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Version: 1.7

Release Date: May 2025

Espen EV Charger Standard Two-Year Warranty Statement

1. Introduction

This Standard Two-Year Warranty Statement outlines the warranty coverage provided by Espen Technology Inc. for its EV charging equipment. The warranty applies to Espen-branded EV chargers purchased and installed within the United States for commercial or residential use.

2. Warranty Term

Espen provides a Standard Warranty of two (2) years from the Activation Date of the EV charger. The Activation Date is defined as the date of activation confirmed by Espen's cloud monitoring platform or the thirtieth (30th) calendar day following the product shipment date, whichever occurs first.

3. Warranty Coverage

3.1 Parts Coverage

The Standard Warranty covers the replacement of defective components caused by non-human accidental failure or normal wear and tear. Replacement parts may be new or refurbished and are guaranteed to meet original equipment specifications. Refurbished parts continue to follow the original activation-based warranty period.

3.2 Espen Service Commitment

Espen Technology is committed to supporting customers through the full two-year warranty period. Under this Standard Warranty, Espen will provide the following services:

- Remote diagnostics through the cloud monitoring platform
- Replacement of faulty hardware components with new or refurbished parts
- Access to Espen's technical support team for warranty inquiries and resolution guidance
- Shipment of replacement parts upon verification of hardware failure

Note: Cloud-based monitoring and remote diagnostics are only available if the Customer has separately subscribed to Espen's cloud service. If no cloud subscription is active, these features are not included as part of the Standard Warranty.



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3.3 Exclusions

The Standard Warranty does NOT include the following:

- Labor costs for on-site repairs, diagnostics, or maintenance
- Travel costs for field technicians
- Daily proactive monitoring of system status
- On-site technical support and diagnostics
- Charging station uptime guarantees
- Failures due to vandalism, misuse, force majeure events, installation errors, or modifications by unauthorized personnel

4. Customer Responsibilities

Customers are responsible for:

- Maintaining proper installation and operating environment per Espen's installation manual
- Retaining proof of purchase and product activation records
- Reporting issues promptly through Espen's support channels and cooperating with remote diagnostics
- Returning defective parts upon request if replacements are issued

5. Service Request Procedure

To request warranty service, customers should contact Espen's Technical Support via email or phone. Initial diagnostics will be conducted remotely using the monitoring system. On-site service can be arranged separately if necessary and will be billed according to current rates.

6. Return and RGA Policy

Replacement parts under warranty will be shipped after problem verification. All returns must be authorized with an RGA number. Unless otherwise stated in writing, the customer is responsible for return shipping costs.

7. Governing Law

This warranty shall be governed by and construed in accordance with the laws of the State of California. This document does not supersede any rights granted by applicable consumer protection laws.

8. Disclaimer

This document serves as a general summary of Espen's standard two-year warranty. It does not imply any additional guarantees or liabilities beyond what is described herein. For additional service options, customers may request information on Espen's EvCare Pro extended service plans.