



Service Specification

Product Line:

EVSE Warranty

Product No:

0810

Version No:

036B

Item: **Limited Hardware Warranty**

Configuration: **36 Month Warranty**

Sheet 1 of 1

Brief:

- Limited Hardware Warranty – 36 Months from date of Shipment
- Prepaid Freight One-Way – In Continental U.S.
- RMA Tracking
- Repair – Typically within 5 business days from receipt in-house

Description:

Limited Warranty and Warranty Period: EVSE LLC proprietary hardware products (such products, while under warranty, the “Equipment”) are warranted to be free from defects in materials and workmanship for a period of thirty six (36) months from the date of shipment. If Customer notifies the EVSE LLC Service Center during the warranty period of a defect in the Equipment, will first attempt telephone support and if required will assign an RMA for return to depot repair or replacement of the defective Equipment. If Customer requests on-site service during warranty there will be a per call service charge. Delivery of a repaired or replacement unit of Equipment does not extend the warranty period.

Reporting a Defect: Customer can report an Equipment defect to the EVSE LLC Tech Support by (a) telephone between 8:00 A.M. and 4:30 P.M. (EST), Monday through Friday, excluding EVSE LLC holidays, or (b) through EVSE LLC support website.

- Telephone number: 888-753-8222
- Email address: techsupport@controlmod.com

Return and Repair Process: After receiving Customer’s notice of an Equipment defect, the EVSE LLC Service Center will provide Customer with a Return Material Authorization (RMA) number to be used by both Customer and CMI EVSE LLC to track the defective unit(s) during the return to depot repair process.

- Telephone number: 800-527-4998
- Email address: service@controlmod.com

Customer is responsible for the return of the defective Equipment to EVSE LLC Service Center at Customer’s expense. EVSE LLC Service Center will pay for ground shipping of the repaired or replacement unit to customer(s) site if located in the continental United States & Canada (duties & taxes not covered). Most Equipment will be repaired within five (5) business days following their receipt at an EVSE LLC repair depot.

EXCLUSIONS

CMI DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. CMI IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR CMI HARDWARE EQUIPMENT OR OTHER APPLICABLE STANDARDS OR CODES.

This Limited Warranty does not apply to the following (1) furnishing supplies for, painting, or refinishing Hardware Equipment; (2) electrical work external to such Hardware Equipment; (3) installation, maintenance, or removal of alternations, attachments, or other devices not furnished by CMI LLC; (4) on site services (including without limitation: installation or removal and costs thereof); (5) services which cannot be practicably performed due to alterations in or attachments to the equipment; or (6) services for accessories.

This Limited Warranty does not extend to any product for repair or replacement of defective Hardware Equipment that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by user software, interfacing, parts or supplies not supplied by EVSE LLC; (d) by improper site preparation or maintenance; (e) virus infection, malware, ransomware, failure to update operating system(s) and/or software application(s), communication line failure, delays in transmission, unauthorized access to data, and/or lost, deleted, or inaccessible data; (f) loss or damage in transit, vandalism, or burglary of the Hardware Equipment, acts of terrorism, accident, or disaster, or other external causes (including water, wind, lightning, and/or dust); or (g) by modification or service by anyone other than (i) EVSE LLC, (ii) EVSE LLC authorized service provider, or (iii) your own installation of end-user replaceable EVSE LLC or EVSE LLC approved parts if available for your Hardware Equipment.

The Limited Warranty does not apply to the extent the defect in the Hardware Equipment is due to the use of the Hardware Equipment in conjunction with products not manufactured by EVSE LLC or to Hardware Equipment from which the serial number has been altered, defaced, or removed.

LIMITATIONS OF LIABILITY

If your EVSE LLC Hardware Equipment failed to work or perform as warranted above, the maximum liability of EVSE LLC under this Limited Warranty is expressly limited to the lesser of the price you have paid for the product or the cost of repair or replacement of any hardware components that malfunctioned in conditions of normal use.

This Limited Warranty extends only to the original purchaser of the Hardware Equipment. It may not be assigned to any third party. EVSE LLC may require the Customer to provide proof of purchase as a condition of receiving warranty service. Customer’s dated sales or shipping receipt, showing the date of shipping or date of purchase, is the Customer’s proof of purchase.

EXCEPT AS INDICATED ABOVE, IN NO EVENT SHALL CMI LLC BE LIABLE TO CUSTOMER OR ANY THIRD PARTY CLAIMING THROUGH CUSTOMER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS OR SAVINGS, LOSS OF EARNINGS, GOODWILL, COSTS OF COVER, IN EACH CASE RELATING TO THIS WARRANTY OR TO THE EQUIPMENT, EVEN IF SUCH DAMAGES WERE FORESEEABLE AND EVEN IF THIS WARRANTY FAILS OF ITS ESSENTIAL PURPOSE.

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	Project No:	Date:	Section:	Item:
	Marketing / Date	Approval / Date	Rev No: / Date	
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