



Terms & Conditions

All general terms and conditions and legal information of The Mobility House for reference

GENERAL TERMS AND CONDITIONS OF BUSINESS & DELIVERY

ChargePilot Warranty *(from section 9, Terms & Conditions)*

- a. TMH shall make the Software available free from material defects and defects of title. Hardware components that are a part of the ChargePilot solution are sold with a warranty of 24 months from the date of purchase.
- b. DISCLAIMER: EXCEPT FOR THE EXPRESS WARRANTIES IN THESE TERMS AND CONDITIONS, TMH MAKES NO WARRANTIES WITH RESPECT TO ANY PRODUCTS, LICENSE OR SERVICE, AND HEREBY DISCLAIMS ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE. TMH DOES NOT WARRANT THAT THE SOFTWARE OR ANY ASSOCIATED HARDWARE SHALL MEET ANY END USER REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE OR ANY ASSOCIATED HARDWARE SHALL BE UNINTERRUPTED OR ERROR-FREE.
- c. TMH is not liable for indirect or consequential damages such as loss of profit, unrealized savings, interruption of operation, third party claims and damages due to loss of data.
- d. Temporary disruptions, restrictions and/or interruptions of the ChargePilot web portal (e.g. due to maintenance work) are possible and are not considered a technical defect. They do not entitle the customer to damages and/or compensation claims.
- e. The services owed by TMH under contract rely in part (see also Clause III.) on necessary communications infrastructure such as mobile or cable-based internet connections. TMH is not liable for damages that occur as a result of a disruption to the communications infrastructure and/or power supply. The same applies if the customer engages third parties to install and/or configure the components and/or the vehicle contains defects that make proper charging impossible at least temporarily. The Smart Charging Controllers acquired by TMH only work in conjunction with the software provided by TMH. The charging infrastructure acquired by the customer only works subject to the presence of additional conditions that TMH is unable to influence, in conjunction with the software provided by TMH.
- f. In case of loss of data for which TMH is responsible, the liability of TMH is restricted to the expense required for data recovery.
- g. No liability is accepted for consequences arising due to changes made by the customer or a third party to the software and/or charging infrastructure or due to improper handling or incorrect use of the software and/or charging infrastructure.



AUTEL MAXICHARGER WARRANTY SERVICE

AUTEL[®] Powering the Planet

AUTEL MAXICHARGER WARRANTY SERVICE

Thank you for choosing Autel Energy's MaxiCharger. This Limited Warranty applies to physical goods purchased from Autel. Autel provides global support and availability giving you trouble-free charging. Please contact Autel Tech Support Email (autelenergy@autel.com) for further problem consulting.

Please follow the process below prior to calling or emailing our Tech Support.

- Check that all cables are installed correctly and are not loose or have been damaged.
- Make sure connection between charger connector and vehicle is secure.
- Check the vehicle manufacturers charging guidelines (doors may need to be locked and the vehicle alarmed etc.)
- Make sure the vehicle software is the latest version, please refer to the vehicle manufacturer guidelines.
- Make sure the charger is online – we will not be able to remotely access the charger for faults diagnosis if it is not.
- Call Autel Energy Tech Support Hotline (1.844.765.0150)
- Email Autel Energy Tech Support Email (autelenergy@autel.com), please take pictures or videos of your concern.
- If we cannot diagnose the fault we will aim to get an engineer to your charge point location to rectify your problem with a replacement or fix the issue

1. WARRANTED PRODUCTS

This limited warranty shall only apply to MaxiCharger AC and DC Chargers manufactured by Autel.

2. LIMITED WARRANTY

Autel warrants its EV chargers, known as "Autel MaxiCharger Products", including factory-assembled charger sockets, charger plug and cables, to be free from defect in materials and workmanship which would impact the functionality of the product under normal application, installation, use and service conditions.

The duration of this limited warranty is 36 months for AC Charger (DC Charger: 24 months) starting from the date of installation of the first customer, or no longer than 42 months for AC Charger (DC Charger: 30 months) from delivery.

