner of your property should you sell your house and choose to leave your EV Charger behind. You will need to inform us so please contact our customer service team to arrange this, using the contact details below. If your warranty is transferred the warranty period does not begin again.

HOW TO CONTACT US

Please contact us using either of the following methods:

By Email:

warranty@powerverse.com

By Post:

Powerverse
Sustainable Ventures
5th Floor, Riverside Building
County Hall
Belvedere Road
London
SE1 7PB