

Service and Statutory Warranty

Congratulations, you have purchased a quality product with the Hardy Barth wallbox.

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

Important: Your statutory warranty rights (legal guarantee of conformity) exist against your seller or the installation company from which you purchased the charging station. The service described below is a voluntary service of eCHARGE Hardy Barth GmbH and does not limit these rights.

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

1. Telephone support
2. Service by a specialist 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 receive 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 50 at the following times:

Monday – Thursday:	8:00 – 12:00 and 13:00 – 17:00
Friday:	8:00 – 16:00

Alternatively, you can send an e-mail with your request to support@echarge.de.

Please find out in advance which charging station you have (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. In the download portal on our website you will also find a guide to fixing common problems and errors. If you do not succeed in putting the charging station back into operation even with the help of our advice, you should **definitely** commission a specialist company to eliminate the error.

2. Service by a specialist company on site

The specialist company acts on your behalf. It can determine whether your charging station has a technical defect and whether a component may need to be replaced. Please note that only persons with the necessary expertise and approval from the grid operator responsible for your charging station may carry out work on the power grid and open the housing of the charging station.

For installers:

We recommend that all installers contact our technical support by phone at least one day before the service call in order to arrange a fixed appointment and avoid longer waiting times. In addition, we can send you spare parts if necessary, which you can install on site to avoid a further service call. For this we need exact details of the product.

When 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 the download portal at www.echarge.de under "Service" → "Download" → "More".

Reimbursement of costs for service calls is only possible with a completed complaint form and the installer's service report (signed by the customer)!

As a voluntary service of eCHARGE Hardy Barth GmbH, you can apply for reimbursement of expenses for the service call. Please note the following conditions:

- The defective device was delivered to the end customer no more than 24 months ago.
- We only reimburse the service fee to installers. The service must not be performed by your customer.
- You have coordinated the service call with our support team in advance.
- You have filled out the complaint form and sent it to us.
- You have filled out a service report on site (signed by the end customer) and sent it to us.
- We only reimburse the service fee if the charging station has a material or manufacturing defect. For example, there must be no fault on the part of the customer and no damage caused by overvoltage (e.g. lightning).
- You invoice the service within 6 months after it has been provided.

The reimbursement covers the following costs (reimbursed per customer per wallbox; the number of employees on site is irrelevant):

#	Service	Net amount
1	Service flat rate for on-site calls incl. travel (flat rate)	€75.00
2	Service fee for each additional charging station on site (pro rata)	€35.00
3	Shipping costs within Germany (depending on package size)	€5.00 – €15.00

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

3. Replacement of the charging station

The replacement is simple for you. Your specialist company calls our service hotline at +49 (0) 9666 188 00 50 and requests a replacement of the charging station. After checking the facts, we will send your installer an equivalent device. After receiving the new charging station, please remove the repair replacement cover and mount it on the charging station to be replaced. A return slip is enclosed 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 slip.

The statutory warranty period is not extended by this replacement.

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 as-new condition as a replacement device.

Statutory Warranty

Statutory warranty (legal guarantee of conformity)

Your statutory warranty rights exist against your seller or the installation company from which you purchased the charging station. eCHARGE Hardy Barth GmbH does not provide an additional commercial guarantee. Your statutory rights are not limited by this document.

When is there no defect?

In particular, there is no material or manufacturing defect in the case of impairments caused by:

1. Deterioration due to normal wear and tear, corrosion, damage, accident, improper storage or operation, or lack of reasonable and necessary maintenance.
2. Installation work on the wallbox not carried out by a qualified electrician, in particular by the customer himself.
3. Repairs or interventions to remedy defects in the wallbox carried out by unauthorised persons (not a qualified electrician), companies or the customer himself.
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 surroundings, e.g. through continued use of the device after the defect or malfunction has been detected.
7. Damage due to mechanical overload.
8. Modifications to the product not approved by eCHARGE Hardy Barth GmbH.

ATTENTION! If problems occur during operation of your product, please contact your local distributor or an authorised representative immediately and clarify to what extent the malfunction is covered by the statutory warranty. Never make any changes or repairs to your product yourself!

If there is a material or manufacturing defect, eCHARGE Hardy Barth GmbH, in cooperation with the local distributor, will restore the proper function of the product (see sections 1 to 3).

To clearly identify your device, we need the legible serial number. Please do not remove or alter the type plate.

If the customer orders repair or replacement work outside the business hours of eCHARGE Hardy Barth GmbH, the hourly rate and travel costs outside normal business hours (Monday – Thursday 8:00 – 17:00 and Friday 08:00 – 16:00) will be charged to the customer in accordance with the current price list.

Customer service for questions, complaints and claims:

Monday to Thursday from 8:00 – 12:00 and 13:00 – 17:00 and Friday from 08:00 – 16:00 by phone at +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!