

Limited Warranty for EVSE (Electric Vehicle Supply Equipment)

PREPARED FOR

**TRA 24-02 - SUPPLY OF CHARGING STATIONS &
CHARGING MANAGEMENT SOFTWARE FOR ELECTRIC
SCHOOL BUSES**

APRIL 2024



PREPARED BY

 **ChargeFWD**

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v1.0



This Limited Warranty ("Warranty") is provided by ChargeFWD Ltd., hereinafter referred to as the "Warrantor" or "We," to the original purchaser ("Customer" or "You") of the Electric Vehicle Supply Equipment ("EVSE") and related Charging Station Management System ("CSMS") equipment. This Warranty is in addition to the Manufacturer's warranty provided by the respective EVSE manufacturer.

WARRANTY COVERAGE

Manufacturer's Warranty: Every EVSE unit supplied by ChargeFWD Ltd. is accompanied by a standard Manufacturer's limited warranty, which covers defects in materials and workmanship for a period of 2 years from the date of purchase.

ChargeFWD Warranty: In addition to the Manufacturer's warranty, ChargeFWD Ltd. offers the ChargeFWD Warranty service to provide extended coverage for your EVSE. The ChargeFWD Warranty is available for purchase and is designed to give you peace of mind beyond the initial Manufacturer's warranty period.

WARRANTY TERMS AND CONDITIONS

ChargeFWD Warranty Period: The ChargeFWD Warranty period commences from the date of purchase of the EVSE unit.

Coverage: The ChargeFWD Warranty covers the defects in materials and workmanship as the Manufacturer's warranty during the specified coverage period.

Exclusions: The ChargeFWD Warranty does not cover the following:

Damage caused by accidents, misuse, abuse, negligence, or improper installation.

Damage resulting from unauthorized repair or modification.

Normal wear and tear or cosmetic damage.

Damage caused by electrical power surges, lightning, or other acts of nature.

Damage resulting from non-compliance with the manufacturer's operating instructions.

Any issues not related to defects in materials or workmanship.





WARRANTY CLAIMS AND SERVICE

Manufacturer's Warranty Claims: For any warranty claims during the Manufacturer's warranty period, you should contact Manufacturer's Warranty Contact directly as per their warranty terms and instructions.

ChargeFWD Warranty Claims: To make a warranty claim under the ChargeFWD Warranty, you should contact ChargeFWD Ltd. At info@chargefwd.com. Please provide proof of purchase and a detailed description of the issue when filing a warranty claim.

REMEDIES

Manufacturer's Warranty Remedies: For warranty claims made during the Manufacturer's warranty period, the remedies available will be subject to the terms and conditions provided by the manufacturer.

ChargeFWD Warranty Remedies: For valid warranty claims under the ChargeFWD Warranty, ChargeFWD Ltd. will, at its sole discretion, either repair or replace the defective EVSE unit or parts or provide a refund equivalent to the purchase price of the defective unit or parts.

LIMITATIONS OF LIABILITY

To the extent permitted by applicable law, ChargeFWD Ltd. shall not be liable for any indirect, incidental, consequential, or special damages arising out of or relating to this Warranty or the use or inability to use the EVSE unit, even if ChargeFWD Ltd. has been advised of the possibility of such damages. In no event shall ChargeFWD Ltd.'s total liability under this Warranty exceed the purchase price paid by the Customer for the EVSE unit.





GENERAL

This Warranty is governed by and shall be construed in accordance with the laws of British Columbia. Any disputes arising under or in connection with this Warranty shall be subject to the exclusive jurisdiction of the courts of British Columbia.

By purchasing the ChargeFWD Warranty, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined in this Warranty.

ChargeFWD Ltd.
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Info@ChargeFWD.com

Date: April 2024





ABB E-MOBILITY

Warranty services

Supporting best-in-class uptime



ABB E-mobility electric vehicle chargers are backed by a standard warranty and an experienced service team committed to customer success.

In addition to the standard warranty, our service level agreements (SLA) can optimize charger uptime and support faster remote and on-site response times.

	Scope for USA	Standard warranty execution	SLA offering
	Spare parts shipping	Usually 7 days after diagnostics for standard stocked parts	Next-business-day after diagnostics for standard stocked parts
	Corrective Maintenance	Included	Pre-defined response times*
	Remote Support	Standard escalation	SLA contract-defined*
	On-site Support	Standard escalation	SLA contract-defined*
	Preventive Maintenance	Recommended	Included with designated SLA contracts**

Notes
* SLA response times are 5 business days after dispatch; 3-day or 1-day with custom agreement.
** Preventive maintenance package is included with Professional and Enterprise Care SLA tiers. The following page of this document covers standard warranty provisions by product.