If local compulsory laws and regulations have different stipulations, the provisions of local laws and regulations shall prevail.

Limited product standard warranty as below. Standard warranty is “parts only”.

PRODUCT DESCRIPTION	STANDARD WARRANTY	RMA OR REPAIR	WARRANTY EXTENSION
AC Charger Residential	3 Years	RMA*	Optional to Extend to 5 Years**
AC Charger Commercial	3 Years	RMA	Optional to Extend to 5 Years
DC Charger	2 Years	Repair	Optional to Extend to 5 Years

*The user is responsible for shipment of the charger to Autel, while Autel will cover the shipment of any replacement charger.

3. LIMITATIONS & EXCLUSIONS

The aforementioned “Limited Warranty” does not apply to any MaxiCharger which have been subjected to:

- Wear and tear, cosmetic changes of MaxiCharger, such as the cosmetic changes of: outer-casing, socket, scratch on screen, charger plug, connector, cables, etc.
- Not authorized resell or reinstallation by a non-approved company or person.
- Unauthorized repair or modifications.
- Service or install by unqualified technicians under the relevant law at the place of installation.
- Repair with unauthorized spare parts or components of MaxiCharger.
- The extreme-climate conditions or abnormal environmental causes that are out of Autel’s control. Including but not limit to: extreme thermal environment, air pollution...etc.
- Damage by natural disasters, such as: flood, fire, lightning, or any other accidents from human causes, vandalism, misuse, normal wear and tear.
- Moving chargers to different locations performed by unauthorized/unqualified installer.
- Defective components in the construction on which the MaxiCharger are mounted.
- Damage caused by vehicle issue.
- Any subsequent costs or losses associated with the MaxiCharger charge point.
- Consumable parts.

4. GENERAL CONDITIONS FOR WARRANTY CLAIMS

- Any refurbishment requirement will be issued through the distributor, which the customer bought their MaxiCharger from.
- No warranty periods or terms shall be extended because of a warranty claim or remedy.

- The Limited Warranty will not cover the subsequent costs of refurbishment, except for shipment costs of refurbishment and the spare parts. Shipment costs will follow the Warranty Clause and Cost Belongings of aforementioned. Any uninstal or reinstall is not included.
- If sold through distributor, the distributor should offer the name, installation date, address and Installation address of the end customer along with the copy of purchase agreement or installation agreement.
- The purchase details, including module, and serial number of MaxiCharger, should be offered to Autel before or one-week after the installation.

5. DISPUTE REGARDING A MATERIAL DEFECT OR A REDUCED POWER

In case of a dispute regarding the existence of a material defect or reduced power in a warranty claim, Autel will accept the judgment of an accredited testing institute (which can be selected by Autel or the distributor in advance.) Autel will not cover the cost and expenses for the testing.

6. FORCE MAJEURE

Any event which is beyond the reasonable control of Autel and which impacts the execution of its obligations under the Agreement, including, but not limited to, natural disasters, extreme weather conditions, fire, riots, war and military operations, national or local emergency situations, acts or negligence of the government, import, export and/or transit prohibitions, economic disputes of any nature whatsoever, strikes or other labour actions, flooding, lightning, explosions, collapses, disruptions in traffic or power networks, the reduced or non-functioning of networks, systems or equipment of third parties as well as any act of negligence of a person or entity which is outside of the reasonable control of Autel.

7. VALIDITY

This Limited Warranty shall apply to Autel MaxiCharger Products (s) manufactured after 1st of Dec 2021. This Limited Warranty shall be valid until a new revision is issued by Autel and is subject to change with 3 months prior notice.

8. OTHERS

Service cost and other fees will be assessed through each year, which may be changed, the right of determination of the service charge will remain to Autel.

AUTEL[®] Powering the Planet




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

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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.

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Connected Services
 ABB E-mobility chargers can be integrated with back-end systems as well as ABB E-mobility's service tools. Connected services are essential to upholding warranty, enhancing an SLA and optimizing operational lifetime.

