

**DEAR
CUSTOMER,**

We thank you for having bought this Zaptec product and hope you will be happy with it. In the event that your Zaptec product needs guarantee service, please contact the Authorized Dealer from whom it was purchased. In order to avoid any unnecessary inconvenience on your part, we suggest reading the Directions for Use carefully before contacting Zaptec or our Authorized Dealer.

**YOUR
GUARANTEE**

By this guarantee, Zaptec Charger AS, Norwegian business registration number 912 494 470, Professor Olav Hanssens vei 7A, 4021 Stavanger, Norway, guarantees to the purchaser the product to be free from defects in materials and workmanship for a period of five (5) year from the date of its original purchase. If during this designated five (5) year period of guarantee the product proves defective due to improper materials or workmanship, Zaptec Charger AS, Authorized Service Centers or Authorized Dealers will replace the product upon the terms and conditions set out below. Zaptec Charger AS reserves the right (at its sole discretion) to choose between repairing defective products or replacing products with either new or refurbished products.

If the guarantee claim is accepted Zaptec Charger AS will arrange and cover the cost of transport necessary to repair or replace the product and return it to the customer.

This guarantee covers
the following products:

Zaptec Pro

Zapcharger Pro

Zaptec Home

Zapcharger Portable

Zaptec Go

Zaptec APM

CONDITIONS

- This guarantee will be granted only when the original invoice or sales receipt (indicating the date of purchase, product type and dealer's name) is presented together with the defective product.
- Zaptec Charger reserves the right to refuse free-of-charge guarantee service if the above documentation/information cannot be presented or if the information contained in it is incomplete or illegible.
- This guarantee will not reimburse nor cover the damage resulting from adaptations or adjustments which may be made to the product, without the prior written consent of Zaptec Charger, in order to conform to the national or local technical or safety standards in force in any country other than the ones for which the product was originally designed and manufactured.
- This guarantee will not apply if the type or serial number on the product has been altered, deleted, removed or made illegible.

**THIS GUARANTEE COVERS
NONE OF THE FOLLOWING**

- Periodic maintenance and repair or replacement of parts due to normal wear and tear
- Any adaptation or changes to upgrade the product from its normal purpose as described in the Direction for Use, without the prior written consent of Zaptec Charger
- Batteries, electrodes, fuses, normal wear and tear, staining, discoloration or other cosmetic irregularity which does not impede or degrade product performance
- Damage resulting from:
 1. Misuse, including but not limited to
 - a. failure to use the product for its intended use or in accordance with Zaptec Charger`s instructions on the proper use and maintenance.
 - b. installation or use of the product in a manner inconsistent with technical or safety standards in force in the country where it is used
 2. Repair done by non-authorized Service Stations or Dealers, or the customer himself.
 3. Accidents, lightning, water, fire, improper use, or any cause beyond the control of Zaptec Charger
 4. Defects of the system into which this product is incorporated

**HOW TO MAKE A
GUARANTEE CLAIM**

If you wish to make a guarantee claim you must follow the following procedure:

1. Contact your Zaptec dealer
2. If the product was bought directly from Zaptec, contact support on [zaptec.com](mailto:support@zaptec.com)
3. If you are a Zaptec dealer, contact support as stated in your dealership contract, or via [zaptec.com](mailto:support@zaptec.com)

The guarantee must be validated by Zaptec Support and by an authorized installer if the fault cannot be verified remotely. Uninstalling the product for replacement and installing a replacement must be performed by an authorized installer.

**RELATIONSHIP TO LAWS AND REGULATION ON CONSUMERS' RIGHTS
IN THE EVENT OF A LACK OF CONFORMITY OF GOODS**

This is a commercial guarantee. Regardless of whether the terms and conditions of this guarantee are met we wish to remind you that as a consumer, in the in the event of a lack of conformity of the goods you have purchased, you are entitled by law to remedies from the seller, free of charge.

We wish to make unequivocally clear that this guarantee does not in any way affect your right to the mentioned remedies. The rights offered to the consumer through this guarantee is strictly additional to the rights consumers have by law and are not in any way meant to constitute a replacement or restriction on your consumer rights.