

I – MANUFACTURER’S WARRANTY WALLBOX

II – WARRANTY EXTENSION

III – SERVICE SUPPORT

IV.- TRAINING

V- SPARE PARTS

I – MANUFACTURER’S WARRANTY WALLBOX

The Manufacturer, Wallbox Chargers SL, warrants that the products supplied are free from manufacturing defects. The warranty, according to the European law, will cover all Products sold and will be valid for a period of 2 years from the date of purchase.

This warranty consists of the repair or replacement of items recognized as defective. It is considered a defective product, either due to material defects, manufacturing defects or assembly defects.

Replacement products or repaired parts will have a warranty, covering the remainder of the initial warranty or six months, whichever is longer.

The warranty shall not apply where defects or damage to the products are caused by improper installation, negligence, manipulation of the charger or improper handling by the customer or end users.

It will also be considered out of warranty when the incidences are derived from:

1. Floods, lightning, earthquakes, accidents of any kind outside Wallbox, misuse of equipment, electrical network overloads, problems arising from deficiencies in air conditioning or control of environmental humidity (Operating temperature out of this range -25oC +45oC, stored out of this range -40oC +70oC)
2. When people not belonging to Wallbox Chargers SL, nor authorised by it, have installed (or intended to do so) extensions or options, manipulating the equipment internally, have connected (or tried to connect) peripherals or external options, and have maintained or repaired the Hardware (or tried to do so), without the prior authorisation of Wallbox.
3. When the Hardware has been installed in a new premise without Wallbox's previous authorization or when Wallbox considers the installation conditions unacceptable:
4. Painting works or external cleaning of the Hardware.
5. Cleaning works of those parts accessible by the user.

The Distributor will always be responsible for the product complying with the technical obligations necessary for its commercialization in the Sales Territory. The Distributor will also be responsible that the installation of the product is carried out in compliance with the local laws. Therefore, it is the Distributor who guarantees to the final customer that all installation services will be executed in accordance with the standards and that the personnel who perform them hold the necessary technical qualifications and experience.

The management of the warranty right of the customer (end user), to whom the Partner sells, shall be the responsibility of the Partner himself.

It is mandatory that the Partner acquires an initial stock of units and/or spare parts to manage the warranty right of its customer (end user), which will be replaced, at no cost, when the incident is authorised and confirmed through Wallbox Service Department and when being under warranty terms as stated in this document.

- Following up on the initial stock of units and/or spare parts. Wallbox Service Department will ship new copies of the items used to recover the incidents. Within a month. Once the defective products/components have arrived at the factory (including RMA document) and the issue has been checked, reviewed and confirmed by Wallbox Quality Department as a failure, covered under the product warranty coverage. (RSO)
- If the partner didn't have any unit or spare part in stock, Wallbox will send the unit or defective part needed to solve the incident as follows as a Sales Order, and afterwards:
 - A. Once the defective product/component has arrived at the factory (including RMA document) (Within a month) and the issue has been checked, reviewed and confirmed by Wallbox Quality Department as a failure under the product warranty coverage, Wallbox will send a new one for free (RSO) or will issue a credit note, according to Wallbox decision.
 - B. If the defective product/component, once it has arrived at the factory (including RMA document) (Within a month), is not affected by a warranty issue after the Quality check done by Wallbox, the partner should pay the above mentioned Sales Order, according to its usual method of payment.

To improve follow-up and monitoring of faulty products, all returns or claims under warranty should be processed by completing RMA - Return Merchandise Authorisation document, (monthly basis) that must be accompanied with the unit/part that is being returned.

RMA (Return Merchandise Authorisation document) must be sent in advance to the Wallbox Service Department by e-mail (service@wallbox.com). The Wallbox Service Department will authorise and indicate the corresponding ship-to address for faulty parts, within 24 hours.

RMA copy must be sent for each failed charger/part. Wallbox won't consider any shipment not displayed on the note. Without this authorization the Wallbox warehouse cannot allow the entry of the returned products.

II – WARRANTY EXTENSION

Based on the original warranty as previously mentioned in Europe (2 years) and UK(3 years), warranty extension for 3 years (2 + 1) or 5 years (2 + 3) must be acquired when originally purchasing the product not at a later stage.

The warranty extension is linked to a specific charger; therefore, it is assigned to an individual serial number. Wallbox won't be able to provide general warranty extensions, 1 Year warranty extension will reflect in only 1 charger.

Prices are based on each charger.

III – SERVICE SUPPORT

The Partner will identify a Point of Service, who will be responsible for acting as first and second line of attention to end users, and then communicate any issue, to the dedicated technical service of Wallbox (Agents Service Desk and Service Engineering) concerning the possible incidents or technical queries that could not be resolved by the Wallbox Service first line.

