

# Indra Warranty Statement

Be at the forefront of EV charging with Indra's pioneering technology

## What does this warranty cover?

This warranty covers repairs for material faults with your EV charger that may arise from the manufacturing process (a fault). The warranty is provided on the basis that you are the registered owner and that you meet the owner obligations stated in this document.

## How long does the warranty last?

The charger is covered by a limited warranty period of three-years or five-years as standard. The table alongside states the warranty length that applies to the corresponding part number of your product. The warranty period starts on the date of installation or 6 months after dispatch from Indra (whichever is earliest).

## Who is the warranty provided by?

Indra Renewable Technologies Limited (Indra) provides the warranty.

## How do I let Indra know there is a fault with the charger?

In the event of a fault being detected with the charger, you should call Indra's Customer Support on 01684 770631 (option 1) or e-mail support@indra.co.uk. You will need to quote the MAC address (located on a sticker on the side of the charger), your postcode and a brief description of the fault. Our support team will then help to diagnose and resolve the problem. Please note that we may determine that an in-person support visit may be necessary.

PRODUCT CODE	NAME	CABLE TYPE	CABLE LENGTH	FASCIA COLOUR	WARRANTY
SMNFGT2BL401	Smart LUX™	Tethered	6m	Symphony Black	5 years
SMNFGT2WH401	Smart LUX™	Tethered	6m	White	5 years
SMNFGT2GY402	Smart LUX™	Tethered	6m	Elgar Grey	5 years
SMNFGT2GY401	Smart LUX™	Tethered	6m	Malvern Stone	5 years
SMNFGT2BL402	Smart LUX™	Tethered	10m	Symphony Black	5 years
SMNFGT2WH402	Smart LUX™	Tethered	10m	White	5 years
SMNFGT2GY404	Smart LUX™	Tethered	10m	Elgar Grey	5 years
SMNFGT2GY403	Smart LUX™	Tethered	10m	Malvern Stone	5 years
SPRFGT2WG402	Smart PRO	Tethered	6m	White	3 years
SPRFGSKWG404	Smart PRO	Untethered	n/a	White	3 years
SPRFGT2OB102	Smart PRO Gulf Edition	Tethered	6m	Blue/Orange	5 years
SPRFGSKOB103	Smart PRO Gulf Edition	Untethered	n/a	Blue/Orange	5 years
SPRFGT2WG102	Smart PRO	Tethered	4.6m	White	5 years
SPRFGSKWG103	Smart PRO	Untethered	n/a	White	5 years
SPRFGT2WG105	Egg Smart PRO	Tethered	6m	White	5 years
SPRFGSKWG104	Egg Smart PRO	Untethered	n/a	White	5 years
SPRFGT2WG106	Fischer Smart PRO	Tethered	6m	White	5 years
SPNFGT2WG202	Pioneer	Tethered	5.4m	White	5 years
SPNFGSKWG203	Pioneer	Untethered	n/a	White	5 years
SPNFGSKWG204	Pioneer	Untethered	n/a	White	5 years
SMNFGT2BL403	Smart LUX™ (Gen 2)	Tethered	6m	Symphony Black	3 years
SMNFGT2GY405	Smart LUX™ (Gen 2)	Tethered	6m	Malvern Stone	3 years
SMNFGT2GY406	Smart LUX™ (Gen 2)	Tethered	6m	Elgar Grey	3 years
SMNFGT2WH404	Smart LUX™ (Gen 2)	Tethered	6m	White	3 years
SMNFGT2BL404	Smart LUX™ (Gen 2)	Tethered	10m	Symphony Black	3 years
SMNFGT2GY407	Smart LUX™ (Gen 2)	Tethered	10m	Malvern Stone	3 years
SMNFGT2GY408	Smart LUX™ (Gen 2)	Tethered	10m	Elgar Grey	3 years
SMNFGT2WH405	Smart LUX™ (Gen 2)	Tethered	10m	White	3 years
SPRFGSKWG403	Smart PRO (Gen 2)	Untethered	n/a	White	3 years
SPRFGT2WG403	Smart PRO (Gen 2)	Tethered	6m	White	3 years
SPRFGT2WG404	Smart PRO (Gen 2)	Tethered	9.4m	White	3 years
SPRFGSKWG405	Smart PRO (Refurbished)	Untethered	n/a	White	Warranty replacement*
SPRFGT2WG405	Smart PRO (Refurbished)	Tethered	6m	White	Warranty replacement*
SPRFGT2WG406	Smart PRO (Gen 2)	Tethered	6m	White	3 years
SPRFGT2WG407	Smart PRO (Gen 2)	Tethered	9.4m	White	3 years
SPRFGSKWG406	Smart PRO (Gen 2)	Untethered	n/a	White	3 years
SPRFGSKBG420	Smart PRO (Gen 2)	Untethered	n/a	Black	3 years