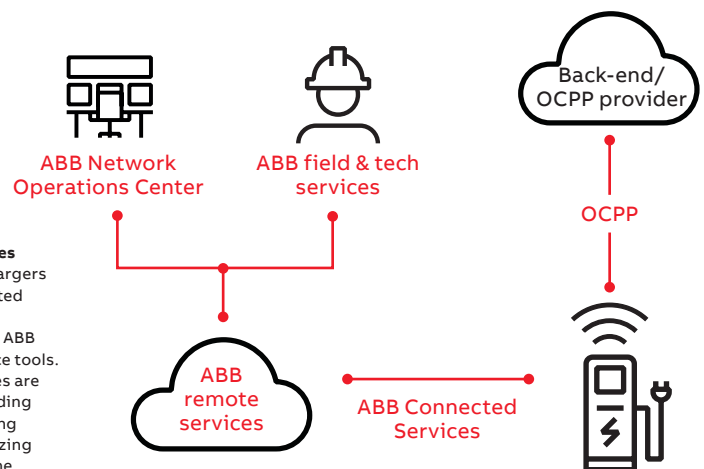


ABB E-mobility complete service offering

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

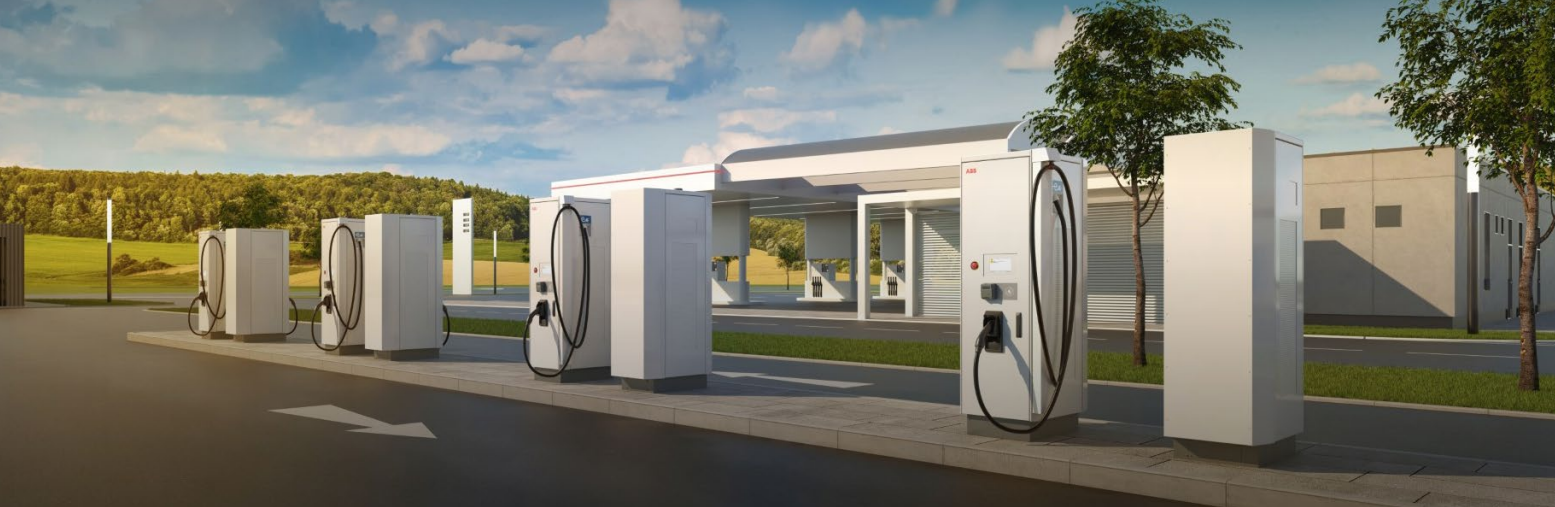


Training

- 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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