



Star Charge[®]

Warranty terms

1. Warranted Products

A. Star Charge warrants the AC and DC chargers manufactured and sold by Star Charge.

2. Warranty Period

A. The warranty is valid for a period of 24 months from the date of installation & commissioning of the charger or 27 months from the date of receipt of the charger by the customer, whichever is earlier (subject to clause no. 6, Exclusions and Limitations).

3. Warranty scope

A. Star Charge provides after-sales services (refers to 4A) in the sales area (the actual area is subject to the contract) for the charger manufactured and sold by Star Charge.

B. If it is out of warranty scope, the customer can buy the spare part and avail on-site services. The relevant fees will be charged according to the corresponding standards.

4. Warranty contents

i. During Warranty:

A. During the warranty period, for non-artificial reasons or the failure due to the charger's quality, the customer shall submit fault details (Statement of work supported by photograph and video evidence) to Star Charge service email address service.europe@starcharge.com within 48 hours of finding the fault. Star Charge will analyze the cause remotely and will provide online support. In case the issue is not resolved remotely, the below steps shall be followed:

- In case of AC Charger: The customer will be requested to send the charger to Star Charge service center in Germany at customer's expense. If the charger is found under warranty, Star Charge will either repair or replace the charger and send it to the customer free of cost, in addition, Star Charge will reimburse the actual courier charges borne by the customer while sending the charger to Star Charge Service centre upon submission of invoice. Onsite labour is excluded.
- In case of DC Charger: If the charger is found under warranty based on remote assessment, suitable spares shall be sent to the customer free of cost. Whereas, the faulty part shall be sent by customer to either Star Charge Service center in Germany or to be disposed on case to case basis. Onsite labour is excluded.

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- B. For the chargers repaired/replaced by Star Charge, Star Charge Service Provider or the engineers certified or authorized by Star Charge during the warranty period, the warranty content will not change.
 - C. For the paid spare parts which meet the Exclusions and Limitations (refers to 6) during the warranty period, a price quote shall be submitted to the customer for necessary repair and its warranty period will be the later one between the "original warranty period of the charger" and "one year" after the replacement".
- ii. Out of warranty:
- A. For the charger not covered under warranty, a price quote shall be submitted to the customer for necessary repair, whereas, the original warranty content will not be followed. The warranty period of the paid spare parts which will be replaced out of the warranty period, will be one year, begin from the replacement.
5. Maintenance
- A. The maintenance content refers to the "Maintenance Manual".
 - B. The warranty contents will not change if Star Charge or Star Charge Service Provider provide preventive maintenance.
 - C. The warranty contents will not be followed as original if the charger has premature aging or failure caused by improper preventive maintenance provided by the engineers not certified or authorized by Star Charge. Star Charge will evaluate the reason.
6. Exclusions and Limitations
- A. The equipment is out of warranty.
 - B. Man-made damage or damage caused by improper storage and use (including but not limited to water immersion, collision, the extreme temperature outside the limits mentioned in datasheet etc.).
 - C. Failure or damage caused by use in an abnormal working environment, including normal wear and exceeding the working load (including but not limited to the charging cable is inserted and removed more than 10,000 times, altitude and temperature do not meet the requirements, etc.).
 - D. Equipment disassembled, modified and repaired by unauthorized service organizations.
 - E. Equipment cannot be used normally due to non-material and production quality (including but

not limited to construction grounding problems, abnormal power, network problems and so on)

- F. Premature aging and failure of components caused by improper maintenance. (including but not limited to clean and fastening of screws and connectors)
- G. On-site labour is excluded

Company address and contact details

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