
Solax Power Standard Warranty for Smart EV Charger

These warranty terms and conditions apply to the original installation of Solax Power products. The warranty holder is the first and original owner of the installed Solax goods/products and is not transferrable.

This warranty governs the repair and replacement of SolaX Power EV chargers. Consumers wishing to make a claim under this Warranty Policy must abide by the procedures and requirements set forth herein. SolaX Power Co Ltd (“Solax”) may, in its sole discretion, reject the repair or replacement of any EV chargers not returned in accordance with the terms and conditions.

1. Warranty Scope

(a) Consumers are entitled:

(i) Contact the Solax official distributors/installers for warranty claims;

(ii) to a replacement of the goods for a major failure at Solax’s cost;

(iii) to have the goods repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to major failure at Solax’s cost;

(b) The warranty includes the cost of work and material necessary to regain faultless functioning goods. All other costs, particularly transports, travel- and accommodation cost of Solax personnel as well as customer’s own costs are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective products are not covered by the warranty.

2. Warranty Period

(a) The standard warranty period for Solax EV charger is 3 years;

(b) The warranty effective after the date of invoice commencing, 6 months after the production date or starting from the day of the successful completion of the commissioning , whichever comes earlier;

(c) An extended warranty period of an additional 24 months is available for purchase up to 12 months from the warranty commencement date;

(d) Repair and replacement services apply only to goods within their warranty period or extended warranty period, as applicable.

3. Warranty Claim

(a) Subject to the terms and conditions of this warranty, any goods qualifying for replacement within the warranty period will be replaced with a new or refurbished product.

(b) For a replacement to be effected under this agreement, the following information and documents must be provided to SolaX upon request:

- (i) The model of the goods;
- (ii) The serial number of the goods;
- (iii) Failure code;
- (iv) Failure details;
- (v) Copy of original purchase invoice;
- (vi) Valid warranty certificate;
- (vii) Detailed information about the entire systems (eg. System schematic); And
- (viii) Any documents of previous claims, repairs or replacement (if applicable).

(c) Consumers and/or installers must contact the SolaX Power Service Center to make a request to replace the goods under the warranty. A standard path to ticket resolution is typically within 7 working days (service tech or part dispatched). The contact details are as follows:

Emails:

support@solaxpower.com.au (Australia & New Zealand)

service.eu@solaxpower.com (Europe)

info@solaxuk.co.uk (UK)

info@solaxpower.com (USA)

service@solaxpower.com (Other Countries)

(d) In the event that information provided by the Consumers are inadequate, SolaX reserves the right to reject their requests for replacing the goods.

4. Procedures after submitting a warranty claim

SolaX's responsibilities

(a) Upon receipt of a warranty claim, Solax will attempt to solve the issues with the consumer's assistance.

(b) If the issue persists after attempts to solve it with the consumer's assistance, SolaX will provide a case number to the consumer. This number shall be used in reference for all communications regarding the claim.

(c) After the consumer receives the case number, the installer should determine the goods to be faulty, the installer must provide the required information specified at clause 3(b) to Solax or to the Consumer for provision to Solax. Solax will then dispatch the replacement goods within seven (7) working days to the consumer's nominated address or the installer's address.

(d) Within ten (10) working days of the receipt of the replaced goods, the Consumer/Installer must return the alleged faulty goods in the same packaging material as the replacement goods to SolaX.

(e) The replacement goods will assume the remaining warranty period for the original purchased goods.

5. Installer's responsibilities

(a) A qualified installer must be available for the replacement of the faulty goods and re-commissioning.

(b) In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the SolaX Power Service Center in order to limit the replacement of non-faulty equipment.

(c) If the goods are deemed to be faulty and eligible for a warranty claim, the installer must provide the required information in clause 3(b) to SolaX and create a case number for the faulty goods.

(d) Upon receipt of the replaced goods, the installer will install the replaced goods.

(e) Within ten (10) working days of the receipt of the replaced goods, the installer must return the alleged faulty goods in the same packaging material as the replaced goods to SolaX.

(f) All the faulty goods must be sent to the Solax nominated address .

6. Exclusions from Warranty

(a) Used for purposes other than to charge an EV.

(b) Improper or noncompliant use.

(c) Improper installation, commissioning, start up or operation. (contrary to the guidance detailed in the installation manual supplied with each product)

(d) Force majeure events including but not limited to storm damage, lightning strike, overvoltage, fire, thunderstorm and flooding.

(e) Installation in a corrosive environment.

(f) Damage during transportation.

(g) Unauthorized repair attempts.

(h) Product obtained second hand through unlicensed sales channels.

(i) Failure to adequately maintain the equipment.