



# GARRO E-mobility – Warranty Terms (AC Chargers)

## 1. Scope of Warranty

GARRO provides a **five (5) year limited warranty** for its AC chargers Entity and **(2) year limited warranty** for the AC chargers GLB, Twin, LS4, LS4 43kW and Twin+.

The warranty covers:

- defects in materials and workmanship
- defects in electronics, power components and internal communication
- defects arising from **normal and intended use**
- defects occurring despite the product being used in accordance with **GARRO's installation and operating instructions**

## 2. General Conditions

This warranty is valid provided that:

- the installation has been carried out by a **qualified and authorized electrician**
- the installation complies with:
  - GARO's installation manual
  - applicable national and local electrical regulations
- the product is used within the specified:
  - temperature and environmental limits
  - electrical system requirements and rated specifications

## 3. Exclusions – What the Warranty Does Not Cover

### 3.1 Network Connectivity & Communication

The warranty does **not** cover:

- lack of or unstable internet connectivity at the installation site
- issues caused by:
  - the customer's internet service provider
  - local networks (LAN / Wi-Fi)
  - firewalls, routers, switches or VLAN configurations
- loss of cloud connectivity, remote functionality or real-time data resulting from the above

#### **Important clarification:**

GARRO is responsible for the **functionality of the charger itself**, not for the availability or quality of the network to which the charger is connected.



### 3.2 Network Connectivity & Local IT Environment

GARO shall not be liable for faults, operational disturbances or functional limitations arising from:

- lack of access to internet connectivity at the installation site
- the charger being connected to the customer's own network infrastructure, including:
  - routers
  - networks
  - firewalls
  - VLANs
- integration with external IT systems, building management systems or automation systems
- use together with third-party backends, applications or platforms
- performance or availability limitations of Wi-Fi, LAN or mobile networks

**This applies even if:**

- the charger is technically compatible
- the connection has previously functioned as intended

### 3.3 Software, Firmware, Updates & Connectivity

#### 3.3.1 Network Connectivity & Communication (revised)

The warranty does not cover:

- lack of or unstable internet connectivity at the installation site
- issues caused by:
  - the customer's internet service provider
  - local networks (LAN / Wi-Fi)
  - firewalls, routers, switches or VLAN configurations
- loss of cloud connectivity, remote functionality or real-time data resulting from the above

In addition, GARO shall not be responsible for limitations or disturbances in wireless communication caused by external factors beyond GARO's control, including but not limited to:

- radio interference from other wireless equipment or installations
- physical obstacles, building structures or shielding materials
- electromagnetic interference from surrounding electrical equipment
- network congestion, signal attenuation or changes in the local radio environment

**Important clarification:**

GARO is responsible for the functionality of the charger itself, but not for the availability, quality or stability of wired or wireless network communication at the installation site.

#### 3.3.2 Third-Party Systems & Backend

The warranty does **not** cover:

- third-party backends (including OCPP and CPO systems)
- applications or platforms not provided by GARO
- API changes or cloud services outside GARO's control



### **3.4 Improper Installation, Modification or Damage**

The warranty does not apply in cases of:

- installation not performed in accordance with the installation manual
- repair, servicing or opening of the charger by unauthorized persons
- modification of hardware or software
- use of non-approved accessories or spare parts

### **3.5 External Influence & Environmental Factors**

The warranty does not cover damage caused by:

- lightning, overvoltage or other external electrical disturbances
- fire, flooding, frost, vandalism or vehicle impact
- abnormal environmental conditions outside the specified limits

### **3.6 Wear and Consumable Parts**

The warranty does not cover:

- normal wear and tear
- charging cables and connectors damaged through use
- cosmetic defects, including scratches, discoloration or surface wear

### **3.7 Consequential Damage and Indirect Costs**

The warranty does not cover:

- labor or service costs at the installation site
- loss of revenue, downtime or compensation to third parties
- damage to vehicles, property or associated equipment