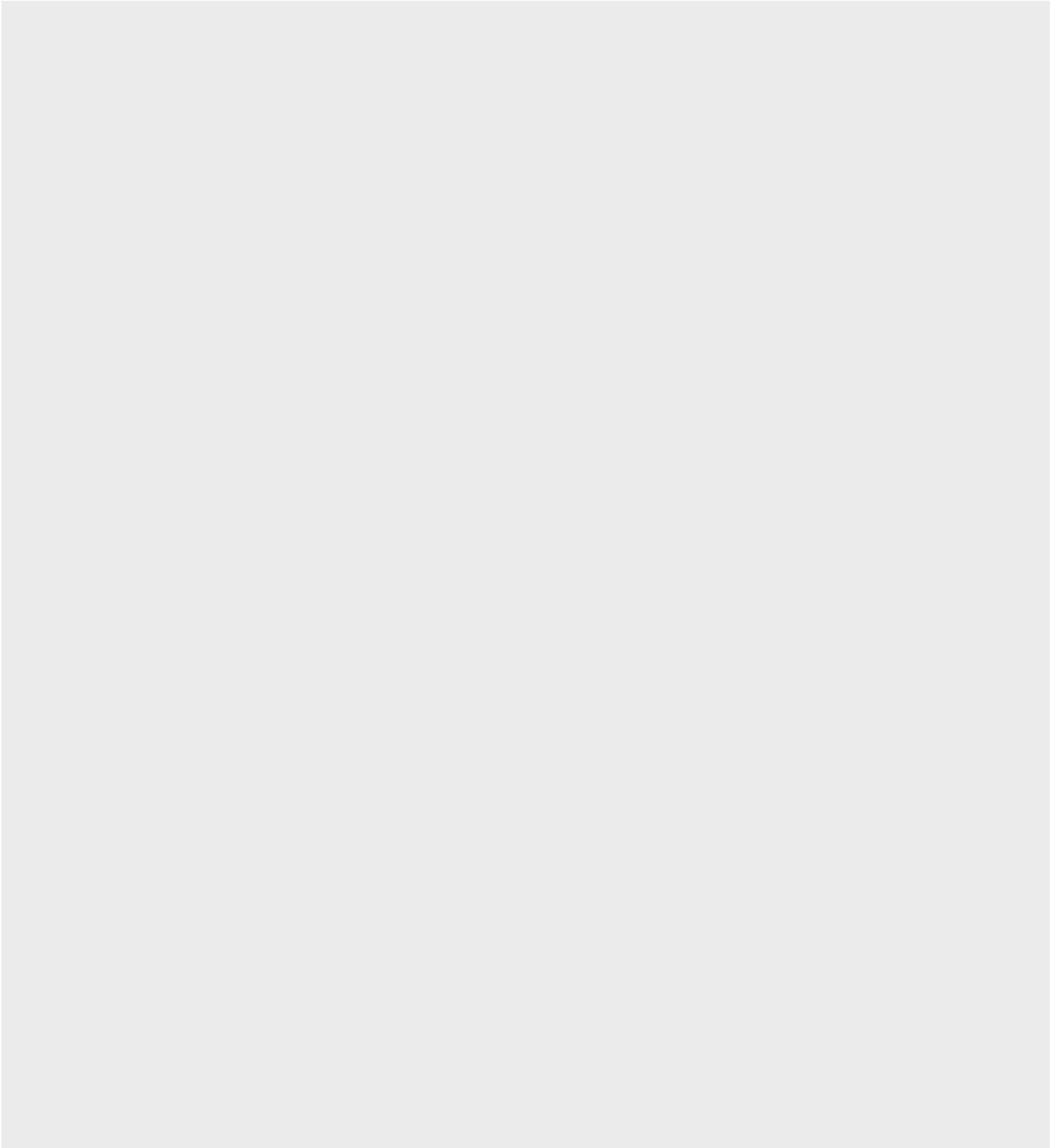


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Warranty Policy



SCharge

General Warranty Policy

Purpose

This Warranty Policy defines the terms under which SCharge Pvt. Ltd. ("SCharge") provides warranty support for its Electric Vehicle Charging Stations and Power Modules and other products sold within India. The policy ensures product reliability, outlines buyer entitlements, and sets clear procedures for service and support during the warranty period.

SCharge products come with a standard warranty & Extension packages and are supported by an experienced Customer Support team dedicated to customer success.

Products Covered

Product Category	Standard Warranty Period	Description	Extended Warranty package Upto 5 years, AMC, & CAMC
SCharge AC Chargers & Smart Sockets (Private / Home / Non Commercial Use)	12 Months	Includes all single-phase and three-phase AC EVSE units for Private or Home or Non Commercial use operations	Available
SCharge AC Chargers & Smart Sockets (Commercial Use)	12 Months	Includes all single-phase and three-phase AC EVSE units for Commercial use operations	Available
SCharge DC Chargers	24 Months	Includes all DC fast and ultra-fast chargers	Available
SCharge Power Modules (Private / Home/ Non Commercial Use)	24 Months	Includes DC converter modules used within EVSE systems for Private or Home or Non Commercial use operations	Available
SCharge Power Modules (Commercial Use)	24 Months	Includes DC converter modules used within EVSE systems for Commercial use operations	Available
Other ESS & SCharge Products	12 Months	Other products of SCharge	Available

Warranty Coverage

Under normal operating conditions, SCharge guarantees that its products will be free from defects in design, material, and workmanship. If any defect arises during the warranty period, SCharge will, at its discretion, repair or replace the defective part or product without additional charge.

