

1. Scope of application and purpose

The purpose of the Guidelines is to provide an overview of the basics and the processing of warranty claims between Wallbox and its Partners that arise in connection with the products.

The Partners are instructed to comply with the requirements of these Guidelines in the handling of warranty claims. The Guidelines apply in addition to the “General Terms and Conditions of Sales and Refunds” available at [Wallbox Sales and Refunds](#).

2. Definition of terms, legal basis

- 2.1 A product will be defective in terms of warranty law if it does not have the agreed quality or, if a quality was not agreed, if it is not suitable for the required use or the usual use of such a product (“**Defect**”). There will also be a defect if the installation or assembly instructions relating to the product contain errors, as well as if there are hidden defects that were already present when the product was purchased, but could only be discovered later.
- 2.2 With regard to the obligations of the Partner to examine and give notice of defects in the products supplied by Wallbox.
- 2.3 Claims from warranty cases can only be made within the warranty period granted by Wallbox. Unless otherwise agreed between Wallbox and the Partner. Wallbox is liable within these warranty periods for defects in the products within the framework of the scope specified.

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:

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)

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.

When the Hardware has been installed in a new premise without Wallbox's previous authorization or when Wallbox considers the installation conditions unacceptable:

Painting works or external cleaning of the Hardware.

Cleaning works of those parts accessible by the user.

3. Product liability claims; safety risks

- 3.1 A product liability claim exists if the defect has led to material damage or personal injury which was caused by a fault in a Wallbox product.
- 3.2 If a Partner receives knowledge of such a product liability event, it must inform Wallbox immediately via the Wallbox support telephone. The Partner is not entitled to start its own measures without consultation with or approval by Wallbox, such as surrendering information and/or warnings to customers who have acquired the same products to business partners and/or the authorities and/or to start field actions, including recall campaigns.

4. Procedure if a potential warranty case occurs

- 4.1 In the event of a defect or a malfunction of the product occurring, the Partner must first check whether the problem relates to operation, installation or to the product itself. Wallbox does not assume any warranty for operating or installation problems or errors.
- 4.2 During troubleshooting, the Wallbox manual / checklist must be used, so that the problem that has occurred concerning the specific product can be determined based on the error descriptions therein.
- 4.3 If it is unclear whether there is a warranty claim or whether this can be eliminated, the Partner is obliged to first consult with Wallbox Support. This is accessible by direct request from the partner portal, the contact page or the app. To avoid delays in processing, complete product data (item and serial number), purchase/installation invoice, detailed description of the error and diagnosis protocol are required.
- 4.4 If a repair has been carried out by the Partner, the warranty claim must be completed and, if necessary, including the case number, together with the printed diagnosis protocol (if available), the checklist, the copy of the product delivery note and/or the invoice of the product forming the subject of the complaint, as well as, if available, the old parts should be sent to the following address:

Carrer Josep Ros i Ros, 21,
08740
Sant Andreu de la Barca,
Barcelona

5. Contacting Wallbox 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 Service Support by telephone, partner portal, app or contact page from Monday to Friday from 8 a.m. to 8 p.m, in order to manage traceability and the appropriate support for reported incidents.

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

1.- The Partner will communicate any possible incidents or technical queries which have not been able to be resolved, by notifying the incident to Wallbox Service Support.

2.- Wallbox Service Support, 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 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 involved.

The 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.

Wallbox Service Support is available from 8 to 20 hrs, from Monday to Friday on working days to attend the Partners about queries and incidents. At this level Wallbox 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 and bug fixing.

Assistance for local service partners or resellers during installation or for failure diagnosis.

6. Processing of warranty claims

The following points must be observed and fulfilled by the Partners so that Wallbox can process the warranty claims, as well as the account can be settled with Webasto.

6.1 Performing warranty work

Warranty work on Wallbox products may only be carried out by installation and

service partners authorised by Wallbox, as well as by Partners with a direct business relationship with Wallbox.

6.2 Equipment and training

The installation and repair of Wallbox products must be carried out by a qualified employee trained by Wallbox. In addition, compliance with the respective technical documentation checked by Wallbox for this product and the use of special tools must be ensured during implementation.

6.3 Repairs

In carrying out repairs to Wallbox products, the principle of minimising costs must be complied with. This means that complete components for the respective Wallbox product can only be replaced by new components if it is not economically or technically possible to repair one or more components. As a rule, there is economic impossibility if the costs of the required parts exceed 60 per cent of the price of the complete component.

6.4 Spare parts and tools

Only original spare parts and original special tools supplied by Wallbox may be used for the repair.

7. Exceptions, exclusion of liability for warranty claims

7.1 Use

If products are used for purposes or applications other than those approved by Wallbox, Wallbox reserves the right to reject the warranty claim.

7.2 Installation

In the case of products that cannot be verified, Wallbox reserves the right to only accept the pure material replacement or to reject the warranty completely after diagnosis of the part which is the subject of complaint. Faulty installations that affect the function of the products are excluded from the warranty.

7.3 Registration

In the case of products that are not registered, Wallbox reserves the right to replace only the pure material replacement or only reimburse the wage expenditures that arise with regard to the development of the product, or to reject the warranty claim in these cases.

8. Warranty period

The warranty period for Wallbox original products is 24 months from the date of installation of the product. Spare parts and replacement units are excluded from this provision; in these cases, Wallbox would apply a 6 month warranty period or the original unit original warranty period in case it is more than 6 months.

9. Release

A complete replacement is only possible within the scope of the supply after prior consultation with the Wallbox Support.

Please note: If no approval number exists, 100% of the parts will be assessed by the Wallbox Quality team in order to determine the root cause of the problem.

10. Remuneration, rejection

The remuneration or rejection of a warranty claim is carried out by Wallbox with written justification in a Quality Analysis.

11. Handling and shipping costs

For each warranty case, Wallbox should approve the receipt of the defective products.

12. Wage costs

Wage costs will be reimbursed for product repairs up to a net amount of EUR 50.00 per hour of work.

13. Target times

The published target times for work will be remunerated for work on removed products. The installation and removal of the products will be remunerated according to the following table. Wallbox reserves the right to only replace materials for non-registered products or will only reimburse the wage expenditures that arise on a product that has been removed; in individual cases, Wallbox reserves the right to completely reject the payment of the costs.