
GENERAL TERMS OF WARRANTY

1. Applicable Products

These Terms of Warranty apply:

- a. To the following IES charging solutions: *Keywatt 24 Wallbox + Keywatt 24 Station + Keywatt 50 Station, + Keywatt 100 Station* hereafter "**CHARGER**" (excluding charging cables)
- b. Charging cables: *Combo 1 cable* hereafter "**CCS1**" + *Combo 2 cable* hereafter "**CCS2**" + *CHAdeMO cable* hereafter "**CHA**" + *Guobiao cable* hereafter "**GB**"

By making use of (*the rights and remedies stipulated by*) these Terms of Warranty, the warranty holder (*owner of the **Charger** or **Cables***) or a third party acting on behalf of the warranty holder hereby commits to comply with said Terms of Warranty.

2. Warranty policy for the applicable products

- a. The warranty starts from the IES delivery date
- b. The **STANDARD** warranty covers **CHARGER**, manpower and travel required for repairs in IES workshop, or repairs performed by the warranty holder via IES flat rates
Have a look at [Table 1](#) for more details.
- c. The **FULL MAINTENANCE** warranty covers **CHARGER**, manpower and travel required for onsite repairs by IES or one of his partners.
Have a look at [Table 1](#) for more details.
- d. The **CABLE** warranty covers **CCS1 + CCS2 + CHA + GB**, manpower required for repairs at the IES repair workshop
Have a look at [Table 1](#) for more details.

3. Countries covered

- a. The **STANDARD + CABLE** warranties

The warranty is applicable to all countries.

- b. The **FULL MAINTENANCE** warranty

The warranty is applicable to few countries, please contact us for more information.

4. Warranty process flow

- a. Ticket creation, as described in [Chapter 5](#)
 - i. Ticket submission
 - ii. Issue resolution
- b. Warranty claim processing, as described in [Chapter 6](#)

- i. Warranty claim entry
 - ii. Warranty claim analysis
 - iii. Warranty claim approval
- c. Report
- i. Ticket update
 - ii. Satisfaction survey

5. Ticket creation

- a. All warranty support can be made via the:
- i. Help center: <https://sav-ies-synergy.zendesk.com>
 - ii. Phone : +33 (0) 411 803701
 - iii. Email : support@ies-synergy.com
- b. Mandatory information to provide for a new ticket
- i. Product model
 - ii. Charger serial number
 - iii. Description of the issue and, where applicable, the error code displayed on the product + CCU Manager Logs + Monitoring + additional information to ease the diagnostic (photo, vehicle model, SOC, charger input voltage, etc.)
 - iv. The contact details of the person who is requesting support (name, email, telephone number and full address)

If this procedure is followed, the average ticket response time is 24H.

If this procedure is not followed or that inaccurate or incomplete information is provided, IES shall not process the claim in priority.

6. Warranty claim processing

The above warranties are exclusive and replace all other quality and performance warranties, regardless of whether these are written, verbal or implicit; all other warranties, including all implicit merchantability warranties or warranties implying suitability for a specific use, are excluded by IES with this warranty.

The processing of claims is subject to the conditions set out in [Chapter 8](#).

All warranty actions carried out by the warranty holder or a third party acting on behalf of the warranty holder shall be validated and potentially indemnified at the sole discretion of IES.

- a. Warranty claim creation with an IES form
- b. Warranty claim analysis, additional information or spare parts may be requested (Transport at the expense of IES)
- c. Warranty claim approval according to IES flat rates
- d. Credit note creation to be used with future purchase orders for products or spare parts

7. Onsite support

a. With IES remote support

If the warranty holder requires IES assistance during their trip, they may book a remote support slot at least 2 days before their trip. IES gives priority to reservations, without a reservation the availability of an IES agent cannot be guaranteed.

b. With IES support on site

In the case of onsite support, as decided by IES, the warranty holder is obligated to guarantee (and liable for guaranteeing) access to the system and ensuring the availability of the Charger. The warranty holder must also ensure that the site and working environment are equipped according to appropriate health and safety requirements as stipulated by law. The qualified engineer commissioned by IES may refuse to carry out an action if the conditions described in health and safety regulations are not fulfilled. If the above conditions are not fulfilled, IES shall invoice the warranty holder for all expenses, including but not limited to, the expenses incurred with respect to the qualified engineer who was unable to access the site and / or the product.

