



TCHARGE® UDC 360 SERIES DCFC CHARGER

MANUFACTURER'S WARRANTY POLICY

Warranty Coverage

TCHARGE® will provide a 2-year (24 months) basic manufacturer's warranty for the TCHARGE® UDC 360 series DCFC charger products.

Warranty Services for Faults

If, during the warranty period, an UDC 360 charger becomes faulty due to manufacturing defects, TCHARGE® will offer full coverages of the following services to restore the charger to operation status:

- **Replacement of faulty parts.** As long as the case is applicable to the term of warranty, the cost of replacement of faulty parts on the chargers will be fully covered by TCHARGE®. If TCHARGE® technical support team determines it to be necessary, the entire charger may even be replaced.
- **Repair at no cost.** If the case is applicable to our term of warranty, repair work on the faulty charger aside of faulty part replacements will also be offered free of charge.

Components and Failures Coverage

The service coverage of warranty applies to defect components and technical failures as listed in the following categories:

- **Metal structure; circuit boards; power modules.**
- **Electrical components.** Including, but not limited to, wires, circuit breakers, lightning arresters, meters, contactors, fuses, etc.
- **Supporting components.** Including, but not limited to, charging cables, connectors (charging guns), LCD screens, LED strips, RFID card readers, etc.
- **Functional failures.** For instance, the charger fails to charge normally or is unable to start charging, LCD screen not displaying, etc.
- **Software issues.** Examples: malfunctions of the TCHARGE® charging management platform, failure of communication interfaces, firmware problems, etc.

However, this warranty will not provide coverage in the following cases:

➤ The damage to the charger is caused by **external factors or improper use of the charger** (see list below). **TCHARGE®** reserves the right to charge maintenance fees in these situations accordingly.

- Damage caused by not following the guide in the user's manual.
- Damage caused by using the equipment for purposes or functions other than charging electric vehicles.
- Damage caused by side conditions not associated with the equipment, including but not limited to: fire, flood, abnormal voltage or current in power feeding, etc.
- Damage caused by human external factors, including accidental and intentional damage.

➤ The charger has already been altered, serviced, maintained, dismantled, removed from initial installation site, or otherwise interfered with by any person **without prior authorizations** from **TCHARGE®** or its representatives.

Warranty Extensions

After the default 2-year (24 months) warranty period, customers may purchase to extend manufacturer's warranty of **TCHARGE®** UDC 360 series products period on a yearly basis with the extension price as prescribed by pricing policies of **TCHARGE®**.

Customers can also contact **TCHARGE®** or its authorized agents before expiration of the product's manufacturer's warranty for negotiations over warranty extension prices.

Response Process for Warranty Claims

TCHARGE® will provide worry-free warranty services to customers who purchase our UDC 360 series DCFC charger products.

Our warranty claiming ITR (issue to resolution) process is composed of 3 stages, each including multiple steps.

- **Case Acceptance stage.** This is the first stage of our ITR process, where our team:
- documents the reported technical issue;
 - has a **preliminary diagnosis** on the problem;
 - determines the **response level** that should be applied to respond.

Once the response level and corresponding responsible person are determined, the issue is **dispatched to the responsible person**, and the process moves on to Problem Solving stage.

- **Problem Solving stage.** This is the main stage of our ITR process.
- Our responsible person(s) would first **locate the fault** on the charger on basis of experiences, data from precedent cases that we have handled, and on-site information feedback.
 - After the fault is located, our team proceeds to **prepare and evaluate the feasibility of a service plan**. This **may involve a reevaluation of response level** if necessary.
 - When the service plan is assessed as apt, feasible, and well prepared, our team coordinates with the customer, implements the plan, and tests the result on site.

If (and only if) the problem is proven to be solved during on-site tests, the process moves on to the Case Closing stage.

- **Case Closing stage.** This stage marks the formal completion of the warranty service. In this stage, our team would:
- **verify with the customer the quality of service;**
 - **review the technical issue causing the problem**, possibly exploring a proactive prevention plan to avoid the problem happening again.

After the case is closed, our team will also:

- **follow up with the customer** to check the post-service working status of our product and help improve our service further in the future.