\* When a charger is replaced under warranty, the term and start date of the warranty period will be as per the original charger

## Will Indra need to inspect the charger?

In some cases, it may be necessary to arrange a visit to your property to inspect the charger and diagnose the issue. If a site visit is required, you will be asked to grant access to your property to Indra's representative in order to carry out the charger inspection. Occasionally, it may be necessary to return the charger to Indra for further inspection. In this instance, Indra shall reimburse you for all reasonable removal and postage costs as agreed with us. Indra will then be responsible for determining whether there is a fault with the charger.

## Who pays for any repairs?

Indra will be liable for the cost of all parts and labour for repairing faults that are covered by the warranty, plus associated delivery costs. If a replacement is required Indra reserves the right to replace the faulty charger with a new or reconditioned charger of equal or better specification. If Indra determines that an issue or defect is not covered by this warranty, or if you do not keep an agreed appointment, Indra reserves the right to charge a reasonable fee for the visit to your property to inspect your charger. If the fault lies outside of the terms of this warranty, you may be issued with a quote to repair or replace the charger.

## Where will repairs be carried out?

Where possible, repairs will be carried out on site. However, in some cases it may be necessary to remove the charger for repairs off-site.

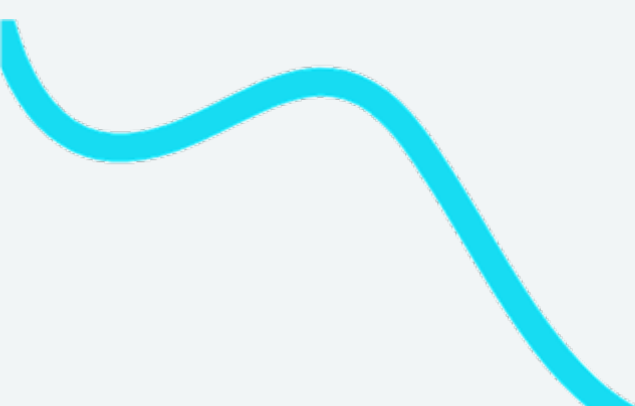
## Will repairs and replacements be covered?

Should Indra agree to repair or replace your charger during the warranty period, the repaired or replaced charger will continue to be covered under the original warranty timeline and the warranty period will not be extended. Any charger (or part) which is removed by the Indra representative will become Indra's property (or held on behalf of Indra) with effect immediately on removal.

## What isn't covered by this warranty?

The following actions invalidate the warranty:

- Failure to comply with the charger's User Guide or any other oral or written instructions given by Indra or its representatives.
- The continued use of the charger after a suspected fault has been detected, unless advised otherwise by Indra.
- Attempting (or allowing any third party that is not a qualified electrician or otherwise authorised by Indra) to install or carry out any repairs, replacements, modifications or alterations to the charger, its software or any ancillary equipment.
- Damage due to theft, vandalism, misuse, inappropriate use, or lack of supervision.
- Use of any non-original Indra parts in, or linked to, the charger.
- Any misuse, neglect, negligence, tampering with or damaging the charger (including disassembly).
- External factors, including, but not limited to faulty or damaged electrical wiring junction boxes, or circuit breakers.
- Force majeure (including, but not limited to, fire, earthquake, water, lightning and other environmental conditions).
- Use for commercial purposes.
- Incorrect storage or working conditions that do not comply with Indra instructions (including the specified space around the charger).
- In addition, any external damage caused by the normal ageing and wear and tear of the charger will not be covered by this warranty.



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