

# Limited Warranty (United States and Canada)

## What the Limited Warranty Covers

Enel X Way supports its residential and commercial charging stations with a manufacturer's warranty to the original purchaser of the product. The warranty covers defects in materials and workmanship during the warranty period for each product as set forth in the chart below. The warranty is not transferable.

## What Is the Difference Between the Residential and Commercial Product Warranty?

The residential warranty for JuiceBox charging stations is valid for three years from the date of purchase only when a unit is used under normal residential operating conditions. Using a residential box outside of normal residential operating conditions, such as for commercial application, voids the residential warranty.

The commercial warranty period varies by product type and is valid for the period of time reflected in the Period of Coverage table below, calculated from the date of purchase. The commercial product warranty services do not include removal or installation. Enel X Way highly recommends a professional electrician to assist with product removal needs prior to obtaining warranty services from Enel X Way.

## What the Limited Warranty Does Not Cover

The Enel X Way warranty obligation is expressly subject to the product being used in accordance with the applicable product description and instructions. The warranty does not cover damage to the product from mishandling, improper installation, extreme weather or acts of nature, nor the costs associated with removal and/or installation. The warranty is void if the product has been opened or modified by any person other than the manufacturer or authorized service provider. Normal aging such as discoloration and normal corrosion such as rust – normal aging may vary based on use, climate, location, and other factors.

## Period of Coverage

Product Type	Product	Period of Coverage (after date of purchase)
<b>Residential*</b> (single family usage)	JuiceBox® 32	3 years
	JuiceBox® 40	3 years
	JuiceBox® 40 Lite	3 years
	JuiceBox® 48	3 years
	JuiceBox® 75	3 years
	JuiceStand™	3 years
	JuicePlug™	1 year
	JuicePlan™ Service	Subscription Period
<b>Commercial</b> (Non-Residential)	JuiceBox® Pro 32	3 years
	JuiceBox® Pro 40	3 years
	JuiceBox® Pro 48	3 years
	JuiceBox® Pro 75	3 years
	JuiceBox® Pro 80	3 years
	JuicePump™ 50/75 kW**	3 years
	JuicePump™ 150 kW (Distributed System)	2 years
	JuicePump™ 180/240/360 kW**	2 years
	JuicePump™ 175 kW**	2 years
	JuicePump™ 180 kW All-In-One	2 years
	JuicePedestal™ (all models)	3 years
	JuiceStand Pro™	3 years
	JuiceMeter™	90 days
	JuiceRouter™	3 years
DC Charging Systems (purchased before 4/1/2020)	90 days	

\*Residential products manufactured after October 1, 2015 are covered for 3 years after date of original purchase; earlier manufacture dates are one year warranty.

\*\*Not including Output Cables and Credit Card Reader

## Factory Refurbished Unit Warranty

Factory-refurbished JuiceBox stations are covered for 1 year after the date of original purchase.

## How to Get Warranty Service\*

If you suspect an issue with your Enel X Way charging station product, please contact us at [support@evcharging.enelx.com](mailto:support@evcharging.enelx.com) for residential support, [commercialsupport@evcharging.enelx.com](mailto:commercialsupport@evcharging.enelx.com) for commercial support or call us at 844.584.2329. Our factory trained technicians will review the problem with you and if appropriate provide a Return Material Authorization (RMA) number to facilitate your return. Shipments received without an RMA number will be refused and returned to the shipper. All warranty services require a proof of purchase for the unit to obtain warranty service. The Enel X Way warranty obligation is expressly subject to Customer notifying Enel X Way in writing of any product defect promptly after Customer becomes aware of it.

\*Installation must be done by an OEM certified installer to guarantee warranty coverage. Enel X Way is a certified OEM installer and can be your single destination for EV hardware, software, and installation services.

## What Enel X Way Will Do to Correct Problems

For residential products listed above customers within the continental U.S., Enel X Way will pay the cost of shipping the defective unit to a location designated by Enel X Way and shipping of the repaired/replacement product back to the customer. Residential customers outside the continental U.S. are responsible for all shipping costs.

As the Company's sole obligation and customer's sole remedy, Enel X Way will repair the defective residential product or replace it with another unit at the Company's sole discretion. For current residential products less than 6 months after the date of the original purchase, Enel X Way may, at its option, replace the unit in advance of receiving the defective unit from the customer with a like product.

JuiceBox Pro, JuiceStand Pro, JuicePedestal and JuicePump commercial customers must contact Enel X Way to arrange warranty service. Should the unit need to be returned to the Company for warranty service, the commercial product customer is responsible for uninstalling and removing the unit, as well as shipping it to the indicated Enel X Way RMA facility. Enel X Way highly recommends the commercial product customer engage with a professional electrician for these services. JuiceBox Pro, JuiceStand Pro, JuicePedestal and JuicePump commercial product customers are responsible for all shipping costs.

Enel X Way is not responsible for any damage or defect to a product caused by improper uninstallation, removal or shipment. Units purchased from a third party as "used" are subject to shipping and repair costs. Items may be deemed used purchases if a receipt for a new item cannot be provided.

## What the Company Will Not Do

Enel X Way will not replace or upgrade purchased units with newer version units. Enel X Way will not allow a return or refund after 30 days of initial purchase. Any defect discovered after the initial 30 days must be addressed through the warranty service.

## What if My Product Is out of Warranty?

Units outside of their warranty period cannot be repaired as part of the warranty service described herein. Please contact us upon discovery of a problem with the product so we may assist in troubleshooting your charging station and assist you in either finding an appropriate service provider to uninstall the product or in purchasing a replacement unit if appropriate.

Enel X Way also offers extended warranties and an O&M plan. For additional information, please [contact our Sales team](#).

## Disclaimer

Customer acknowledges that the JuiceBox, JuiceBox Pro, JuiceStand Pro, JuicePedestal, JuicePump, the embedded software, and other products and accessories are complex with a variety of dependencies, and as such, Enel X Way cannot guarantee these products, accessories, and services will be provided without error or interruption. OTHER THAN AS EXPRESSLY SET FORTH IN THIS WARRANTY STATEMENT, PRODUCTS, ACCESSORIES, AND SERVICES ARE PROVIDED "AS IS" AND AS AVAILABLE, AND ENEL X WAY AND ITS SUPPLIERS AND LICENSORS MAKES NO AND HEREBY DISCLAIMS ANY REPRESENTATION OR WARRANTY, WRITTEN OR ORAL, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO PRODUCTS, ACCESSORIES, AND SERVICES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF DEALING BETWEEN THE PARTIES OR USAGE OF TRADE, OR ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.