



April 17, 2020

contact@easee.no
www.easee.no



Warranty

All correctly installed Easee hardware is covered by our 5 years limited warranty.

Any hardware failure should immediately be reported to us by e-mail support@easee.no. We need to receive the name and contact information for the owner of the product, its installed location and its serial number.

Our support team will then attempt to remotely resolve the issue. They may ask you to provide additional information. If the issue cannot be resolved remotely, and the product is in warranty, we will make arrangements so that the problem can be resolved at site. If needed, a replacement module will be shipped to the customer free of charge.

If we attend site, and the fault is not a result of a shortcoming in design or manufacture of our product, we will propose a resolution which may have a fee associated with it.

Easee's smart charging hardware is designed to operate in co-ordination with grid demands. In periods of peak local, regional or national authorities might demand that charging is temporarily interrupted or limited or rate limited in order to help stabilize the power grid and ensure quality of supply. The interruptions should have no significant effect on the overall vehicle charging time. The end user can choose to receive information about such events by signing up for Easee's information services.

In no event will we accept any liability for any loss, costs or damage consequential on the use and/or misuse of our hardware products except and only to the extent that this is caused by our negligence.