

Product Warranty Particulars

Electric Vehicle Charge Points (EVCP)

as listed below

Deta Electrical Company Limited Terms and Conditions for the Sale of Goods apply, available at <https://www.deta.co.uk/policies-accreditations-memberships>

Warranty Period

EVC 8000 Series

Item Code	Description	Warranty Period
EVC8001	7.4kW 230V 1phase EV Charge Point eDock2	2-years parts only (extendable)*
EVC8006	7.4kW 230V 1phase 4G EV Charge Point eDock2	2-years parts only (extendable)*

* the earlier of 2-years from the date of commissioning (Site Creation and EVCP added in Partner APP) or 3-years from date of manufacture, extendable by an additional 1-year upon registration at www.deta-e.uk to either 3-years (free of charge), subject to registration being made within the initial warranty period

EVC 7000 Series

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***

** extendable upon registration at 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

Conditions

- deta.e EVCP must be installed and commissioned by an Deta approved installer who is a qualified electrician and has undergone accredited electric vehicle charge point installation training
- deta.e EVCP must be purchased from an authorised distributor
- deta.e EVCP must be installed as per the installation manual, particularly noting the Description, Safety Instructions and Commissioning
- deta.e EVCP must be registered for warranty and support purposes at www.deta-e.uk, the EVCP serial number and must be supplied*
- deta.e EVCP warranty is only valid against the original installation and commissioning
- Product repairs must only be carried out by Deta or its authorised agents, using deta.e service parts and spares
- Should an deta.e EVCP be repaired or replaced under warranty, the original warranty period will prevail and will not be extended
- On-site support* only available for EVCP's that have been installed under an OZEV grant scheme, and evidence can be provided

* only applicable to the EVC 7000 series

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. Where the EVCP and its unique mounting base have not been installed together
- k. Any setting/firmware stored within the deta.e EVCP or APP
- l. Force Majeure

Technical Support (eDock EVC 7000 series only)*

Should remote assistance not resolve the support request, on-site assistance, repairs and replacements is available free of charge during the warranty period, subject to the exclusions conditions outlined above.

For technical support, visit www.deta-e.uk and click on the Helpdesk button.

* On-site technical support only available for EVCP installed under the OZEV grant scheme and is not available outside of the mainland UK

Technical Support Fees

Support fees are chargeable as follows:

- a. Remote support where the product is not within Warranty
- b. Onsite engineer call out where the product is not within Warranty*
- c. An onsite engineer call out where no fault is found*
- d. An onsite engineer call out where an deta.e EVCP has not been installed correctly*
- e. An onsite engineer call out where an deta.e EVCP has not been installed by an approved installer*
- f. An onsite engineer call out where it has been determined that information pertaining to the fault reported is false or misleading*

* On-site only applicable to EVC 7000 series that are installed under the OZEV grant scheme