



Warranty for EVS 240

Last Updated: October 2025



1. DynaChrg Warranty

DynaChrg warrants its product to be free from manufacturing and material defects during the Warranty Period. DynaChrg's warranties are subject to and provided exclusively in accordance with the terms and conditions outlined in this document. In the event of any conflict with contractual terms and conditions, the terms of the contract shall take precedence.

2. Warranty Coverage

1. If DynaChrg confirms the presence of a manufacturing defect during the Warranty Period and is covered by this Limited Warranty, DynaChrg, at its discretion, will cover the provision of remote support and new or refurbished product or components.
2. DynaChrg's standard warranty does not cover any labor, travel or other costs for the removal and replacement of the product.

3. DynaChrg Warranty Duration

The standard warranty period is 24 months for DynaChrg's Products, which commences on the earlier of:

1. site commission date as reported to DynaChrg
2. 6 months from the DynaChrg charger's delivery date

4. Warranty Claim Process

4.1 Warranty Claim Terms

1. Warranty claims are to be initiated within the two years warranty period.
2. The Customer is required to promptly inform DynaChrg of any product defects or issues within a maximum period of ten (10) business days from the date of discovery.
3. DynaChrg service team may conduct remote troubleshooting and require the customer to provide mandatory information about the defect.
4. Warranty claim could be denied if critical information is missing or inaccurate
5. DynaChrg Warranty does not cover wear and tear parts
6. The defective parts shall become the property of DynaChrg upon replacement and must be returned to DynaChrg, accompanied by an attached NRA number, within a period of 15 business days

4.2 Warranty Claim Process

1. The Customer who has purchased through DynaChrg Authorized Reseller shall submit a ticket of the defect through DynaChrg Service Hotline or support@dynachrg.ai

2. A member of DynaChrg service team will review and confirm the eligibility of the claim. Remote troubleshooting might be offered if needed.
3. Where a Warranty claim is accepted, DynaChrg shall provide Warranty coverage in accordance with the terms outlined in this document.
4. Where a Warranty claim is rejected, DynaChrg shall provide reasons and a quotation for repair

5. Warranty Exclusions

The DynaChrg shall bear no responsibility to provide complimentary maintenance and support including, but not limited to the following circumstances:

1. Force Majeure events, including but not limited to fire, flood, earthquake, war, etc.
2. Usage of DynaChrg charging equipment beyond its intended purpose and/or outside its designated parameters.
3. Exposure of DynaChrg charging equipment to acts of nature, vandalism, misuse, normal wear and tear, negligence, accidents, overvoltage, abnormal physical or electrical stress (such as power surges, power outages, etc.), or other causes beyond the control of DynaChrg.
4. Unauthorized opening, disassembly, or relocation of DynaChrg charging equipment is not covered.
5. DynaChrg chargers must be stored, installed, operated, and maintained according to DynaChrg instructions and may not be left without power for an extended period of time.
6. Charging equipment composed of materials provided by or designed specified by the purchaser.
7. DynaChrg charging equipment not purchased directly from DynaChrg or its authorized sales channels.
8. Warranty obligations do not include restoration, replacement, or reinstallation services.

6. Warranty Response Times

DynaChrg's typical time frames to Warranty claims:

1. Response and remote support within two (2) business days
2. Required parts shipped out within three (3) business days