

Manufacturer Limited Warranty for Infypower EV Charging Products

(For Australia and New Zealand)

Limited Product Warranty Statement

1. Introduction

Shenzhen Infypower Co., Ltd. ("Infypower") provides this limited warranty for its electric vehicle (EV) charging products sold and installed in Australia and New Zealand. This warranty covers defects in materials and workmanship under normal installation and usage conditions, subject to the terms and limitations outlined below.

2. Warranty Coverage

Product	Warranty Period
Infypower 7kW V2G DC Charger	2 years
V2H Box	2 years
AC Box	2 years

(Warranty period can be varied based on the customers' demand, additional charges may be apply)

3. Model Name

This warranty applies to all Infypower V2G (Vehicle-to-Grid) products sold in Australia, including but not limited to:

- V2G charger(CCS2): EXP07K1E-FSW-E
- V2G charger(CHAdeMO): EXP07K1E-FSW-C
- AC Box: IAU32AS-AW2
- V2H Box: IAU32AD-AW1

A full model list can be provided upon request or included as an appendix to the Warranty T&Cs.

4. Warranty Start Date

Infypower provides a warranty for the products.

The warranty period begins from the earlier of the following two dates:

(i) Installation date;

or

(ii) 3 months after the product was successfully received at the CLIENT's warehouse.

5. Warranty Preconditions

This warranty agreement is subject to the following conditions:

- 1, The charging station must retain its original serial number and labels, and the labels must be intact and legible.
- 2, When stored, the charging station must be kept in an environment with temperatures ranging from -40°C to +70°C.
- 3, This warranty does not apply to any product that has been fully or partially dismantled or modified, unless such dismantling is performed by Infypower.
- 4, After commissioning, the end user and the installer must sign a completion report, which may need to be provided to Infypower if necessary.
- 5, Upon receiving a replacement product, the product owner must return the defective unit in the same packaging materials within 10 business days after receiving the replacement product. Infypower will provide all labels, documents, and shipping information for the return of the defective unit.
- 6, The replacement process must involve qualified installation personnel for swapping and re-commissioning.
- 7, As the original purchaser, the buyer must maintain a trustworthy relationship with Infypower and avoid returning non-defective products whenever possible. Infypower will assist in troubleshooting or resolving fault information through phone support or direct PC connection.

6. After-sales Service Process

Please submit your request within **30 days** of the issue via our **official website** or **phone call**, including:

- Product serial number and installation address
- Proof of purchase and installation date

- Description of the issue and troubleshooting attempts
- Supporting photos, logs, or error messages if available

7. Service Response Time

- **Remote response time:** within **2–5 business days** upon receiving the request.
- **For return or replacement needs,** customers may contact **Infypower directly** or coordinate through the **original supplier or authorized distributor.**

A service resolution plan will be provided within **1–5 business days**, depending on the nature of the issue and the availability of diagnostic information.

Additional Notes:

- To support timely diagnosis, we recommend keeping the system connected to the internet whenever possible.
- For systems without internet access, customers or installers may be requested to assist with on-site inspection and data collection as instructed.
- Infypower and its partners strive to provide efficient and localized service support. In remote areas, response time may vary depending on logistics and access conditions.

8. Warranty Coverage

The following services will be provided free of charge during the warranty period:

1. Product Replacement

If there are defects in manufacturing or materials, Infypower will provide free replacement services, including warranty processing fees, replacement part costs, and shipping fees.

The replacement product may be refurbished, but it will meet the same quality and specifications as the original product. If the same product cannot be provided due to technological advancements, Infypower will offer a replacement of at least the same value and standards.

If a product is replaced during the warranty period, the remaining warranty period will automatically transfer to the replacement product.

9. What the Warranty Covers

Troubleshooting and Repair Service:

Troubleshooting any failures within the system and providing necessary repair services to restore the charging system to normal operation.

Remote Monitoring and Technical Support:

Provides remote monitoring services to track the operation of the Charging system in real-time, offering technical support and optimization recommendations based on monitoring data.

System Upgrades and Optimization:

Provides system software or hardware upgrade and optimization services to ensure continuous optimization and performance improvement of the system during long-term operation.

Under the following circumstances, the customer will be required to pay relevant fees, even if the product is still within the warranty period:

1. Non-Warranty Repairs or Replacements

If the product failure does not meet warranty conditions or is beyond the warranty period, the customer will be responsible for repair costs, spare parts costs, and shipping fees.

2. Installation and Maintenance

Any costs incurred during normal or scheduled maintenance by the customer or installer will be borne by the customer.

3. Additional Shipping Costs

Any additional shipping costs resulting from special delivery requests or remote locations will be borne by the customer.

10. What the Warranty Does Not Cover

This warranty does not apply to:

1. Improper installation not following Infypower's instructions
2. Misuse or operation outside of manual guidelines
3. Unauthorized modification or repair by non-approved parties
4. Force majeure (e.g., storms, lightning, over-voltage, fire, floods, pests)

5. Cosmetic wear and tear not affecting functionality
6. Interference or damage from non-InfyPower accessories or third-party devices
7. Transportation damage, improper environment (heat, ventilation, structural load)
8. Rust or corrosion due to harsh external conditions
9. Vandalism, unauthorized markings, or contamination
10. Product disconnection from the internet for more than 90 days (limited support), or more than 1 year (warranty reduced to 5 years)

11. Limitation of Liability

It is the end user's sole and exclusive remedy against INFYPOWER and INFYPOWER's sole and exclusive liability in respect of defects in the product. This limited warranty replaces all other INFYPOWER warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose.

However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws.

To the extent permitted by applicable law(s), INFYPOWER does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of the product or system functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses, or for any indirect, consequential, special, or punitive damages or losses.

To the extent permitted by applicable law, INFYPOWER's total liability shall be limited to the purchase value of the product (e.g., V2G charger, AC box, V2H box) supplied under this limited warranty.

Note: In some countries or regions, end users may receive an additional warranty commitment (which should be at least equivalent to the manufacturer's warranty) provided by INFYPOWER's local distributor. Should any claims arise in this respect, please contact the local distributor directly.

Please note that this INFYPOWER limited warranty statement may NOT be the latest version. For the most updated version, please visit INFYPOWER's official website.

12. Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

13. Contact:

China Contact Information

Company: Shenzhen Infypower Co., Ltd.

Address: First Floor, No.1 Building, Linoya Industrial Park, Tangtou No.1 Road, Shiyan, Bao'an District, Shenzhen, China

Phone Number: +86 400-882-8675

Email: service1@infypower.cn

Website: www.infypower.com

Australia Importer information:

1. Company: V2Grid Australia PTY LTD

Address: 144 Hutt Street Adelaide SA 5000, Australia

Phone Number: 08 7095 7622

Email: info@v2grid.au

Website: v2grid.com.au

2. Company: RETROVOLT SOLUTIONS PTY LTD

Address: Ground Floor, 333 Queen St, Melbourne VIC 3000

Phone Number: 0430384925

Email: info@retrovoltolutions.com.au

Website: retrovoltolutions.com.au

Notes

- This warranty statement may be updated periodically. Please refer to the latest version on www.infypower.com.
- If an additional warranty is provided by your local distributor, please contact them directly for claims under that program.