

LIMITED WARRANTY TERMS-AC EV CHARGING STATION

This Limited Warranty applies to Solenso AC Electric Vehicle (EV) Charging Stations, including the specific models: 7KW Smart Home Charger AC7000-AE-25, 7KW Commercial Charger, 11KW Smart Home Charger AC011K-AE-25 (hereinafter collectively referred to as the "Product") sold by Solenso or its authorized distributors.

1. Warranty Period

Solenso warrants that the Product shall be free from defects in materials and workmanship under normal use and service for a period of twenty-four (24) months from the date of sale to the end customer (the "Warranty Period").

2. Warranty Coverage

During the Warranty Period, Solenso will, at its sole discretion, repair or replace any Product or part thereof that is proven to be defective due to manufacturing or material defects, provided that the Product has been installed, operated, and maintained in accordance with Solenso's installation manuals, user guides, and applicable local standards.

3. Warranty Exclusions

This Limited Warranty does not cover defects or damages resulting from:

- a) Improper installation, commissioning, operation, or maintenance;
- b) Use of the Product outside its intended purpose or technical specifications;
- c) Unauthorized modification, disassembly, or repair;
- d) Damage caused by external factors such as fire, flood, lightning, surge, accident, other force majeure events;
- e) Normal wear and tear, cosmetic damage, or consumable parts;
- f) Failure caused by third-party equipment, accessories, or software not supplied or approved by Solenso.

4. Warranty Claim Procedure

To make a warranty claim, the customer must:

- a) Contact the original seller or Solenso authorized service partner;
- b) Provide proof of purchase showing the sales date and the specific Product model (7KW Smart Home Charger AC7000-AE-25 / 7KW Commercial Charger / 11KW Smart Home Charger AC011K-AE-25);
- c) Provide a detailed description of the fault and, if requested, relevant photos, logs, or videos.

Solenso reserves the right to inspect the Product or request the return of defective parts before approving any warranty claim.

5. Liability Limitation

To the maximum extent permitted by law, Solenso shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to loss of profit, loss of use, or loss of data, arising out of or in connection with the use or inability to use the Product.

6. Transferability

This Limited Warranty applies only to the original purchaser and is non-transferable, unless otherwise agreed in writing by Solenso.

7. Governing Law

This Limited Warranty shall be governed by and construed in accordance with the laws applicable in the place of sale, unless otherwise required by mandatory local regulations.

8. Final Provisions

This document constitutes the complete warranty terms for the Solenso 7KW Smart Home Charger AC7000-AE-25, 7KW Commercial Charger and 11KW Smart Home Charger AC011K-AE-25, and supersedes any prior oral or written statements. Solenso reserves the right to amend these warranty terms without prior notice, provided that such amendments shall not affect Products already sold.

9. Contact Solenso

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