

## **Terms of Business**

### **deta.e Electric Vehicle Charge Points (EVCP)**

(Formally and eVolo brand)

Warranty Terms and Conditions for EVCP replacing clause 11 in Deta's standard Terms of Business, available at [www.deta.co.uk/policies](http://www.deta.co.uk/policies), accreditations and memberships

#### **11. WARRANTY**

The Company provides a warranty for EVCP at its entire discretion:

- a. Either to replace or repair any of the Goods which within the Warranty period of the Goods are shown to its satisfaction to be defective through faulty material or workmanship alone, provided that no attempt has been made by the Customer or a third party to rectify, dismantle or alter the Goods in any way. The guarantee does not cover batteries or accumulators.
- b. All terms, conditions, warranties, or representations, whether express or implied, as to description, condition, quality or fitness for purpose of any of the Goods are hereby excluded.
- c. So far as permitted by statute, the Company shall not be liable for loss or damage whether direct or consequential and whether suffered by or occasioned to the Customer, its employees or agents, or to any third party.

#### **Warranty Period**

Item Code	Description	Warranty Period
EVC7001/LM	7.4kW 230V 1phase EV Charge Point eDock (New Build Developments only)	2-years parts & labour (extendable)*
EVC7002	7.4kW 230V 1phase EV Charge Point eDock+ with RFID card	2-years parts (extendable)*
EVC7007/LM	7.4kW 230V 1phase EV Charge Point eVoom	5-years parts & labour**
EVC7005	7.4kW/22kW 230V/400V 1/3phase EV Charge Point eVoomXT	5-years parts & labour**
EVC7006	7.4kW/22kW 230V/400V 1/3phase EV Charge Point eVoomXL	3-years parts & labour**
EVC7101-12	Mounting Posts	1-years parts
EVC7160-63	Energy Meters & CT Clamp	2-years parts

\* extendable upon registration at [www.deta-e.uk](http://www.deta-e.uk) to either 3-years (free of charge) or 5-years (chargeable), from the earlier of 6-months following the original installation and commissioning completion date or the new build property legal completion date; that is providing registration is completed within 90 days of the legal completion date and the original 2-year warranty remains valid and in date

\*\* valid from the installation and commissioning completion date, subject to registration at [www.deta-e.uk](http://www.deta-e.uk)

#### **Conditions**

- a. deta.e EVCP must be purchased from an authorised partner
- b. deta.e EVCP must be installed and commissioned by an deta.e approved installer who is a qualified electrician and has undergone accredited electric vehicle charge point installation training
- c. deta.e EVCP must be installed as per the installation manual, particularly noting the Description, Safety Instructions and Commissioning
- d. deta.e EVCP must be registered for warranty and support purposes at [www.deta-e.uk](http://www.deta-e.uk), the EVCP serial number and must be supplied
- e. deta.e EVCP warranty is valid against the original installation and commissioning
- f. Product repairs must only be carried out by Deta or its authorised agents, using deta.e service parts and spares
- g. Should an deta.e EVCP be repaired or replaced under warranty, the original warranty period will prevail and will not be extended

### Technical Support\*

Technical support for on-site assistance, repairs and replacements is available free of charge during the warranty period, in the event that remote assistance cannot resolve the support request and subject to the conditions outlined below.

For technical support, visit [www.deta-e.uk](http://www.deta-e.uk) and click on the Helpdesk button.

\* Onsite technical support outside of the mainland UK is not available.

### Exclusions

- a. Faults or damage to an deta.e EVCP resulting from installation and commissioning of an deta.e EVCP by a non deta.e approved installer
- b. Faults or damage to an deta.e EVCP resulting from incorrect installation and commissioning
- c. On-site assistance where products have not undergone remote fault diagnosis and firmware updates
- d. Returns of deta.e EVCP(s) that have not undergone either remote or on-site fault diagnosis and have been returned without authorisation
- e. Accidental or external damage to an deta.e EVCP and any deta.e ancillary products
- f. Accidental damage or faults to an deta.e EVCP resulting from the use of damaged or faulty ancillary products, e.g. charging cable
- g. Consequential damage to any connected device, vehicle, the electrical installation or property
- h. Limitation to full functionality and support (remote and/or onsite) for deta.e EVCP resulting from lack of Wi-Fi or internet/ethernet connectivity, APP connectivity or failures by the electricity supply provider
- i. An deta.e EVCP where the rating plate/label and serial number or electronic serial number has been damaged or removed
- j. Any setting/firmware stored within the deta.e EVCP or APP
- k. Force Majeure

Technical Support fees are chargeable for:

- l. Remote support where the product is not within Warranty
- m. Onsite engineer call out where the product is not within Warranty
- n. An onsite engineer call out where no fault is found
- o. An onsite engineer call out where an deta.e EVCP has not been installed correctly
- p. An onsite engineer call out where an deta.e EVCP has not been installed by an approved installer
- q. An onsite engineer call out where it has been determined that information pertaining to the fault reported is false or misleading