

# Octopus Charge Warranty

## 1. Scope

This warranty applies only to Octopus Charge electric vehicle charger systems installed in the United Kingdom and commissioned by an Octopus Energy Services trained engineer, according to the manufacturer's instructions. The installation will be registered with Octopus Energy Services upon the date of installation and commissioning.

## 2. Limited Warranty Coverage

Octopus Energy Group (here after "Octopus" or "Manufacturer") warrants to the original purchaser ("Customer") that the Octopus Charge™ electric vehicle charger ("Product") will be free from defects in materials and workmanship under normal use and service for a period of thirty-six (36) months from the date of installation .

This warranty can be extended by an additional twenty-four (24) months with the additional purchase of an extended warranty from Octopus Energy at the time of the original product purchase. Purchase of an extended warranty will result in a total maximum warranty period of sixty (60) months from the date of commissioning.

Extension of warranty time period will be in accordance with the terms and conditions of the extended warranty plan. Details of qualifying plans are available through Octopus sales agents or installation coordinators.

During the warranty period, Octopus will, at its sole discretion:

- Repair or facilitate the repair of any defective parts within a reasonable time, free of charge for parts and labour, to restore the product to its proper operating condition. Octopus reserves the right to use new or refurbished replacement parts in its repair.
- Replace the product with a direct replacement or a similar product that performs substantially the same function as the original product. A replacement product assumes the remaining warranty period of the original product or 180 days from the date of replacement or repair,

whichever is longer.

- Issue a refund of the original purchase price. Octopus will cover the cost of parts and labour associated with the repair or replacement of the defective components.

### **3. Terms & Conditions**

- The warranty is valid only for installations in the United Kingdom.
- The warranty is valid only if the Octopus Charge™ electric vehicle charger is installed by a trained and qualified installer(s) in accordance with Manufacturer's installation guidelines and local regulations.
- The warranty is non-transferable and applies only to the original purchaser.
- The warranty does not cover damage or defects resulting from accidental damage, improper installation, misuse, neglect, accident, modification, or any unauthorised repair or maintenance.
- The warranty is not valid if problems result from the failure to have required maintenance performed by a qualified installer or servicer.
- Octopus is not responsible for any consequential or incidental damages arising from the use of the Product.
- Routine maintenance, including cleaning, in accordance with Product documentation is the responsibility of the Customer and is not covered under this warranty.
- Any repairs or replacements performed under this warranty will not extend the warranty period.

### **4. Liability Disclaimer**

Octopus Energy shall not be liable for any special, indirect, consequential, or economic loss arising from defects affecting the Octopus Charge electric vehicle charger or from any delay in repairing or replacing the Product.

Octopus Energy will not be liable for faults or costs of repair resulting from:

- Incorrect installation, removal, or tampering by a non-Octopus installer
- Inappropriate or unperformed commissioning, inappropriate maintenance or neglect, accidental and/or deliberate damage, misuse, normal wear and tear, and any unauthorised alteration or repair.
- Faults or costs resulting from external sources anomalies such as lack of (or excessive) power supply, insufficient cleaning and upkeep, and any other elements outside Octopus Energy's reasonable control or responsibility.
- The repair or replacement of any relevant product consumables and the costs of any ordinary Product maintenance, and Costs and/or faults resulting from any other use but the domestic purpose the Products are intended for.
- System connected to an incorrect power supply or to a temporary power supply, power surges, or lightning
- Faults resulting from the use of cartons, cables (unless directly part of the product), or other accessories in conjunction with the product.
- General appearance of the product, such as discoloration or damage to paint, labels, scratches, dents, and cracks.
- Any costs related to the removal or re-installation of the product.
- Any costs related to any setting up or programming required for a specific installation.
- Costs related to loss or damage during shipment of the product for the purpose of return. It is your responsibility to insure the product during shipping and prepay shipping charges.

The warranty will be voided and Octopus will not be liable for any faults or costs of repair or replacement if the Octopus Charge unit is opened, modified, tampered with, or repair is attempted by anyone other than an approved installer or repairer. Warranty coverage is voided for any Octopus Charge unit not distributed by Octopus or not purchased from an authorised Octopus

Charge reseller. Warranty coverage may be voided if the label bearing the serial number of the product has been removed or defaced.

## **5. Limitation of the Warranty**

Under no circumstances shall any replacement parts provided and/or any warranty work performed lead to an extension of the Warranty Period. This Warranty may be transferred to a new Householder, for the remaining Warranty Period provided that the Product is not removed from the original installation address. This Warranty is intended to assist the non-commercial and personal user of the Products for proper use in accordance with Product manufacturer's specification and does not affect the Householder statutory rights.

The maximum liability of Octopus under this limited warranty shall not exceed the actual purchase price paid for the product.

To the maximum extent permitted by law, Octopus is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition, or under any other legal theory.

## **6. How to Obtain Warranty Service**

In the event of a warranty claim, the Customer must:

- Contact the authorised Octopus Charge reseller from whom you purchased the product or Octopus if purchased directly.
- Provide the serial number of the device, the date of installation, and a brief description of the fault.

The Octopus Charge technical support team will assess the issue (including helping you to perform diagnostic and troubleshooting steps), request any further details as needed, and arrange a service visit if necessary.

## **7. Disclaimer**

This warranty document is the sole and exclusive warranty provided by

Octopus for all Octopus Charge™ electric vehicle chargers. Octopus disclaims all other warranties, whether expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

## **8. Product returns**

If the product is to be returned to Octopus, the product should be properly packed in the original carton for shipping. Use of unauthorized packing may void warranty coverage at the sole discretion of Octopus. Photos of the Octopus Charge, with a timestamp, may be required to qualify for a refund.

## **9. Customer Service**

For warranty inquiries or service, the Customer should contact Octopus Energy Services by phone or email using the information below.

Phone: 0808 196 6842

Phone lines are open 8am – 8pm Monday to Saturday, 10am - 6pm Sunday

Email: [ev-aftercare@octopusenergy.services](mailto:ev-aftercare@octopusenergy.services)

Emails are monitored 7 days a week.

Octopus Energy reserves the right to update or modify this warranty document at any time without prior notice. Check the Octopus Energy website at <https://octopus.energy> for the most current version of the warranty document and answers to common questions.