



## A F T E R S A L E S W A R R A N T Y

Thank you for choosing the VCHRGD Seven Pro as your charging solution. In order to ensure that the VCHRGD Seven performs to the very best of its ability, correct installation, configuration, use and maintenance are essential.

Please ensure that installation & configuration are in strict accordance with the requirements set out in the "VCHRGD Seven Pro User Manual" and that installation is suitably documented.

Post-installation please ensure that the charger is not operated outside of the conditions specified in the installation manual, product datasheet or technical documentation provided by VCHRGD TECHNOLOGIES LTD or authorised partners.

### S E R V I C E H O U R S

#### W O R K I N G H O U R S

MONDAY TO FRIDAY, 08:30- 18:00PM (EXCEPT NATIONAL AND PUBLIC HOLIDAYS)

SUPPORT AVAILABLE ON:

- IN APP LIVE CHAT
- SUPPORT LINE: 01494 370524
- WEBSITE LIVE CHAT

#### O U T O F H O U R S T E C H N I C A L S U P P O R T

MONDAY TO SUNDAY, 24 HOURS A DAY INCLUDING BANK HOLIDAYS

- CALL OUR TECHNICAL SUPPORT LINE AND LEAVE A VOICEMAIL
- SUBMIT A SUPPORT TICKET THROUGH LIVE CHAT

### C O N T A C T I N F O R M A T I O N

#### W H E R E T O F I N D U S

- TELEPHONE: +44 1494 370523
- EMAIL: [INFO@VCHRGD.COM](mailto:INFO@VCHRGD.COM)
- WEBSITE: [WWW.VCHRGD.COM](http://WWW.VCHRGD.COM)
- ADDRESS: VCHRGD TECHNOLOGIES LTD, UNIT1A EGHAMS COURT,  
BOURNE END,  
HIGH WYCOMBE,  
SL85YS

# A F T E R S A L E S

## W A R R A N T Y

### L I M I T A T I O N O F D A M A G E S

In no event shall VCHRGD TECHNOLOGIES LTD be liable for consequential damages for breach of this warranty, or for faults occurring outside of the defined warranty period.

### W A R R A N T Y S E R V I C E

VCHRGD TECHNOLOGIES LTD warrants that the VCHRGD Seven Pro is to be free of all defects in material, charging functionality and compliance where installation has been carried out in accordance with the guidelines laid out in the VCHRGD SEVEN PRO INSTALLATION GUIDE.

The warranty period extends for 3 years from the date of first installation. The warranty extends to the original buyer and each subsequent buyer within the warranty period where proof of sale, and installation compliance can be proven.

Within the period of this warranty [3 years], VCHRGD TECHNOLOGIES LTD will repair or replace the VCHRGD Seven Pro, free of charge, any part providing defective. Warranty liability is exclusively limited to internal componentry, physical housing of the charger or tethered cable if defective on delivery and charging functionality defined within the product datasheet and promotional material generated and distributed by VCHRGD TECHNOLOGIES LTD and authorised partners.

Where possible, VCHRGD TECHNOLOGIES LTD reserve the right to repair the charger on-site, where this is not possible a like for like replacement unit will be provided free of charge. All warranty repairs, replacements and servicing must be performed by an authorised VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671. All expenses relating to the replacement or repair of the VCHRGD SEVEN under this warranty shall be assumed by VCHRGD TECHNOLOGIES LTD.

# A F T E R S A L E S

## W A R R A N T Y


### W A R R A N T Y E X C L U S I O N S

This warranty does not apply to any costs, repairs or services required as a result of the following:

1. Service calls to correct the installation of the VCHRGD Seven, derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD SEVEN INSTALLATION GUIDE.
2. Repairs necessitated by improper use, vandalism or any use other than normal usage as specified within VCHRGD Technical documentation.
3. Corrective work necessitated by repairs made by anyone other than a VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671.

### P A I D S E R V I C E

If the product cannot be used normally due to improper use during the warranty period, the after-sales service personnel will charge a certain fee according to the actual situation of the damaged product and implement paid services. The details are as follows:

1. Damage caused by users due to improper use, maintenance, and storage
  2. Damage caused by unauthorised disassembly by the user
  3. Charger without warranty certificate or valid invoice
  4. The product name and model on the warranty certificate or valid invoice are inconsistent or altered with the product name and model under warranty
  5. Damaged due to force majeure or natural disasters
  6. Service calls to correct the installation derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD SEVEN PRO INSTALLATION GUIDE.
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# A F T E R   S A L E S

## W A R R A N T Y

### H O W   T O   O B T A I N   W A R R A N T Y   S E R V I C E

The buyer must notify VCHRGD TECHNOLOGIES LTD by calling 01494 370526 of any defect, malfunction, on non-conformity promptly upon discovery.

VCHRGD TECHNOLOGIES LTD will arrange for an authorised installer to visit the buyers location for the purpose of repairing or replacing the VCHRGD SEVEN PRO in a timely fashion and in accordance with the buyers availability where possible.

It is best to provide a photo or video with your warranty claim, so that our service staff can quickly locate the cause of the problem, and work to find a resolution.

