

## **LIMITED GUARANTEE FOR ACCESSORIES**

Zaptec provides a limited guarantee period on different types of accessories (the "**Guarantee**"). The Guarantee covers Accessories (as defined below) bought by a customer (the "**Purchaser**") directly from Zaptec or an authorized dealer. The Guarantee does not apply to Accessories purchased from an unauthorized dealer.

For accessories provided by a third-party manufacturer, the guarantee terms of the original manufacturer will generally apply. Therefore, you should review the guarantee provided by the manufacturer for information regarding the duration of the guarantee coverage and other terms that may apply. In certain cases, Zaptec may provide its own guarantee for accessories provided by a third-party manufacturer. If so, this will be clearly communicated to you.

This Guarantee is effective from the date of purchase and covers defects in material and workmanship under normal use conditions.

### **GUARANTEE COVERAGE:**

1. **Duration of Guarantee:** The duration of the Guarantees varies based on the type of accessories purchased:

Type 1 –2 years,  
Type 2 –3 years,  
Type 3– 5 years.

2. **Covered Accessories:**

This Guarantee covers defects in materials and workmanship of the accessories specified in the table below (the "**Accessories**"):

| <b>ART. NUMBER</b> | <b>PRODUCT NAME</b>   | <b>GUARANTEE DURATION</b> |
|--------------------|---|---------------------------|
| <b>TYPE 1</b>      |   |                           |
| ZB100281           | Zaptec Keys (RFID) 1-Pack                                   | 2 years                   |
| ZB100100           | Charging Cable 3 Phase type 2 - 32 A - 7,5 meters           | 2 years                   |
| ZB100101           | Charging Cable 1 Phase Type 2 til Type 1 - 32A - 7,5 meters | 2 years                   |
| ZB100154           | Charging Cable 3 Phase type 2 - 32 A - 5 meters             | 2 years                   |
| ZB100237           | Siretta Snyder Analyser                                     | 2 years                   |
| <b>TYPE 2</b>      |   |                           |
| ZB100055           | PLC Module  | 3 years                   |
| <b>TYPE 3</b>      |   |                           |
| ZM000266           | Zaptec Twin Column Premium - Grey                           | 5 years                   |
| ZM000805           | Zaptec Twin Column Premium – Black                          | 5 years                   |
| ZM000415           | Zaptec Single Column Premium - Grey                         | 5 years                   |
| ZM000804           | Zaptec Single Column Premium - Black                        | 5 years                   |
| ZM000469           | Zaptec Single Standard Cape - Black                         | 5 years                   |
| ZM000470           | Zaptec Twin Standard Cape - Black                           | 5 years                   |
| ZM000777           | Zaptec Chill  | 5 years                   |
| ZB100271           | OnePole Demo stand for Zaptec Go                            | 5 years                   |
| ZB100272           | ONEPOLE Demo stand for Zaptec Pro                           | 5 years                   |
| ZB100273           | Onepole 2 Single/Twin                                       | 5 years                   |
| ZB100274           | ONEPOLE 2 Single/Twin - With Lightning                      | 5 years                   |

|          |  |         |
|----------|--|---------|
| ZB100275 | ONEPOLE 2 Quattro Okto Column                          | 5 years |
| ZB100276 | ONEPOLE 2 Quattro Column - With Lightning              | 5 years |
| ZB100277 | ONEPOLE 2 Twin Side by Side Column                     | 5 years |
| ZB100278 | ONEPOLE 2 Twin Side by Side Column - With Lightning    | 5 years |
| ZB100279 | ONEPOLE 2 Quattro Side by Side Column                  | 5 years |
| ZB100280 | ONEPOLE 2 Quattro Side by Side Column - With Lightning | 5 years |
| ZB100286 | ONEPOLE 2 Zaptec Go Single Column                      | 5 years |
| ZB100287 | ONEPOLE 2 Zaptec Go Twin Column                        | 5 years |
| ZM000788 | ONEPOLE Pro Tophead Column Twin                        | 5 years |
| ZM000789 | ONEPOLE Pro Tophead Column Single                      | 5 years |
| ZM000793 | ONEPOLE Go Tophead Column Twin                         | 5 years |
| ZM000792 | ONEPOLE Go Tophead Column Single                       | 5 years |
| ZM000797 | ONEPOLE Go Tophead Twin                                | 5 years |
| ZM000796 | ONEPOLE Go Tophead Single                              | 5 years |

If your product is not listed in the table above, please contact our support department for assistance.

### 3. Geographical scope of the Guarantee

The Guarantee only applies to Accessories purchased within the European Union (EU), European Economic Area (EEA), Switzerland, and the United Kingdom (UK).

#### **GUARANTEE EXCLUSIONS:**

This Guarantee does not cover:

- Normal wear and tear or cosmetic damage.
- Damage caused by accidents, misuse, abuse, neglect, or improper installation.
- Unauthorized modifications or repairs.
- Damage caused by use of the Accessories with products not provided or authorized by Zaptec.

#### **CLAIM PROCEDURE:**

To make a claim under the Guarantee, the Purchaser must:

Contact Zaptec's Customer Service Department at <https://zaptec.com/support/> or the authorized dealer where you purchased the Accessories to obtain a Return Merchandise Authorization ("RMA") number.

The process typically entails the following steps:

1. The Purchaser initiates contact with a Zaptec dealer to request an RMA. The Zaptec dealer then contacts support, as specified in the dealership contract or through the website [zaptec.com](https://zaptec.com/support/). If the product was purchased directly from Zaptec, the Purchaser should contact support at <https://zaptec.com/support/>.
2. Zaptec or the Zaptec dealer verifies the Purchaser's claim and issues an RMA number.
3. The Purchaser is requested to return the defective Accessory, including the RMA number and any required documentation, if applicable. Additionally, please provide proof of the date of original purchase to confirm that the Accessory is within the applicable guarantee period. The guarantee must be validated by Zaptec Support and by an authorized installer, either by way of inspection on-site or the Purchaser returning the defective Accessory, as instructed in each case.
4. The Purchaser instantly receives the replacement product.

5. Zaptec inspects the Accessory to confirm the defect or malfunction.

To facilitate this process, please ensure that your submission includes all relevant product information, as well as a comprehensive description of the issue you are encountering.

In case an Accessory is found to be defective and covered by the Guarantee, the expenses for disassembly, assembly, or transportation can be reimbursed upon presenting an invoice, if needed. Zaptec covers up to 2 hours of labor, travel (at standard rates per kilometer), and shipping for defective accessories, as applicable in each specific case.

#### **REMEDIES UNDER GUARANTEE:**

If a defect covered by this Guarantee is properly claimed within the Guarantee Period, Zaptec will, at its sole discretion, replace the defective Accessories for the respective guarantee assigned to each type once the customer returns the defective product to Zaptec.

#### **OTHER RIGHTS:**

This Guarantee gives the Purchaser specific legal rights, and in addition to these, the Purchaser may also have other statutory rights that vary from state to state or country to country. These statutory rights remain unaffected by the terms of this Guarantee and the Purchaser retains the right to file a complaint in accordance with these statutory rights at any time.

#### **CONTACT INFORMATION:**

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