



A F T E R S A L E S W A R R A N T Y

Thank you for choosing the VCHRGD TwentyTwo Dual as your charging solution. In order to ensure that your charger performs to the very best of its ability, correct installation, configuration, use and maintenance are essential.

Please ensure that installation & configuration are in strict accordance with the requirements set out in the "VCHRGD TwentyTwo Dual Installation Guide" and that installation is suitably documented.

Post-installation please ensure that the charger is not operated outside of the conditions specified in the installation manual, product datasheet or technical documentation provided by VCHRGD TECHNOLOGIES LTD or authorised partners.

S E R V I C E H O U R S

W O R K I N G H O U R S

MONDAY TO FRIDAY, 08:30- 18:00PM (EXCEPT NATIONAL AND PUBLIC HOLIDAYS)
SUPPORT AVAILABLE ON:

- IN APP LIVECHAT
- SUPPORT LINE: 01494 370524
- WEBSITE LIVECHAT

O U T O F H O U R S T E C H N I C A L S U P P O R T

MONDAY TO SUNDAY, 24 HOURS A DAY INCLUDING BANK HOLIDAYS

- CALL OUR TECHNICAL SUPPORT LINE AND LEAVE A VOICEMAIL
- SUBMIT A SUPPORT TICKET THROUGH LIVECHAT

C O N T A C T I N F O R M A T I O N

W H E R E T O F I N D U S

- TELEPHONE: +44 1494 370523
- EMAIL: INFO@VCHRGD.COM
- WEBSITE: WWW.VCHRGD.COM
- ADDRESS: VCHRGD TECHNOLOGIES LTD, UNIT1A EGHAMS COURT,
BOURNE END,
HIGH WYCOMBE,
SL85YS

A F T E R S A L E S

W A R R A N T Y

L I M I T A T I O N O F D A M A G E S

In no event shall VCHRGD TECHNOLOGIES LTD be liable for consequential damages for breach of this warranty, or for faults occurring outside of the defined warranty period.

W A R R A N T Y S E R V I C E

VCHRGD TECHNOLOGIES LTD warrants that the VCHRGD TwentyTwo Dual is to be free of all defects in material, charging functionality and compliance where installation has been carried out in accordance with the guidelines laid out in the VCHRGD TWENTYTWO DUAL INSTALLATION GUIDE.

The warranty period extends for 3 years from the date of first installation. The warranty extends to the original buyer and each subsequent buyer within the warranty period where proof of sale, and installation compliance can be proven.

Within the period of this warranty [3 years], VCHRGD TECHNOLOGIES LTD will repair or replace the VCHRGD TwentyTwo Dual, free of charge, any part providing defective. Warranty liability is exclusively limited to internal componentry, physical housing of the charger or tethered cable if defective on delivery and charging functionality defined within the product datasheet and promotional material generated and distributed by VCHRGD TECHNOLOGIES LTD and authorised partners.

Where possible, VCHRGD TECHNOLOGIES LTD reserve the right to repair the charger on-site, where this is not possible a like for like replacement unit will be provided free of charge. All warranty repairs, replacements and servicing must be performed by an authorised VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671. All expenses relating to the replacement or repair of the TWENTYTWO DUAL under this warranty shall be assumed by VCHRGD TECHNOLOGIES LTD.

