

# Autel EV Charger After-sales Policy

**1. Purpose**

This service policy is formulated in order to standardize the new energy after-sales service policy in the European market, to provide guidance on after-sales services, to ensure the service work in an orderly manner, and to improve the level of customer service.

**2. Scope of application**

- 1) This service policy is applicable to new energy EV charger products distributed by Autel Europe GmbH and Autel Europe UK Ltd in the European market. Apart from these standard services, bidding projects with different requirements should be analyzed and quoted separately.
- 2) The product is within the warranty period (extended warranty period).
- 3) In order to ensure the warranty service, the installation and commissioning, preventive maintenance and repair of the product must be provided by Autel technicians or Autel authorized service partners.

**3. Autel New Energy EV Charger Products EU Warranty Policy**

The standard basic warranty period is 2 years for Autel Maxi DC chargers up to 240kW, and it is extendable up to 5 years with additional payment.

Product	Standard Warranty *	Labor	Warranty Extension*	Extension Price
MaxiCharger DC	2 years	--	Extendable up to 5 years	Annual 7%

Standard Warranty\*: Consumable parts are not included, see appendix II for more details. If consumable parts are replaced, repaired parts will obtain the warranty aligned to the contractual warranty period or at least 90 days from the replacement.

Preventive Maintenance\*: Preventive maintenance is required with the purchase of warranty extension.

Warranty Extension\*: Warranty extension package must be purchased before charger warranty period expires.

The warranty period is 24 months for DC Charger, starting from the date of site acceptance, or no longer than 6 months for DC charger from delivery.

If local compulsory laws and regulations have different stipulations, the provisions of local laws and regulations shall prevail.



**3.1 Warranty Service Process**

Please follow the procedure below to conduct a self-check prior to calling or emailing our tech support team.

- Check to ensure that all cables are installed correctly and not loose or damaged;
- Make sure the charger plug and the vehicle are well connected;



- Ensure that the vehicle manufacturers' charging guidelines are followed (may need to lock the doors and check the alert system for vehicle charging status, etc);
- Check to ensure the vehicle software is updated to the latest version, please refer to the vehicle manufacturers' guidelines;
- Check to ensure the Charger Firmware is updated to the latest version;
- Check to ensure the charger is online – we will not be able to remotely access to an offline charger for faults diagnosis.

**Find a Fault?**

- Send Autel tech support email (Europe: [evsupport.eu@autel.com](mailto:evsupport.eu@autel.com)), please provide the SN of the Charger, take pictures or videos of the suspected faults to help us identify the issue.

**Technical Assistance**

- Our engineers will remotely diagnose or contact you for assistance.

**Repair Policy**

Autel will supply detailed training for parts or components replacement, and guarantee sufficient spare parts:

- Multi-level spare part stock:
  - Stock on site (optional, call-off mechanism)
  - Stock in client's warehouse (optional, call-off mechanism)
  - Stock in Autel's warehouse (Netherland, Italy and UK)
- Complete set of Maxi DC chargers for emergency recovery with additional payment as the case maybe (not included in warranty policy)

**SPARE PARTS****4. Limitations and Exclusions**

This warranty policy does not apply to any MaxiChargers which have been subjected to:

- a. Wear and tear, changes to the surface of the MaxiCharger, such as out-casing, socket, screen, charger plug, charging plug, cables etc;
- b. Unauthorized resell or reinstallation by any non-approved party;
- c. Unauthorized repairs or modifications;
- d. Service or installation provided by unqualified technicians under applicable laws and regulations at the place of installation;
- e. Repair with unauthorized spare parts or components;

- f. Extreme-climate conditions or abnormal environmental causes are out of Autel’s control, including but not limit to, extreme thermal environment, air pollution etc;
- g. Damage by natural disasters, such as: flood, fire, lightning, or any other human-caused accidents, vandalism, misuse, normal wear and tear;
- h. Moving chargers to different locations performed by any unauthorized/unqualified party;
- i. Defective components during the construction;
- j. Damage caused by vehicle issues; or
- k. Charging sites situated in harsh environments (see appendix III).
- l. Consumable parts.

