

Electrum Limited Warranty Agreement

Warranty Coverage

- The warranty period for all Electrum EV chargers is two years (parts only) from the invoice date.
- During the warranty period, Electrum will provide ongoing technical support to help troubleshoot technical issues. Our support team is available Monday thru Friday from 9 am to 5 pm Pacific Standard Time. Please report the issues to: Support@ElectrumCharging.com

Warranty Exclusions

- Inability to provide valid proof of purchase.
- The product is out of warranty.
- Damage caused by improper use, maintenance, and/or storage.
- Damage or malfunction caused by a foreign object entering the unit.
- Unauthorized repair, disassembly, or modification.
- Malfunction and damage caused by other unavoidable external factors. Malfunction and damage caused by improper use of equipment, such as water or other solutions entering the equipment.
- Mechanical damage caused by an accident
- Damage or rendered non-functional because of power outages, power surges, lighting, earthquake, fire, flood, pest damage, abuse, accident, misuse, negligence, or failure to maintain the product or other event beyond Supplier's reasonable control or not arising from normal operating condition.
- Cosmetic or superficial defect, dents, marks, or scratches after use.
- Components which are separate from the product, ancillary equipment, and consumables, such as door key, RFID card, air filter, fuse, cable, wires, and connectors.
- Damage as a result of modifications, alterations or disassembling which were not pre-authorized in writing by Supplier.
- Damage due to the failure to observe the applicable safety regulations governing the proper use of the product.
- Installed or operated equipment not in strict conformance with the documentation, including without limitation, not ensuring sufficient ventilation for the product as described in Supplier installation instruction.