BexaVolt

CHARGING WITH CONFIDENCE

AC EV Charger Warranty Terms

Two-year limited warranty | Consumer and commercial AC chargepoints

WARRANTY PERIOD	COVERED	CLAIM ROUTE
2 years from the documented installation date	Defects in materials or workmanship under normal, intended use	Contact the supplying BexaVolt distributor or authorised sales representative

1. Warranty commitment

BexaVolt warrants that an eligible AC EV charger will be free from defects in materials and workmanship for two (2) years from its documented installation date, provided that it is installed, commissioned, operated and maintained in accordance with the product instructions and these Warranty Terms.

This warranty supports the expected minimum operational life of the charger during the Warranty Period. It does not guarantee uninterrupted operation or cover ordinary performance changes caused by normal use, site conditions or external systems.

2. Eligibility and start date

Coverage applies only where all of the following conditions are met:

- the charger is a genuine BexaVolt AC EV charger with a legible product label or serial/chargepoint ID;
- the charger was installed by a suitably qualified installer in accordance with applicable laws, electrical codes and BexaVolt instructions;
- installation occurred no later than six (6) months after the manufacturing date; and
- the claimant can provide dated proof of installation or purchase.

If the installation date cannot be verified, BexaVolt may use the purchase date or manufacturing date to determine eligibility, subject to available records and applicable law.

3. What the warranty covers

For a valid claim, BexaVolt will provide reasonable remote technical support and, where BexaVolt determines it is necessary, repair or replace the defective charger or affected component. Covered repair or replacement parts and the labour directly performed or authorised by BexaVolt will be provided without charge.

On-site assistance may be provided when approved in advance by BexaVolt and reasonably available for the installation location. The remedy will be selected by BexaVolt after diagnosis, taking account of safety, availability and proportionality. Replacement products or parts may be new or functionally equivalent.

4. Costs not included

Unless BexaVolt agrees otherwise in writing or applicable law requires otherwise, the customer is responsible for costs associated with removal, packaging, transport or return of the charger, site access, re-installation, recommissioning, and work performed by a third party without BexaVolt's prior written authorisation.

5. How to make a claim

Contact the BexaVolt distributor or authorised sales representative identified on the purchase or installation documents. Submit the claim promptly after discovering the issue and provide:

- the chargepoint ID, serial number, or a clear photograph of the product label;
- a clear description of the fault, including relevant error messages, photographs or video where available;
- the name of the distributor or seller;
- the installation invoice or other dated proof of installation or purchase; and
- any additional diagnostic information reasonably requested to assess the claim.

Do not remove, open, modify or return the charger unless instructed to do so. BexaVolt may require remote diagnostics, safe isolation, inspection, or return of the affected product before confirming coverage. A claim is accepted only after BexaVolt verifies that these Warranty Terms apply.

6. Exclusions

This warranty does not cover damage, failure, loss or reduced performance caused by:

- shipping, handling or storage after delivery, unless responsibility has been accepted in writing by BexaVolt;
- fire, flood, earthquake, lightning, severe weather, environmental contamination, vandalism or other events beyond BexaVolt's reasonable control;
- incorrect, negligent or unauthorised installation, commissioning, operation, maintenance, removal, repair or modification;
- installation or use in a harsh, corrosive, hazardous or otherwise unsuitable environment contrary to the product specifications;
- electrical surge, outage, unstable supply, incorrect voltage, inadequate earthing, grid disturbance or connection to incompatible equipment;
- accident, misuse, abuse, impact, neglect, normal wear and tear, cosmetic damage that does not affect function, or failure to follow product instructions;
- software, networks, vehicles, cables, accessories, electrical infrastructure or other third-party products not supplied as part of the covered BexaVolt charger; or
- a missing, altered or illegible serial number, rating label or other product identification.

7. Repair, replacement and continuing coverage

A repair or replacement does not restart or extend the original Warranty Period unless required by applicable law. The repaired or replacement item remains covered for the unexpired portion of the original Warranty Period. Any replaced item becomes BexaVolt's property where permitted by law and must be returned if requested.

8. Limitations and statutory rights

To the maximum extent permitted by applicable law, this limited warranty provides the remedies described above and does not cover indirect, incidental or consequential loss, including loss of use, revenue, profit or charging availability. Nothing in these Warranty Terms excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, restricted or modified. Consumers may have additional statutory rights under local law.

Warranty support
Use the BexaVolt distributor or authorised sales representative shown on your purchase or installation documents. Include the information listed in Section 5 to avoid delays.

Document scope: BexaVolt AC EV chargers. Keep these Warranty Terms together with the purchase record, installation invoice and product documentation.