

AFTER SALES SUPPORT & WARRANTY INFORMATION

Thank you for choosing the VCHRGD Seven 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 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..

Service hours

Working hours

Monday to Friday, 08:30 - 18:00PM
(except national and public holidays)

Out of hours technical support

Monday to Sunday, 18:00 – 08:30AM

Contact Information

Telephone: +44 1494 370523

Email: info@vchrgd.com

Website: <https://vchrgd.com/contact>

Address:

VCHRGD TECHNOLOGIES LTD, Unit 1a Eghams Court, Bourne End, High Wycombe, SL8 5YS

During the use of the product, if you have any questions about product quality, technology, etc., please contact us through the above methods, or via the "Help Desk" menu in the VCHRGD Home App. Our support team will provide you with detailed answers and comprehensive solutions. When you have any comments or suggestions on our services, please ensure that you contact us as soon as possible, to ensure that we can respond to your questions and comments in a timely manner.

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Limitation of Damages

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.

Warranty Service

VCHRGD TECHNOLOGIES LTD warrants that the VCHRGD Seven [E007STH01, E007STH01] 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 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, 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.

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Warranty Exclusions

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.

Paid Service

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 INSTALLATION GUIDE.

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How to Obtain Warranty Service

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 in a timely fashion and in accordance with the buyers availability where possible.

Alternatively the buyer can fill in the warranty form and describe the cause of the problem in detail. 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.

The warranty form can be found below:

[VCHRGD Seven Warranty Form Link](#)

VCHRGD TECHNOLOGIES Contact Details

Please use the following contact details if you have any queries regarding the VCHRGD Seven:

Phone

General Enquiries | +44(0)1494 370526

Sales Support | +44(0)1494 370525

Technical Helpdesk | +44(0)1494 370524

Email

Sales Support | info@vchrgd.com

Technical Enquiries | Info@vchrgd.com