Standard Warranty vs Optional SLA
ABB E-mobility's standard warranty provides baseline support during the warranty period. However, proactive uptime planning should include service level agreements which may significantly enhance charger reliability and uptime. For more information, please see the [ABB E-mobility SLA offering](#) documentation.





Standard warranty

ABB Product line	Parts *	Onsite labor	Travel	Preventive Maintenance	Extended Warranty*
Terra AC Wallbox UL	2 years	—	—	—	—
Terra DC Wallbox UL (20-24 kW)	2 years	—	—	—	option up to 5 years total
Terra DC Fast All-in-One UL (50-180 kW)	2 years	2 years	not included	recommended	option up to 5 years total
Terra DC High Power UL (175 kW, 350 kW)	2 years	2 years	not included	recommended	option up to 5 years total
HVC-C Depot Fleet UL Charging Systems	2 years	2 years	not included	recommended	option up to 5 years total

Key terms and conditions

- Warranty terms outlined in ABB E-mobility Standard Terms & Conditions at time of sale apply
- The standard warranty covers labor and parts as cited in the chart above; consumable parts and travel not included
- Standard parts can be available on site within 7 business days
- A response to service tickets without an SLA is typically initiated within 7 business days (service tech or part dispatched)
- Warranty response times are contingent on active Charger Connect for remote connectivity

Key warranty exclusions

- ABB E-mobility charging equipment is used outside its intended purpose and/or outside its design parameters
- ABB E-mobility charging equipment is exposed to acts of nature, vandalism, misuse, normal wear and tear, negligence, accident, overvoltage or other causes outside the control of ABB E-mobility
- Any unauthorized opening, demounting or moving of ABB E-mobility charging equipment is not covered
- ABB E-mobility chargers must be stored, installed, operated and maintained and/or stored according to ABB E-mobility instructions and may not be left without power for an extended period of time
- Travel and off-site labor are not covered by warranty
- Charging equipment comprised of materials provided by or a design specified by purchaser
- ABB E-mobility charging equipment not purchased from ABB or its authorized sales channel
- Consumable parts, such as cables and filters, are not covered by warranty
- All warranty exclusions as outlined in ABB E-mobility Standard Terms & Conditions at time of sale apply

Key service requirements

- All service personnel must be NFPA 70E certified and compliant and approved by ABB
- Certificate of training attendance for ABB E-mobility products and services must be on file for each person servicing ABB charging equipment
- To validate warranty, equipment must be maintained and serviced by ABB E-mobility technician or an ABB E-mobility-approved service partner
- ABB E-mobility Terms & Conditions are provided with every proposal; contractual terms apply

Claim process

- Troubleshooting may be conducted by ABB E-mobility, or in some cases, a network provider or charge point operator as mutually agreed, prior to submitting a warranty claim.
- If the issue cannot be resolved via basic troubleshooting, ABB E-mobility can be contacted through the [ABB E-mobility Service Portal](#) via the case ticketing function
- An ABB E-Mobility Service Team member can assist with diagnosis and validate warranty claim.
- When validated, an ABB E-mobility Service Provider may be assigned to visit the charger and replace any non-functioning parts that are under warranty; corrective maintenance may also be required

Notes

* Standard warranty includes certain parts coverage and excludes consumable parts. See ABB standard terms for details.

The standard warranty validity for original equipment parts, excluding consumable parts, begins at the earlier of (i) 30 months from shipment from ABB's factory or (ii) 2 years from charger installation. The standard warranty for new spare parts is 12 months after date of shipment, and the standard warranty for refurbished or repaired parts is 90 days after shipment.

** An extended warranty package must be purchased at the time the charger is purchased. ABB can also offer an extended warranty during the valid warranty period which would require an updated proposal.

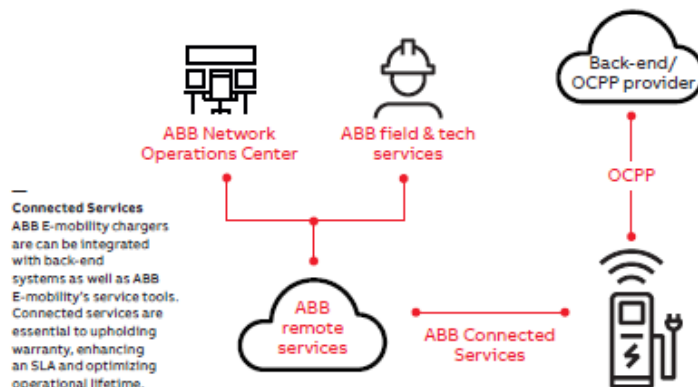




ABB E-mobility complete service offering

Supporting operational excellence throughout the charger lifecycle

With more than a decade of EV infrastructure experience, ABB E-mobility is leading the way to a future of zero emission mobility.



