

WARRANTY POLICY ETECNIC MOVILIDAD ELÉCTRICA S.L.



WARRANTY POLICY

1. SCOPE

This warranty policy regulates the conditions applicable to products and externally manufactured components marketed by **Etecnic Movilidad Eléctrica S.L.** (hereinafter, ETECNIC).

ETECNIC offers the Client its own warranty on the marketed products, without prejudice to the manufacturer's warranty, which is also managed by ETECNIC when applicable. In this regard, the Client has direct coverage from ETECNIC, in accordance with the terms established in this policy, as well as the warranty that the manufacturer may offer under the terms and conditions defined by the latter.

ETECNIC's own warranty covers aspects related to the operation, quality, and suitability of the product, within the period and conditions stipulated in this warranty policy. Likewise, ETECNIC offers specific warranties on its technical assistance services, such as the warranty on spare parts replaced by its technical personnel and coverage for on-site interventions.

The application of these warranties is expressly conditioned upon the Client maintaining a valid maintenance contract with ETECNIC, unless otherwise agreed upon in writing.

This warranty policy is addressed exclusively to the professional who acquires ETECNIC products within the framework of their economic or professional activity. Therefore, it is not applicable to end consumers, nor does it grant additional rights other than those recognized by current legislation or by the manufacturer.

1.1 Definition

The offered warranty covers the repair or replacement of defective components due to manufacturing or material failures during the stipulated period, provided that the product has been installed, used, and maintained in accordance with the manufacturer's instructions provided at the time of delivery.

This warranty policy includes, on one hand, the manufacturer's warranty on the product, the terms and conditions of which are transferred and



managed by ETECNIC when applicable; and, on the other hand, the own warranties offered by ETECNIC, both on certain products and on the technical services provided.

Unless expressly stated otherwise, the conditions established in this policy (including terms, procedures, exclusions, and limitations) refer exclusively to the own warranty offered by ETECNIC, and do not alter or replace the conditions that manufacturers may establish in their own warranties.

1.2 Duration and Geographical Scope

- The duration of the warranty shall be as determined by the manufacturer, with a minimum duration of 3 years from the date of installation and commissioning of the product at the destination site, unless a different term is established.
- Spare parts replaced during a repair shall be covered by a 6-month warranty.
- This warranty is applicable exclusively within the territory of Spain.

1.3 General Requirements

- The Client must retain the delivery note and have the equipment's serial number available.
- Any warranty claim must be communicated in writing to ETECNIC as soon as possible after the defect is detected.

1.4 Warranty Service Modality

- The conditions for the provision of warranty services by ETECNIC—specifically, cost-free on-site interventions—are contingent upon the Client holding a valid maintenance and software contract with ETECNIC. In the absence of such a contract, services may be provided under different conditions and at the Client's expense.
- If the Client holds an active software and maintenance contract with ETECNIC, warranty interventions will be carried out on-site at the equipment's installation location. In this case, travel costs, labor, and other associated expenses will be covered by ETECNIC.

- Otherwise, the Client must manage the shipping of the equipment to ETECNIC facilities for diagnosis and repair. If an on-site intervention is requested without a maintenance contract, travel costs, labor, and other expenses shall be borne by the Client and invoiced according to ETECNIC's current service rates.

2. EXCLUSIONS

The warranty **shall not be applicable** in the following cases:

- Normal wear and tear due to ordinary use or operation of the equipment.
- Extraordinary wear or malfunctions derived from overloads, misuse, or exposure to adverse environmental conditions such as humidity, dust, chemical agents, electromagnetic fields, static energy, or electrical fluctuations.
- Damage derived from:
 - Accidents or force majeure.
 - Inadequate storage, transport, or conservation.
 - Handling or intervention by personnel not authorized by ETECNIC.
 - Repairs, modifications, or alterations carried out without prior written consent.
- Acts of vandalism, theft, sabotage, or intervention by third parties unrelated to ETECNIC.
- Wear parts, consumables, or low-value pieces (fuses, relays, buttons, connectors, etc.).
- Failure to comply with the duty to immediately notify the defect and to avoid its aggravation.
- The replacement of a component does not extend or modify the original warranty period of the supply.



- Non-conformity of the product with specific regulatory or statutory requirements of the installation site, when these have not been expressly guaranteed by ETECNIC in writing.
- Unsuitability of the product for a specific use not documented in the offer or the accepted order.
- Delays in delivery, installation, or repair attributable to third parties, force majeure, or conditions beyond ETECNIC's control.
- Installation, commissioning, modification, or maintenance carried out by personnel not authorized by ETECNIC or without direct technical coordination from ETECNIC.
- Software, firmware, licenses, digital functionalities, or services not directly linked to the operation of the physical equipment are not covered by this warranty, unless expressly stated in the corresponding contract or offer.

3. TERMS AND PROCEDURE

3.1 Deadline for Filing Claims

- Claims must be filed within the warranty period.
- In the case of visible defects, they must be reported within a maximum of 7 natural days following the delivery of the equipment.

3.2 Procedure

Any detected failure must initially be notified through the ticketing/incident management system provided by ETECNIC. Subsequently, the Client must send a written request to ETECNIC's mobility department, including:

- Equipment serial number and the charger ID as it appears on the platform.
- A copy of the purchase order/award document.
- A copy of the delivery note.
- A detailed description of the detected defect.



Following the analysis of the request, ETECNIC may, depending on the status of the software and maintenance services:

- Dispatch technical personnel to the installation site (if applicable).
- Request the shipment of the equipment to the workshop for diagnosis and repair.
- Send a replacement component, subject to verification of the defect.

If the equipment is returned without a detectable fault or is found to be out of warranty, ETECNIC may invoice the costs of analysis, transport, and diagnosis.

4. ETECNIC'S LIMITATIONS OF LIABILITY

ETECNIC **shall not be liable** for:

- Indirect, incidental, or consequential damages such as loss of production, revenue, availability, or third-party claims.
- Delays in the provision of services arising from force majeure or causes beyond its control.

In any event, ETECNIC's maximum liability under this warranty shall not exceed 50% of the purchase value of the affected product. ETECNIC may fulfill its warranty obligations, at its discretion, through repair, replacement of the product with another of equal or similar functionality, or a partial refund, always within this economic limit.

5. OUT-OF-WARRANTY RATES

Technical interventions not covered by the warranty will be invoiced according to ETECNIC's current service rates, which include:

- Labor.
- Mileage and travel expenses.
- Waiting time and costs associated with the diagnosis.
- Costs of disassembly, reinstallation, and transport, if applicable.

Rates may be requested by the Client at any time and will be provided by ETECNIC prior to performing any intervention outside of coverage.