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TIREX

3.5kW Portable Charger Warranty Booklet





WARRANTY CONDITIONS

Application & Warranty:

This warranty applies to the use of Charging Stations for Electric Vehicles within the geographical regions of India, South-East Asia, and Europe and is non-transferable. Tirex assures that the products, under normal operating conditions, will be free from defects, including but not limited to issues related to workmanship, design, or manufacturing that are attributable to the seller, and will be supplied according to mutually agreed specifications. The warranty for the charger is valid for 36 months and begins from the date of installation at the customer's location.

The warranty will be null and void if the commissioning of the charger is not performed by Tirex personnel or by an authorized service partner (ASP) of Tirex.

Please note that the product warranty is not intended as a durability guarantee, as user conditions and usage may vary. For the warranty to remain valid, end users must adhere to the following key operating conditions:

Performance Warranty:

As per standard condition mentioned on the rating sticker plate.

Eligible Individuals for Warranty Claims:

Warranty claims are exclusively permitted for the original purchaser of the Products or for someone who has received the title transfer. All claims must be submitted directly to Tirex. The decision to approve or deny a warranty claim will be based on the commissioning date documented by Tirex. If a warning or error message appears on the charger's display during operation, or if you notice a decline in product performance, please follow these instructions:

- Contact customer service by calling **+91 8305 305 305** or send an email to **support@tirexchargers.com**

When reaching out, kindly provide:

- The product serial number
- Detailed information about the issues you are experiencing.

Your complaint will be officially recorded with Tirex

Should Tirex determine that the issue is covered under warranty and is still valid, our technicians will respond to your complaint. They will conduct any necessary repairs or replacements at the site where the charger was initially installed by Tirex.

Please be aware that the warranty will be rendered void if the charger was not commissioned by authorized Tirex personnel.

Warranty Responsibilities:

- We encourage you to thoroughly review the comprehensive descriptions of the warranty, including any exclusions and limitations related to the warranty and liability outlined in the following sections.
- This will help ensure that your product qualifies for warranty service at no extra cost to you. Tirex's liability is restricted to the repair or replacement of the Products to guarantee their optimal performance.
- Under this policy, Tirex may, at its discretion, either repair the defective components (if deemed economically viable) or provide a replacement part at no charge. Tirex reserves the right to utilize either new or refurbished parts for any repairs or replacements
- If Tirex determines that a defect in the Products falls under any Exclusion warranty condition, Tirex will charge the User a reasonable fee. This fee may include, but is not limited to, costs for materials, installation, labor for repairs, shipping, and service charges
- Replacement parts will be covered under warranty for the remainder of the original warranty period. However, this replacement does not extend the term of the performance warranty.
- Should a specific product model be discontinued after the warranty period expires, Tirex reserves the right to provide a comparable model that maintains similar functionality
- Any defective Product that is replaced under this warranty will become the property of Tirex, and no scrap rebate will be issued for it
- For components purchased or replaced after the warranty period, the warranty for those components will be valid for three months starting from the date of replacement
- Tirex will not be held liable for any incidental, special, or consequential damages, including but not limited to, loss of goodwill, loss of revenue or profits, work interruptions, impairment of other goods, costs associated with removing and reinstalling products, loss of use, or injury to persons or property that arises from or is related to the products.
- Tirex's total liability for any claims or disputes will not exceed the invoice amount paid by the Buyer for the products or services in question
- The Customer is responsible for identifying risks to its organization based on the information provided by Tirex regarding measures to prevent and mitigate the impact of failures, service defects, data loss, or other incidents.
- If needed, the Customer should implement additional measures. Tirex is not accountable for the repair of lost or damaged data

Exclusions of Warranty:

The warranty will be rendered invalid in the following circumstances:

- Abuse, vandalism, damage, or issues resulting from accidents, misuse, or negligence (including but not limited to physical harm from being hit by a vehicle) or using the product in any manner that deviates from the specifications outlined in the relevant Tirex documentation
- Inadequate site maintenance, cosmetic imperfections such as scratches and dents, or typical wear and tear over time
- Improper transportation after delivery to the customer's location, as well as issues related to storage, wiring, or handling
- Alteration, modification, disassembly, repair, or replacement carried out by unauthorized personnel
- Damage caused by software, interfaces, components, supplies, or any other products not provided by Tirex
- External factors, including unusual physical or electrical stress (such as power surges, inrush current, lightning strikes, floods, fires, accidental damage, etc.)
- Damage resulting from force majeure events or natural disasters.
- The warranty for the Charging Station will be void if the original identification marks (such as serial numbers and trademarks) have been removed, altered, or defaced, or if the product is utilized for purposes other than its designated function of portable battery charging.
- If the charger has been moved from its initial installation location, which was set up by Tirex personnel according to the address specified in the commissioning document.

Dispute Resolution:

Any disagreements or disputes arising from the use of the Product shall fall under the exclusive jurisdiction of the courts located in Ahmedabad, India. This warranty represents the complete and sole agreement between you and Tirex regarding its subject matter. Any changes or waivers to any part of this statement will only be recognized if documented in writing and signed by an authorized representative of Tirex.



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