The warranty covers:

- Hardware components supplied by SCharge
- Replacement or repair using new or refurbished parts
- In case required, Labour and travel costs for SCharge-authorized technicians will be as per standard SLA
- In case of replacement shipment cost to the authorized SCharge Service Center will be as per Standard SLA.

Warranty Exclusions

This warranty does **not** cover:

- Damage due to improper installation, maintenance, or operation outside specified limits
- Damage due to unstable or faults to electrical grid, improper or poor quality of earthing etc
- Physical damage, vandalism, or accidents (e.g., vehicle collision)
- Natural disasters, fire, flood, or lightning
- Unauthorised modifications or repairs
- Normal wear and tear, or consumable components (filters, fuses, SPD units, charging gun, etc.)
- Cosmetic damage (scratches, dents, discolouration)

Performance & Warranty Conditions

To maintain warranty validity, the following conditions must be met:

- Product must be bought from valid SCharge authorised distribution channel

The product must be kept under the following Electrical Conditions

- Neutral to Earth Voltage: < 3V
- Input Voltage (Line to Neutral): 230V $\pm$ 10%
- Input Frequency: 50Hz $\pm$ 1.5%
- Operating Temperature: -20°C to +50°C

Warranty Claim Procedure

- Contact SCharge Customer Support via SCharge Mobile App, NOC Support phone number, NOC email contact, or Support web portal
 - SCharge Mobile App on iOS and Play Store
 - NOC Support Phone: +91 9225586073
 - NOC Email: ask@scharge.co.in
 - Support Web Portal: <https://www.scharge.co.in/helpdesk/scharge-support-1>
- Provide:
 - Product serial number
 - Purchase invoice / commissioning date
 - Description of issue with photos or logs (if available)
 - Preferred Contact details to process further & Remote Diagnostic support
- SCharge Support Team will open a ticket with a tracking ticket number, verify warranty eligibility and arrange service as per SLA timelines.
- Troubleshooting: Initially conducted remotely by SCharge or agreed-upon network provider or operator or SCharge Service Engineer before warranty claims.
- Repair or replacement will be carried out on-site or remotely, as applicable.
- The warranty period shall commence from the earlier of the product commissioning date or invoice date

Extended Warranty

Buyers may purchase extended warranty coverage for up to **four (4) years** beyond the standard term. Requests must be made within three months of the original invoice date unless otherwise bought with the product.

Post-Warranty Support

After expiry, SCharge offers continued maintenance under an **Annual Maintenance Contract (AMC) or Comprehensive Annual Maintenance Contract (CAMC)**, including spare parts, preventive maintenance, and field support at applicable rates.

To ensure uninterrupted support, Buyers are required to confirm or purchase any Extended Warranty, Annual Maintenance Contract (AMC), or Comprehensive Annual Maintenance Contract (CAMC) at least one month prior to the expiry of the standard warranty period.

Limitation of Liability

SCharge's liability under this policy is limited to the repair or replacement of defective components. SCharge shall not be liable for indirect, incidental, or consequential damages including, but not limited to, loss of profit, downtime, or data loss.

Contact

Customer Success, Service, & Support

M: +91 9225586073

E: ask@scharge.co.in

W: www.scharge.co.in



SConnect NOC

Network Operations Center

To ensure optimal performance, reliability, & customer satisfaction, SCharge EV Chargers are backed by a robust Service Competency Framework managed through our Network Operations Center (NOC). The NOC acts as the central nervous system for monitoring, managing, and maintaining all deployed SCharge units in the field.

Key Functions of NOC in Service Competency

- 24/7 Online Monitoring
- Remote Diagnostics & Troubleshooting
- Firmware & Software Management
- Incident Management & Escalation
- Analytics & Reporting
- Customer Support Integration

Always Connected. Always Supported.

Delivering The Best-Service, Every Time.

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SCharge Pvt Ltd.

Legal

The legal binding terms of the Warranty Terms & Conditions is on <https://www.scharge.co.in/warranty/warranty-terms-and-conditions>

Disclaimer

This warranty shall be read in conjunction with the quotation and/or tax invoice issued by the Company at the time of purchase, Legal Draft of Terms & Conditions, SLA document, which together constitute the entire agreement between the parties. This warranty is in addition to, and not in derogation of, the rights available to the purchaser under the Consumer Protection Act, 2019 and other applicable laws in India. The liability of the Company under this warranty is strictly limited to repair or replacement of the product as expressly provided herein. The Company shall not, in any circumstances, be liable for any consequential, incidental, indirect, special, or punitive damages, including but not limited to loss of business, profits, or data. All disputes arising out of or in connection with this warranty shall be subject to the exclusive jurisdiction of the courts at Nashik, India.

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