

# Evie Warranty Conditions



When used under normal operating conditions, your charging unit will be covered by a manufacturer warranty period of three years (from the date of original purchase).

If, during the warranty period, your unit becomes defective, EVIE will upon written notice of the defect, either repair or replace the EV charger.

The warranty on your EVIE unit will not apply to defects or service repairs resulting from the following circumstances:

- Improper site preparation or maintenance.
- Improper installation.
- External damage to the unit.
- Abuse, vandalism or damage caused by accidents, misuse or negligence (including but not limited to, physical damage from being struck by a vehicle).
- Damage to the unit caused by software, interfacing or other parts not supplied by EVIE.
- Wi-Fi/internet/app connectivity issues, not related to the unit.

Please contact Moss Electrical Co. Ltd to provide written notice of a defect:

Moss Electrical Co. Ltd  
Maxmor House  
Sandpit Road  
Dartford  
DA1 5BU

E: [sales@eviecharge.co.uk](mailto:sales@eviecharge.co.uk)  
Technical Support: 01322 282 750  
T: 01322 282 700  
W: [www.eviecharge.co.uk](http://www.eviecharge.co.uk)

EVIE warranty under  
written by:  
Zhejiang Moss Huade  
Technology Co. Ltd