Remote services

- Round-the-clock connectivity
- Remote services
- Remote diagnostics
- Firmware updates and upgrades
- Web tools



On-site service and parts availability

- Standard & extended warranty execution
- Service level agreements
- Preventive service and maintenance
- Corrective service and maintenance
- Spare parts stocking programs



Custom services

- OCPP integration
- Plug and charge integration testing
- Interoperability testing and validation



Training

- Standardized online training
- Product and service classroom training
- Customized service training programs
- Third-party service training programs

The ABB E-mobility service offering includes remote services, service level agreements, packages and warranty services back-end integration and training, as well as parts packages and warranty services.





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ABB E-mobility has the technology, services and experience to enable successful EV charging programs.



SUPERIOR CHARGERS

The highest quality and widest range of charging technology

- High quality: components, materials and designs in the widest power range
- Field tested: Built on more than decade of experience in all conditions and use cases
- Safety first: Third party certifications; company-wide health, safety and sustainability mandates.



SMARTEST SERVICES

The most flexible provider of smart, networked and remotely serviced chargers

- Business model enablement, technology integration teams and on-line connectivity
- High uptime: Remote and field service support team for exceptional charger availability
- Future-proof: Always up to date with latest standards and protocols



RELIABLE PARTNER

Vast experience designing and deploying EV charging technology

- Project and service excellence: Dedicated teams to support charger deployment and maintenance
- Human talent: unrivaled engineering and service organization
- Committed: Electrifying transportation for more than a decade

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Zerova Limited Warranty Agreement (Parts Only)

The following limited warranty covers all Zerova EV Chargers sold to authorized Zerova Reseller Partners.

Warranty Coverage

- The warranty period for all Zerova EV chargers is two years (parts only) from the invoice date. A two-month grace period is provided for all shipments direct from Asia to the location designated by the reseller.
- After the warranty period, if no extended warranty has been purchased, any replacement parts ordered will be covered for one year from the invoice date.
- During the warranty period, Zerova 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: EVSE.Customer.Service@ZerovaTech.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 surges, lightning, 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.





If a defect occurs during the warranty period, the product or parts must be returned in accordance with the terms in our return policy. A copy of the original invoice or other proof of purchase must accompany the returned unit(s) or parts. Zerova reserves the right to repair or replace any defective EV charger within the warranty period. Zerova is under no obligation to repair or replace EV chargers that have components damaged by using excessive loads or input conditions beyond the stated range of the EV charger specification.

Except as expressly stated in this warranty or in the written sales agreement between Zerova and its direct customer, no other warranties, expressed or implied will be applicable. In no event shall Zerova be liable for loss of profit or benefits, indirect, special, consequential, or other similar damages arising out of any breach of warranty or otherwise.

When service is required for a Zerova EV charger, a defect report is required to obtain a Return Merchandise Authorization number (RMA) before returning the EV charger(s). Zerova will not accept returns that do not have an RMA number included with the shipment.

Defective units or parts must be returned freight prepaid; Zerova will only pay for the shipping back to the customer for valid warranty claims.

EV chargers within the warranty period will be repaired or replaced free of charge, if the warranty and return policy conditions have been met. EV chargers that are repaired after the warranty has expired will be subject to charges for parts and labor. We will only start the repair process after we have received acceptance by the customer of the repair costs.

Any damage occurring to the EV charger during shipping should be reported to the carrier immediately. Zerova is not responsible for damage during transit. Keep original shipping containers and packaging material. The carrier will not be honor a claim if shipping material is missing.

To return EV chargers or parts to Zerova, please contact us between our business hours (9:00 am to 5:00 pm PST). If you cannot call, send a detailed explanation of the problem by email. You will be issued an RMA number and instructed on how to return the EV charger. A detailed description of the problem(s) with each EV charger and a list of the serial numbers should be included with the shipment.

Returned EV chargers are subject to the following conditions:

- (1) EV chargers or parts must be packed in a manner that will prevent incidental damage during shipping.
- (2) A copy of the original purchase order or other proof of purchase and defect report must accompany the return.
- (3) EV chargers or parts returned to Zerova that are determined to be misused, altered, or modified from the original manufactured release will be returned to the client freight collect.





- (4) Retesting fee per unit and return freight charges will be incurred for units(s) with no defects
- (5) Route Cause Analysis and failure report for products out of Warranty will be charged depending on the condition of the product.

Please contact Zerova office for further information:

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