A F T E R S A L E S

W A R R A N T Y

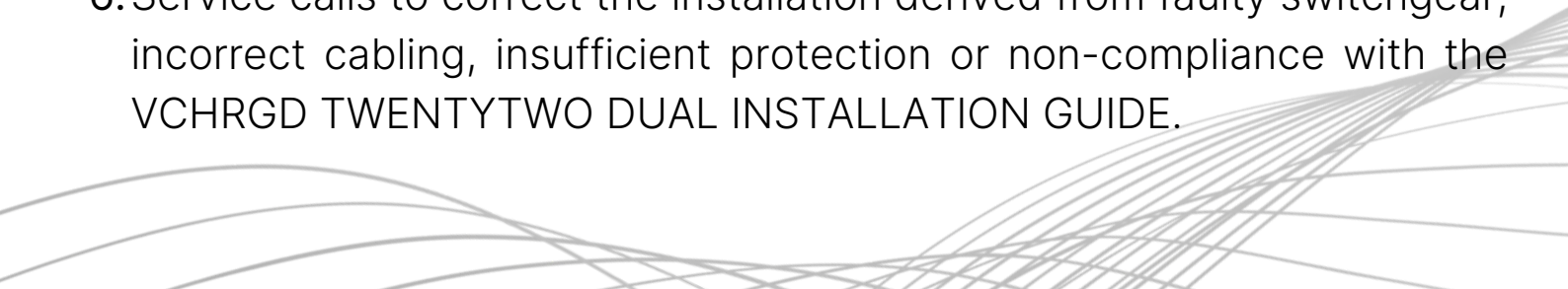
W A R R A N T Y E X C L U S I O N S

This warranty does not apply to any costs, repairs or services required as a result of the following:

1. Service calls to correct the installation of the VCHRGD TwentyTwo Dual, derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD TWENTYTWO DUAL INSTALLATION GUIDE
2. Repairs necessitated by improper use, vandalism or any use other than normal usage as specified within VCHRGD Technical documentation
3. Corrective work necessitated by repairs made by anyone other than a VCHRGD TECHNOLOGIES approved installer, or fully qualified electrician in accordance with British Wiring Standards BS7671

P A I D S E R V I C E

If the product cannot be used normally due to improper use during the warranty period, the after-sales service personnel will charge a certain fee according to the actual situation of the damaged product and implement paid services. The details are as follows:

1. Damage caused by users due to improper use, maintenance, and storage
 2. Damage caused by unauthorised disassembly by the user
 3. Charger without warranty certificate or valid invoice
 4. The product name and model on the warranty certificate or valid invoice are inconsistent or altered with the product name and model under warranty
 5. Damaged due to force majeure or natural disasters
 6. Service calls to correct the installation derived from faulty switchgear, incorrect cabling, insufficient protection or non-compliance with the VCHRGD TWENTYTWO DUAL INSTALLATION GUIDE.
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A F T E R S A L E S

W A R R A N T Y

H O W T O O B T A I N W A R R A N T Y S E R V I C E

The buyer must notify VCHRGD TECHNOLOGIES LTD of any defect, malfunction, on non-conformity promptly upon discovery, by calling 01494 370526.

VCHRGD TECHNOLOGIES LTD will arrange for an authorised installer to visit the buyers location for the purpose of repairing or replacing the VCHRGD TWENTYTWO DUAL in a timely fashion and in accordance with the buyers availability where possible.

So that our service staff can quickly locate the cause of the problem, and work to find a resolution it is best to provide a photo or video with your warranty claim.



D A T A P A C K A G E

T E R M & R E N E W A L

CUSTOMER AGREEMENT FOR 4G DATA PACKAGE

1. Introduction 1.1 This agreement ("Agreement") sets out the terms and conditions under which VCHRGD Technologies Ltd ("VCHRGD," "we," "our," or "us") provides the 4G 3 Network Roaming Data Package ("Data Package") in conjunction with the purchase of a VCHRGD TwentyTwo Pro charge point ("Charge Point"). **1.2** By purchasing a VCHRGD TwentyTwo Pro, the customer ("Customer," "you," or "your") acknowledges and agrees to the provision of the Data Package as outlined in this Agreement.

2. Data Package Description 2.1 The Data Package provides a roaming cellular data connection via Three UK, VODAFONE LIMITED, and Telefonica, capped at 50MB per month, to enable remote communication for the Charge Point. **2.2** The Data Package is included for an initial term of thirty-six (36) months from the date of activation ("Initial Term").

3. Termination and Renewal 3.1 No less than two (2) weeks before the expiry of the Initial Term (36 months or 3 years), the customer must contact VCHRGD on 01494 370525 if they wish to renew the data term. This will incur a one-off fee to extend the data package and obligations by a further 36 months. This one-off fee is subject to change and will be invoiced to the customer for payment no less than 3 working days from the date of termination.

