

I. SCOPE

1. The Green Motion AC EV charger product range is composed of two EV chargers. This Product Warranty therefore only applies to the following products: ("Covered Products"):

Green Motion Home with following part numbers:

XCI3278221-00000, XCI3272221-03000,
XCI3262221-02000.

Green Motion Building with following part numbers:

GMB2202BCAA00A00, GMB2201BBAA00A00, GMB2203BAAA00A00, GMB2203BBAA00A00,
GMB2201BAAA00A00, GMB2202BAAA00A00, GMB2202BBAA00A00

which:

- were manufactured by Eaton;
 - were sold by Eaton directly or through a certified Eaton dealer ("Authorized Dealer") as new products for the first time on the EMEA market after September 1st, 2021; and
 - were installed and commissioned by a professional installer in EMEA who must be an expert in the field and is therefore responsible for commissioning the system in accordance with the manufacturer's instructions and local legislation.
2. During the Warranty Period and subject to the limitations set out in Section II, Eaton will at its option repair the Covered Product or parts of it or replace the Covered Product or parts of it free of charge in the event user makes a valid claim under this Product Warranty and Eaton through an inspection of the Covered Product acknowledges that the product does not meet the Warranty Capacity. A valid claim is to be understood as a written notification sent by user or by an Authorized Dealer acting on behalf of user to Eaton (i) within the Warranty Period and within 10 days after discovery of the event giving rise to the claim, and (ii) describing exactly the reasons as to why the user believes the Product does not meet the Warranty Capacity. This shall be the sole remedy for user in the event of the Covered Product not meeting the Warranty Capacity.
 3. Eaton will, at its option, use new and/or reconditioned parts in building replacement parts. Eaton reserves the right to use parts or products of original or improved design in the repair or replacement of the Product. If Eaton repairs or replaces a product part, the Product Warranty continues for the remaining portion of the Warranty Period.
 4. The present Product Warranty does not restrict any legal rights of the user - in particular with regards to the legal right of revocation or warranty claims - under local statutory law. These exist independently of this Product Warranty in their entirety.

II. Limitations

1. The Product Warranty does not apply for external equipment such as charging cables and plugs.
2. The Product Warranty does not apply to items that are subject to continuous wear, such as the air filters and the cooling fans.
3. Claims under this Product Warranty can only be made by user provided that the Covered Product remains in its original location and configuration.
4. Eaton will not be responsible for the Product Defect to comply with the Product Warranty if customer does not provide necessary access, required information, and support to perform maintenance or services on the product. Customer is solely responsible for the security and confidentiality of data or information shared with Eaton in the performance of its duties under this Warranty provision.
5. This Product Warranty shall not apply and any Warranty Claim shall be void in relation to any Covered Products or parts thereof which:
 - have been attempted to be repaired or altered outside the Eaton's factory or authorized Eaton factory in any way that, in Eaton's sole judgment would affect its performance;
 - have been subject to alteration, accident, misuse, abuse, neglect or abnormal wear;



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- have been installed, operated or used in a manner contrary to Eaton's instructions, or due to failure to follow Eaton's instructions for operation and maintenance;
- have been subject to force majeure (violent or stormy weather, lightning, overvoltage, flooding, fire etc.);
- have been subject to inadequate following and observing of good engineering practices relating to installation and safety;
- have been subject to inappropriate maintenance;
- have been subject to physical or electrical stress or environmental conditions, misused or negligently handled or operated; or
- are not or have not been updated with the latest system update, software or firmware to enable new features and bug fixes.

6. The Product Warranty will terminate immediately and be void in case of:

- Damage and dysfunction caused by third-party products that are not approved by Eaton.
- Inappropriate transportation damage.
- Installation or operation in a country not approved by Eaton.

III. Warranty Period

1. The Warranty period for the Product Warranty of the Covered Products ("Warranty Period") starts (the "Warranty Start Date") on the initial purchase of the Covered Product by user (as evidenced by the invoice date on the purchase order). For those products the warranty period is five (5) years from the date of purchase.