

EO CHARGING



ELECTRIC VEHICLE CHARGER - GUARANTEE

UK & REPUBLIC OF IRELAND

Your EO Charging electric vehicle charger has the benefit of our manufacturer's guarantee, which covers the cost of breakdown repairs for one* year from the date of purchase. This gives you the reassurance that if, within that time, your charger is proven to be defective because of either workmanship or material defect we will, at our discretion, either repair or replace the charger at no cost to you.

This guarantee is subject to the following conditions:

- The charger has been installed by an EO approved installer and operated correctly
- The charger is used only on the electricity supply printed on the rating plate
- The charger has been used only to charge an electric vehicle
- The charging cable has been replaced in the holding socket when not in use (applies only to tethered units not socketed units)
- The charger has not been altered, serviced, maintained, dismantled or otherwise interfered with by any person not authorised by us. For the avoidance of doubt any attempt to open the unit by anyone other than ourselves or our appointed agent will invalidate the guarantee
- Any repair work must be undertaken by us or our appointed agent
- Any parts removed during repair work or any charger that is replaced become our property
- The charger is used in the United Kingdom or Republic of Ireland

The guarantee does not cover:

- Damage resulting from transportation, improper use, wear and tear, neglect or interference or as a result of improper installation
- Replacement of any consumable item or accessory not supplied by us.

2 Year Return to Base Guarantee *

For years 2 and 3 of your ownership of one of our electric vehicle chargers, EO Charging also offers you a free 2 years return to base guarantee. 'Return to base' means you will be responsible for covering the costs associated with sending out an engineer (approx. £80 per visit) to remove the existing charger and replace it with a new one and the cost of posting the replaced unit back to EO (approx. £30). This additional guarantee is conditional on you registering your EO charger with us and the new unit being fitted by one of our authorised agents. To activate the extra parts warranty on your EO charger simply call our registration line on **+44 (0) 333 77 20 383**

EXTENDED WARRANTY *

We also offer an extended warranty for up to a further 4 years from the end of the first year, providing full parts and labour guarantee (in place of the return to base guarantee for years 2 & 3). The extended guarantee is available at a cost of £12 per month (or £140 per annum if paid in one annual payment). For further information simply call our registration line on **+44 (0) 333 77 20 383**

*** If your electric vehicle charger has been installed under the OLEV Electric Vehicle Homecharge Scheme (EVHS) or Workplace Charging Scheme (WCS) then it has the benefit of THREE years' full parts and labour guarantee with the option to purchase an extended warranty for years 4 & 5.**

Essential Contact Information

Telephone: **+44 (0) 333 77 20 383**

Email: **support@eocharging.com**

www.eocharging.com

Juuce Limited t/a EO Charging

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