3.2 To continue using the Data Package beyond the Initial Term, the Customer must accept the renewal terms and pay the Renewal Fee in full no less than 3 working days before the Initial Term expires. **3.3** If payment is received within the stipulated timeframe, the Data Package will be extended for a further thirty-six (36) months ("Renewal Term").

3.4 If the Customer does not accept the renewal terms and/or does not pay the Renewal Fee before the end of the Initial Term, all cellular data services associated with the Charge Point will be terminated at the end of the Initial Term.

D A T A P A C K A G E

T E R M & R E N E W A L

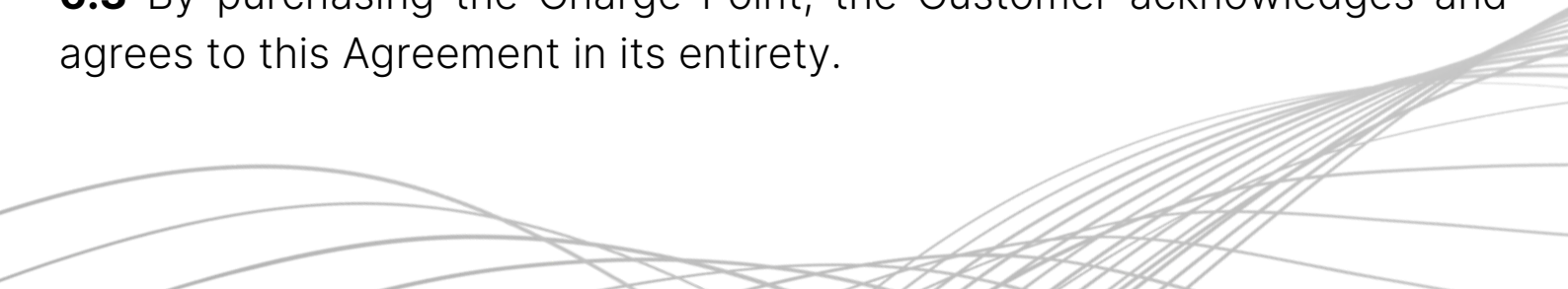
3.5 The Customer may reinstate the Data Package after termination by accepting the terms of renewal and paying the Renewal Fee. Upon reinstatement, the Data Package will be extended for a further thirty-six (36) months.

4. Service Performance and Support **4.1** VCHRGD will take reasonable steps to maintain uptime and service availability for the Data Package, but we do not guarantee uninterrupted service due to factors outside of our control, such as network provider issues or signal coverage limitations. **4.2** VCHRGD will provide reasonable support for connectivity issues that arise in relation to the Data Package during the Initial Term and any subsequent Renewal Term. **4.3** The Charge Point remains covered under VCHRGD's standard sales terms and conditions and is subject to a three-year warranty period from the date of activation.

5. Limitation of Liability **5.1** VCHRGD shall not be liable for any loss or disruption of service resulting from the expiration or termination of the Data Package. **5.2** The Customer acknowledges that the 50MB monthly data cap is a strict limit and that any usage beyond this cap may result in limited functionality of the Charge Point. **5.3** VCHRGD shall not be liable for any failure of the network providers (Three UK, VODAFONE LIMITED, and Telefonica) to deliver services as expected.

6. General Provisions **6.1** This Agreement shall be governed by and construed in accordance with the laws of England and Wales. **6.2** VCHRGD reserves the right to amend this Agreement at any time, and any such changes will be communicated to the Customer in advance where applicable.

6.3 By purchasing the Charge Point, the Customer acknowledges and agrees to this Agreement in its entirety.



A F T E R S A L E S R E C Y C L I N G

R E C Y C L I N G E L E C T R I C A L E Q U I P M E N T

Why Recycle?

Unwanted electrical equipment is the UK's fastest growing type of waste. Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

We can help...

We are pleased to offer our customers the chance to recycle old VCHRGD products when purchasing a new item from us or servicing a warranty replacement. Please speak to a member of staff for details on how to dispose of your Waste Electrical or Electronic Equipment (WEEE).

Crossed out wheeled-bin symbol

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with the crossed out wheeled bin symbol) in your bin.



The Waste Electrical and Electronic Equipment Regulations 2013