**5. Items related to after-sales service of Autel EV Charger**

The after-sales service costs responsibility of EV charger products is as follows:

Item	Period	Cost	Cost details	Note
Commissioning	When installed	Customer	When the order is delivered, after the on-site installation is completed, Autel provides charge and network configuration and validation services	/per charger
Corrective Maintenance	In-warranty	Autel	Spare parts cost in warranty period	
	Out-of-warranty	Customer	Spare parts cost after warranty period	
Preventive Maintenance	Full life time	Customer	Parts + Labor cost	/per site
Training	When delivered	Customer	Training material + labor cost	
	In operation	Customer	Training material + labor cost	Advanced technical training
Software	Annual	Customer	Autel Charge Cloud Subscription Fee	Paid in Charger package

**6. General Conditions for Warranty Claims**

- a. Refurbishment requirement shall be issued through the distributor, from which the customer purchased the MaxiCharger;
- b. No warranty periods or terms shall be extended because of a warranty claim or remedy;
- c. This warranty policy will not cover the subsequent costs of refurbishment, except for delivery costs of refurbishment and the spare parts. . Any uninstallation or reinstallation is excluded from the warranty policy;

- d. If the MaxiCharger is sold through a distributor, the distributor should offer the name, installation date and installation address of the end customer along with the copy of purchase agreement or installation agreement to fulfil the warranty obligations under this agreement; and
- e. The purchase details including product model and serial number of MaxiCharger should be offered to Autel before or one-week after the installation.

#### **7. Dispute regarding a material defect or a reduced power**

In case of a dispute regarding the existence of a material defect or reduced power in a warranty claim, Autel will accept the test result of an accredited testing institute (which can be selected by Autel or the distributor in advance). Autel will not reimburse the cost and expenses for the testing.

#### **8. Force Majeure**

Autel shall not be liable for any event which is beyond the reasonable control of Autel and which impacts the execution of its obligations under the warranty policy, including but not limited to, natural disasters, extreme weather conditions, fire, riots, war and military operations, national or local emergency situations, acts or negligence of the government, import, export and/or transit prohibitions, economic disputes of any nature whatsoever, strikes or other labor actions, flooding, lightning, explosions, collapses, disruptions in traffic or power networks, the reduced or non-functioning of networks, systems or equipment of third parties as well as any act of negligence of a person or entity which is outside of the reasonable control of Autel.

#### **9. Validity**

This warranty policy shall apply to Autel MaxiCharger DC Product(s) manufactured after 1st of Dec 2021. This warranty policy shall be valid until a new revision is issued by Autel and is subject to change with prior 3 months written notice.

#### **10. Others**

Service cost and other fees will be assessed annually and are subject to change, and the determination of service fees remains with Autel.

## Appendix

### I. Autel Commissioning and Training Service for DC Chargers

Item		Cost details	Note
<b>Commissioning</b>	Pre-configuration	Autel will provide in-house commissioning services to configure the customized configuration and network.	500 Euro / charger
	Remote Commissioning Support	Autel will provide remote commissioning support.	150 Euro / hour
	Onsite Commissioning	When the order is delivered and the on-site installation is completed, Autel will provide charge and network services.	750 Euro / charger (Max 4 hours onsite)
<b>Training</b>	Online Training	Additional training request*	200 Euro / hour
	Onsite Training	Autel Training Center	500 Euro / person
		Place selected by the client*	750 Euro / person
<b>Preventive Maintenance</b>	Planned Service	Scheduled Service Maintenance on an Annual Basis (2 visits per year)	1200 Euro / year + 600 Euro / year for additional CP in same site

\*Additional training request: The installer must have the full installation and commissioning before the delivery date. Autel can provide the additional on online training if the installer request after their full onsite training done.

\* Place selected by the client: In case of on-site training requests, additional flight and accommodation at non-Autel training center should be added.

### II. Consumable Parts List

Consumable parts warranty is as follows, which are not included in the standard warranty:

Charger	Consumable Parts	Warranty	Note
<b>DC Charger</b>	Charger plug	1 year	Charging plug cable is included
	Charger sockets/connectors	1 year	/
	Display screen	1 year	/
	Air filter	/	Air filter should be replaced every 6 months
	vPOS (if included)	/	Under Nayax or Payter's manufacturer warranty

**III. Installation Environment Requirement**

Please do not place any Autel EV Charger in the marine environment or outdoor environment near strong pollution sources or in environment with simple shelter. Otherwise, the products are prone to problems such as corrosion and water ingress, which may cause malfunction, and the resulting component damages are not covered by this warranty policy. Pollution sources mean the area within the following radius:

- a. – 1 km from salt water (such as ocean) ;
- b. – 3 km from heavy pollution sources such as metallurgy, coal mines, thermal power plants, etc;
- c. – 2 km from medium pollution sources such as chemical, rubber, electroplating, etc; or  
– 1 km from light pollution sources such as food, leather, heating boilers, etc.