Any questions, incidents or suggestions should be brought to the attention of Wallbox's Customer Service Department by telephone from Monday to Friday from 8 a.m. to 8 p.m., by calling the local numbers displayed in our [Wallbox academy page](#), or by sending an e-mail to the following address: service@wallbox.com, in order to manage traceability and the appropriate support for reported incidents.

Support will be provided for firmware updates of the application (firmware update).

INTERVENTIONS, GENERAL PROCEDURE

1.- The Service Point (Local Service Partners/Reseller) will communicate any possible incidents or technical queries which have not been able to be resolved, by notifying the incident to the Wallbox Technical Service Department.

2.- Wallbox Technical Service, in a maximum term of 48 hours, will attend the incident or remote diagnosis query. The severity of the incidence is evaluated and the way to proceed is diagnosed to leave it solved (maximum 5 working days for remote resolution).

3.- If in the above mentioned periods, given the severity of the incident, it is not possible to leave the incident solved, an Action Plan will be established which must be approved by both parties (Local Service Partners/Reseller) and Wallbox Technical Service).

The Local Service Partners will guarantee and facilitate the access to the equipment object of the present Contract, to the accredited Wallbox personnel, whenever necessary for any of the performances contemplated.

Service Desk Call Center: Call Center Service, from 8 to 20 hrs, from Monday to Friday on working days to attend the Local Service Partners/Reseller about queries and incidents. At this level we will try to gather the information and determine the type of query and/or incident for immediate solution or the correct escalation to Service Engineering.

Service Engineering - Remote support service, offered from Wallbox to the Partner. This level of support entails technical knowledge of the equipment and the ability to access more advanced functionalities such as, for example, maintaining updated firmware, downloading new functionalities, preventive notifications, etc.. Assistance for local service partners or resellers during installation or for failure diagnosis.

IV.- TRAINING

Wallbox Academy is responsible for the training of sales teams, official Wallbox technical services, distributors, installers and other collaborating partners. Its mission is to ensure that all of Wallbox's sales and customer service network, as well as all of our partners, have the necessary tools to provide the best service to all users of Wallbox products and digital services.

Content proposal:

The training sessions are designed to provide the installers & partners with all the necessary knowledge about the company, products and services of Wallbox, in order to achieve a level of excellence in customer service. To this end, they are not only trained in the knowledge of the product and the Wallbox solution, but also about the environment of the electric vehicle, and the recurring questions coming from customer who acquires an electric vehicle, and who, consequently, has doubts about both the installation and the subsequent use of the product.

Agenda of the training and certification session required:

1. Introduction to Wallbox .
2. General questions, customer FAQ's :
 - Charging modes.
 - Charging times.
 - AC connector types.
 - DC connector types.
3. Products and services:
 - Portfolio of products.
 - Wallbox Pulsar/Pulsar Plus.
 - Wallbox Commander 2.
 - Wallbox Copper SB.
 - myWallbox Portal.
 - myWallbox app.
 - Power sharing.
 - Power boost.
4. Technical aspects of the product:
 - Technical specifications of the equipment.
 - Assembly and physical installation of products.
 - Electrical installation of the products: Wiring, diagrams and protections.
 - Pulsar: Communications and user interface.
 - Commander: Communications and user interface.
 - Copper: Communications and user interface.
 - Physical Demonstration of Pulsar, Pulsar Plus, Commander and Copper products.
 - Charger usage, My Wallbox app and portal.
 - List of spare parts of the product

Pricing:

The 6-hour training sessions will cost 990€ each session, either at Wallbox facilities in Madrid or Barcelona or at Partner facilities located in Europe. In the latter case, the Partner will bear the travel and living expenses of the Wallbox Training Staff (max. 2 people)

We recommend deploying training to maintain and support customers, both level 1 (Call Center) and level 2 (Tech support). Max. 6-8 pax per-training session.

We also recommend coordinating technical training for Local partners, who will support and maintain the facilities, if that were the case.

Training language will be English/Spanish. Training materials will be distributed electronically (English / Spanish).

The days and the starting time of each training session will be agreed upon by mutual agreement between parties.

Any additional training needs will be studied, agreed by all parties, and budgeted for separately.

V- SPARE PARTS

Spare parts will be provided by contacting Wallbox Technical Service:

- A. If the spare part is under the product warranty coverage, Wallbox will send a new one for free (RSO) or will issue a credit note, according to Wallbox decision.
- B. If the defective product/component, once it has arrived at the factory (including RMA document) is not affected by a warranty issue after the Quality check done by Wallbox, the partner should pay the above mentioned Sales Order, according to its usual method of payment.

Each spare part will be assigned to a Wallbox charger Serial number.

IMPORTANT: Only when working according to the Wallbox Service Protocol, Wallbox will be covering the costs as mentioned above.