

Warranty document

Congratulations, you have purchased a quality product with the Hardy Barth Wallbox. The eCharge Hardy Barth GmbH guarantees that the wallbox is functional and free of material defects.

If, despite conscientious processing and inspection, a problem should arise after the installation of your wallbox, we will be happy to help you through our service.

In order to be able to correct the error properly and as quickly as possible, we have established a 3-stage service system. This consists of the following escalation levels:

1. telephone support
2. service by specialized company on site
3. replacement of the charging station

This document describes the different stages and how you as a customer or installer should proceed to get the best possible service from us.

1. telephone support

If you as a customer experience a problem with your charging station, our technical support is available at +49 (0) 9666 188 00 88 at the following times:

Monday - Thursday	8:00 to 12:00 and 13:00 to 17:00
Friday	8:00 to 16:00

Alternatively, you can also send an email to support@echarge.de with your request.

Please find out in advance which charging station your product is (name, power, connections, etc.) and, if necessary, prepare screenshots of the user interface showing the problem. This makes troubleshooting easier for our support team and ensures that the problem is solved more quickly. On our homepage you will also find a guide to fixing common problems and errors in our download portal ([click here](#)). If you do not succeed in putting the charging station back into operation without errors even with the help of our advice, then you should definitely commission a specialist company to eliminate the error.

2. service by specialized company on site

The specialist company is your representative. He can determine whether there is a technical defect in your charging station and whether it may be necessary to replace a component. Please note that only persons with the necessary expertise and approval from the power grid operator responsible for your charging station may carry out work on the power grid and open the charging station housing.

For installers:

We recommend all installers to contact our technical support by phone in advance, at least 1 day before the service call, in order to make a fixed appointment so that longer waiting times can be avoided. In addition, we can send you as an installer, if necessary, spare parts that you can install on site to prevent another service call. For this we need exact details about the product.

If you are at the customer's site, please fill out our complaint form and send it either to one of our service employees or to support@echarge.de. You can find the complaint form in our download portal at www.echarge.de under the tab "Service" → "Download" → "More" ([click here](#)).

	Reimbursement of costs for service calls is only possible with a completed complaint form and the installer's report (signed by the customer)!
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You can apply for reimbursement of expenses for the service call. Please note the following,

- that the defective device must be within the warranty period of 2 years.
- That we will only reimburse the service fee to installers. The service must not be performed by your customers are provided.
- that you have coordinated the service call with our support team in advance.
- that you have filled in the complaint form and sent it to us.
- that you have filled in a director's report on site (signed by the end customer) and sent it to us.
- that we will only reimburse the service fee if it is a warranty case.
in accordance with our warranty conditions. For example, there must be no customer fault or damage due to overvoltage (e.g. lightning damage).
- that you settle the service within 6 months after the service has been provided.

The expense reimbursement includes the following costs (these costs are reimbursed per customer per wallbox, the number of employees on site is irrelevant):

	Service	Net amount
1	Service flat rate for on-site operations incl. travel (flat rate)	75,00 €
2	Service fee for each additional charging station on site (pro rata)	35,00 €
3	<i>Shipping costs within Germany (depending on the size of the package)</i>	5,00 € - 15,00 €

If the service call is also unsuccessful, we will initiate the replacement of the box.

3. replacement of the charging station

The exchange is simple for you. Your specialist company calls our service hotline at the number +49 (0) 9666 188 00 88 and requests an exchange of the charging station. After checking the facts, we will send your installer an equivalent device. We ask you, after receiving the newly delivered charging station, to remove the repair replacement cover and mount it on your charging station to be replaced. A return bill will be included in the package of the replacement charging station. Please pack the defective charging station in the box and return it to us with the return bill.

The warranty period is not extended by this exchange. Thus, the newly delivered charging station takes over the warranty end date of your initial device.

The technical performance data of the replacement charging station fully corresponds to your original charging station. Nevertheless, we reserve the right, at our discretion, to provide you with a successor device from current series production or a refurbished charging station in mint condition as a replacement device.

Guarantee and warranty claims

Legal warranty or liability

eCHARGE Hardy Barth GmbH grants the legally prescribed warranty period of 24 months on all charging stations as well as a warranty with the same duration for the country in which the product was purchased. If the product is operated in another country, the legal regulations for the country in which the product was purchased still apply: The warranty, like the guarantee, is not transferable under any circumstances. If modifications of any kind have been made to the product that have not been expressly approved by eCHARGE Hardy Barth GmbH or described in a manual for authorized service partners, the warranty obligations on the part of the manufacturer shall expire with immediate effect.

Exclusion of claims for damages and liability claims

This includes claims that are due to the following causes:

1. Deterioration due to normal wear and tear, corrosion, damage, accident, faulty storage or operation, lack of reasonable and necessary maintenance.
2. Installation services of the wallbox performed by unauthorized persons (by an unauthorized electrician), installers not authorized by eCHARGE Hardy Barth GmbH or the customer himself.
3. Repairs carried out by unauthorized persons, companies or by the customer himself, interventions to remedy defects in the wallbox concerned.
4. Use of spare parts that are not original spare parts from eCHARGE Hardy Barth GmbH.
5. Incorrect maintenance and/or use due to failure to observe or follow the operating instructions.
6. Acceptance of further damage to the device and its environment, e.g. through continued use of the device after the defect or malfunction has been detected.
7. Damage due to mechanical overloading.

However, the manufacturer further disclaims any claims for damages resulting from improper use, negligence, modifications, attempted repairs by unauthorized persons, or force majeure. The repair or replacement of defective parts does not lead to an extension or restart of the warranty period according to the warranty conditions.



ATTENTION!

If any problems occur during the operation of your product, please contact your local distributor or an authorized representative immediately and clarify to what extent this malfunction is covered by the warranty and/or guarantee. Under no circumstances should you make any changes or repairs to your product yourself!

The company eCHARGE Hardy Barth GmbH assures the proper operation of the present product after delivery within the scope of the legally valid warranty. The warranty is limited to such damages which are due to normal use and to obvious material or manufacturing defects.

In these cases, the manufacturer, in cooperation with the local distributor, will attempt to restore the proper function of the product. Any costs incurred for the transport of the product shall be borne by the customer.

If the serial number of the wallbox has been removed, altered or made illegible through the fault of the customer, all rights granted under the terms of the warranty shall expire and only the standard warranty period shall apply.

If the customer orders an execution of repair or replacement work outside the business hours of eCHARGE Hardy Barth GmbH, the hourly wage and the travel expenses outside the normal business hours (Monday - Thursday 8:00 to 5:00 and Friday 08:00 to 4:00) will be charged to the customer according to the current price list.

Customer service for questions, complaints and claims:

Monday to Thursday from 8:00 to 12:00 and 13:00 to 17:00 and Fridays from 08:00 - 16:00 by phone +49 9666-188 00 50 and by e-mail at support@echarge.de. Please have the serial number, the name of the wallbox and your customer number ready !