



1. Ensto Chago Oy ("Chago") grants a warranty on equipment listed in Section 4 below ("Equipment") under these warranty conditions.
2. The warranty covers the territory of the Europe. When the Equipment is sold for resale or resupply purposes the warranty period starts on the date of purchase of Ensto Chago's first contracting partner concerning the Equipment. When the Equipment is sold directly by Chago to the end customer the warranty period starts from the date of purchase of the end customer. However, the warranty period shall not be valid longer than the maximum period mentioned below starting from the date of manufacture of the Equipment.
3. Chago undertakes at its option and expense to either repair or replace the Equipment in case material or manufacturing defect occurs during the warranty period of the Equipment. The warranty does not cover software installed in the Equipment. The warranty does not cover hardware upgrades.
4. The Equipment covered by this warranty and their warranty periods are:

Chago electric vehicle charging products 3 years from the date of purchase but no longer than 4 years from the date of manufacture.

Chago Media and Chago Power products 2 years from the date of purchase but no longer than 3 years from the date of manufacture
5. Buyer must report a fault or a defect noticed in the Equipment to Ensto Chago without delay and no later than within two (2) months from the moment when the defect was noticed or when it should have been noticed at the risk of the warranty of the Equipment expiring.

The report must be sent through Ensto website:
<https://www.ensto.com/support/service-request/>

The report must specify the Equipment, date of purchase, seller, installer, and the location of the Equipment. It must also include the contact information of the person submitting the report and a description of the defect or fault, and the purchase invoice, receipt of purchase, or other corresponding evidence of the purchase and of the date of purchase of the Equipment must be attached to the report.
6. The validity of the warranty for the Equipment requires that the defect or fault of the Equipment has been reported to Chago in accordance with these warranty terms and conditions, and that the title and possession of the

Equipment or its part replaced under warranty transfers or is transferred to Chago upon replacement. Repairing or replacing the Equipment or its part under this warranty does not extend the remaining original warranty period of the Equipment.

7. The warranty is granted on conditions that the Equipment is installed by an authorized installer (does not apply to Equipment intended to be self-installed) and that the Equipment is used, serviced, and maintained in accordance with the intended purpose of the Equipment following the instructions concerning the Equipment.
8. The warranty does not cover an Equipment or its part:
 - a) for which the repair or replacement demand results from ordinary wear and tear;
 - b) which is consumable, such as switches, LED lights, socket outlets, sealings;
 - c) with a modified or removed rating plate;
 - d) which the buyer or a third party has repaired, modified, added to or made adjustments to not compliant with instructions without a prior written approval by Chago;
 - e) if Ensto Chago has not been notified of its defectiveness in accordance with these warranty terms and conditions;
 - f) which has been broken or damaged due to the negligence of a party other than Chago or due to an accident, misuse, erroneous installation, erroneous use, voltage fluctuation, atypical temperature, humidity, dirt, corrosion or erosion; or
 - g) which has otherwise been broken or damaged due to causes beyond Ensto Chago's reasonable control.

In no event shall Ensto Chago be liable for the expenses or costs incurred by disassembly or installation of a repaired or replaced Equipment or its part that has not been agreed in writing with Chago beforehand, this liability covering only necessary disassembly or installation actions and reasonable expenses or costs incurred thereby.

IN NO EVENT SHALL ENSTO CHAGO BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL EXPENSE, COST OR DAMAGE INCLUDING INTERRUPTION OF PRODUCTION, LOSS OF PROFITS, PRODUCT USABILITY OR BENEFIT OF USE, LOSS OF CONTRACT, AND DISRUPTION TO THE LIVING ENVIRONMENT.