8. Warranty disclaimer

Warranty claims are excluded in the following cases:

- Expiration of the warranty period
- Mechanical damages sustained during transport of the defective unit when the product was transported under the liability of a third party
- Any modifications made to the product, which were not authorised by IES
- Incorrect installation or commissioning
- Inappropriate use of the product
- External event (power surge, malfunctioning of other components in the electrical installation leading to a product fault, etc.)
- Non-compliance with the product documentation (product manual, installation instructions and corrective maintenance)
- Force majeure, including but not limited to, lightning, excess current, natural disasters and fire
- External agents, including acid rain, salt, vandalism or other pollutants
- Failure to (correctly) apply safety rules
- Use in connection with unauthorised equipment, products or materials in accordance with the IES documentation
- Given the rate at which the technology is being developed, it may be the case that the replacement unit or the new device available at the point at which the claim is made is not compatible with the installed system. The warranty does not cover the expenses and / or the costs incurred for configuring, updating or adjusting the electrical installation to enable installation of the product. Unless otherwise agreed, IES shall not provide any financial compensation, including but not limited to, compensation for any service not provided to users by the system during any support activities and corrective maintenance.
- Spare parts for preventative maintenance and consumables are not covered by the warranty (protective devices against excess current, fuses, etc.).

9. Legal aspects

The warranty constitutes an agreement on the terms and conditions of warranty concluded between IES and the warranty holder (*the legal owner of the **Charger** and / or **Cables***). As a result, a claim made by a third party shall not be able to be accepted as a warranty claim unless the warranty holder expressly authorises this third party to act in their name and on their behalf. The third party must provide IES with proof of this authorisation. This factory warranty is provided by IES free of charge and does not prejudice the Charger conditions of sale in any way whatsoever, including any warranty provided by a third entity from which the product was purchased. These Terms of Warranty replace all terms that were previously in force. These factory Terms of Warranty are governed by French law. All litigation relating to the validity, interpretation and enforcement of this document falls under the exclusive competence of the Montpellier High Court (France). The obligations under the IES warranty are strictly defined in this document. IES shall not be obligated to indemnify the warranty holder or a third party acting on behalf of the warranty holder for lost profits and / or any indirect and / or resulting damage. In particular, by way of a non-exhaustive example, IES shall not be obligated to indemnify against damages relating to a loss of business, earnings or a contract, or against damages resulting from a lack of efficiency during the work carried out.

10. GDPR

If the warranty holder or a third party acting on behalf of the warranty holder discloses any personal data to IES, IES must comply with all the laws and regulations governing data protection. IES must take appropriate physical, technical and organisational measures to guarantee a level of personal data security that is in line with the respective risk and the ability to ensure the confidentiality, integrity, availability and continued resilience of the processing systems and services. IES confirms that it will not withhold or delay its consent to any amendment of this clause that, in the reasonable opinion of the warranty holder or the third party acting on behalf of the warranty holder, must be made in order to comply with the laws and regulations governing data protection and / or guidelines and advice from any competent supervisory bodies, and that it will implement such changes at no additional cost to the warranty holder or to the third party acting on behalf of the warranty holder.

11. Ethics

IES has prepared a Code of Good Conduct entitled “Our Commitments”, which is available on the IES website <https://www.ies-synergy.com/en/our-commitments/>. All relations with IES and its personnel must comply with this.



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Table 1: Details of the Terms of Warranty and definition

Name	STANDARD warranty	FULL MAINTENANCE warranty	CABLE warranty
Duration from (years)	1	1	1
Maximum warranty extension period (years) Must be purchased 6 months after purchasing the Charger at the latest	5	5	No extension
Repair costs (parts and manpower) at a IES repair workshop	Included	Included	Included
Costs for assembly/reassembly of the Charger onsite (in the case of a repair in a IES workshop or a Charger exchange)	Included ¹	Included	Not included
Transport costs for a defective or exchange Charger	Included	Included	Not included
Repair costs (parts and manpower) onsite	Included ¹	Included	Not included
Cost of travel to the site (see list of countries in §.3)	Included ¹	Included	Not included
Setting up the replacement product	Not included	Included	Not included
Repair of the Charger following acceptance of the claim, subject to availability of equipment and receipt of the Charger at the IES repair workshop	20 working days	10 working days	Not included
Telephone support (diagnostics and repairs)	Included	Included ²	Included
Telephone support (commissioning and configuration)	Not included	Included	Not included
Training (commissioning, use and maintenance)	Not included	Not included	Not included

¹Warranty actions carried out by the warranty holder

²Priority access to phone support



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Table 2: Details of the Terms of Warranty for software and firmware

Name	<i>STANDARD</i> Warranty	<i>FULL MAINTENANCE</i> warranty
Corrective maintenance - standard software	Included	Included
Corrective maintenance - standard firmware	Included	Included
Corrective maintenance - custom software	Not included	Not included
Upgrade - new functionality	Not included	Included (minor)
Upgrade - HMI	Included	Included
Upgrade - OCPP	Included (minor)	Included (minor)
Upgrade - charging protocol	Included (minor)	Included (minor)