

AUTEL MAXICHARGER WARRANTY SERVICE

Thank you for choosing Autel MaxiCharger. This Limited Warranty applies to physical products purchased from Autel. Autel provides global support and availability giving you a trouble-free charging experience. Please contact Autel tech support email (autelenergy@autel.com) for further inquiries.

Please Follow The Following Process Before Calling Or Emailing Autel Tech Support Team:

- Check All Cables Are Installed Correctly & Are Not Loose Or Have Been Damaged.
- Make Sure There Is A Good Connection Between Charger Connector & Vehicle.
- Check The Vehicle Manufacturers' Charging Guidelines
(For Example, Doors May Need To Be Locked To Charge, 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 Diagnose If It Is Offline.

If None Of The Above Steps Solve The Issues, Then Please:

- Call Autel Tech Support Hot-Line ([1-844-765-0150](tel:1-844-765-0150))
- Email Autel Tech Support Email (autelenergy@autel.com). Please Take Pictures Or Videos Of Your Concern.
- If The Fault Cannot Be Diagnosed Remotely, Autel Will, On A Case-By-Case Basis, & Upon Mutual Agreement, Autel May Dispatch A Certified Engineer On-Site To Rectify & Fix The Issue. Additional Service Costs May Apply.

1. PRODUCTS WARRANTIED

The following Limited Warranty only applies to MaxiCharger AC/DC EV chargers of up to 640KW manufactured by Autel.

LIMITED WARRANTY

Autel warrants that its Autel MaxiCharger EV products ("MaxiCharger product"), including charger sockets, charger connectors, and cables, if any, shall be free from defect in materials and workmanship which impacts the functionality of the product under normal application, installation, use and service conditions for the warranty period set forth in the table below commencing from the date the MaxiCharger product is powered on and activated for the first time, or 6 months after the product is shipped by Autel, whichever comes first.

Limited product standard warranty period as below. Standard warranty is "parts only".
Please consult with Autel for the most accurate and up to date warranty extension pricing.

PRODUCT	STANDARD WARRANTY	RMA OR REPAIR	WARRANTY EXTENSION
AC Chargers (Residential)	3 Years	RMA*	Optional To Extend To 5 Years**
AC Elite, AC Ultra (Commercial)	3 Years	RMA	Optional To Extend To 5 Years**
AC Single, AC Pro (Commercial)	5 Years	RMA	N/A
DC Chargers	2 Years	Repair	Optional To Extend To 5 Years

*Autel will cover the shipment of any replacement charger.

**Warranty Extension: Warranty Extension Package may be purchased before charger warranty period expires.

Autel's Limited Warranty shall be to replace defective parts or components. Replacement shall mean furnishing new parts or components, which is identical or reasonably equivalent to the warranted parts or components at no cost to user during the Limited Warranty period, whichever, except for transportation expenses which shall be the responsibility of the user*. All parts and components replaced under warranty shall become the property of Autel and must be returned to Autel properly packed to prevent physical damage. Autel's Limited Warranty is further limited as set forth below under "limitations and exclusions."

The foregoing Limited Warranty constitutes Autel's exclusive liability and the exclusive remedy of customer for any breach of or any other nonconformity of the products covered by this warranty. This warranty is exclusive and in lieu of all other warranties. Autel makes no warranty, expressed or implied or statutory, including, without limitation, any warranty of merchantability or fitness for a particular purpose.

No representative, employee, distributor or dealer of Autel has the authority to make or imply any warranty, representation, promise or agreement, which in any way varies the terms of this Limited Warranty.

Under no circumstances shall Autel be liable to customer or any third party for consequential, incidental, indirect, exemplary, special or other damages whether in an action based on contract, tort (including negligence) or any other legal theory, arising out of or related to the products sold to customer, including but not limited to lost profits or loss of business, even if Autel is apprised of the likelihood of such damages occurring.

Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages so some of the above limitations may not apply to certain users.

2. LIMITATIONS AND EXCLUSIONS

The aforementioned "Limited Warranty" does not apply to any MaxiCharger product which has been subjected to:

- Wear & Tear, Cosmetic Changes Of MaxiCharger's, Such As The Cosmetic Changes Of Out-Casing, Socket, Scratch On Screen, Charger Cable, Charging Connector, Etc.
- Any Unauthorized Modifications Made To The MaxiCharger Without The Approval Of An Autel Engineer Prior To, During Or After The Installation Is Strictly Prohibited. (Ref Nec Code 110.3b)
- Not Authorized Resell Or Reinstall By Non-Approved Company Or Person.
- Unauthorized Repair Or Modifications.
- Service Or Install By Unqualified Technicians Under The Relevant Law At The Place Of Installation.
- Only Certified & Licensed Installers Or Electricians Can Be Used To Install & Service Autel Chargers.
- Repair With Unauthorized Spare Parts Or Components Of MaxiCharger.
- The Extreme-Climate Conditions Or Abnormal Environmental Causes That Are Out Of Autel Control. Including But Not Limited To Extreme Thermal Environment, Air Pollution.
- Damage Caused By Natural Disasters, Such As: Flood, Fire, Lightning, Or Any Other Accidents From Human Causes, Vandalism, Misuse, Normal Wear & 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.
- Consumable Parts.

3. GENERAL REQUIREMENTS AND CONDITIONS FOR WARRANTY CLAIMS

- Any Replacement Or Repair Requests As To A MaxiCharger Product Can Only Be Initiated Or Issued By The Party That Purchased The Subject Product Directly From Autel, Including All Purchases Through Reseller Channels, & Customers Who Have Purchased The Product Directly From Autel.
- 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 The Charger Except For Shipment Costs Of The Spare Parts. Shipment Costs Will Follow The Warranty Clause & Cost Belongings Of Aforementioned. Any Uninstall Or Reinstall Is Not Included.
- If Sold Through Distributor, The Distributor Should Offer The Name, Installation Date, Address, & Installation Address Of The End Customer Along With The Copy Of Purchase Agreement Or Installation Agreement.
- The Purchase Details, Including Module, & Serial Number Of The Product, Should Be Offered To Autel Before Or One-Week After The Installation.

4. 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 a mutually agreed upon accredited testing institute. Autel will not cover the cost and expenses for the testing.

5. 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 labor 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.

6. VALIDITY

This Limited Warranty shall apply to autel MaxiCharger EV 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 three-months' prior notice.

7. OTHERS

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