

Warranty Services

ClearPower V Series



Congratulations on your new ClearPower EV charger. We will meet and exceed your expectations for electric vehicle charging needs.

ClearPower V Series electric vehicle chargers are backed by a standard warranty and our experienced service team committed to customer success.

We also offer extended warranty + with an additional fee.

USA & Canada	Standard warranty	Extended warranty+
	1 Year	3 Years
Spare parts shipping	Usually 14 days after diagnostics for standard stocked parts	Prime 2 business-day after diagnostics for standard stocked parts
Corrective Maintenance	Included	Included
Remote Support	Standard Escalation	Priority Escalation
On-site Support	Standard Escalation	Priority Escalation
Recommended	Preventive Maintenance	Included

Warranty Services

Standard Warranty

ClearPower Product line	Parts *	Onsite labor	Travel	Preventive Maintenance	Extended Warranty*
ClearPower V2 AC (7-9kW)	1 year	_____	_____	_____	_____
ClearPower V2+ DC (30kW)	1 year	_____	_____	_____	option up to 3 years total
ClearPower V3 DC Fast (50-160kW)	1 year	1 year	not included	recommended	option up to 3 years total
ClearPower V3+ DC Ultra (175-350kW)	1 year	1 year	not included	recommended	option up to 3 years total
ClearPower Commercial Charging Systems	2 years	2 years	not included	recommended	option up to 3 years total

1.Warranty Coverage:

Avrio warrants that the EV Charging Station, hereinafter referred to as "the Product," will be free from defects in materials and workmanship under normal use and service for a period of 1or 2 years from the date of purchase. This warranty is applicable only to the original purchaser and is non-transferable.

2.Warranty Services:

During the warranty period, Avrio will, at its sole discretion, repair or replace any defective parts or the entire Product, free of charge, provided that the defect is not caused by improper installation, misuse, neglect, vandalism, accident, or any other cause beyond the control of Avrio. All replaced parts or Products shall become the property of Avrio. In case of replacement, the warranty on the new part or Product shall be valid for the remaining period of the original warranty.

3. Exclusions the warranty does not cover:

- a. Normal wear and tear of the Product, including but not limited to cosmetic damage, scratches, and fading.
- b. Damage caused by improper installation, unauthorized modifications, repairs, or maintenance.
- c. Damage or defects resulting from failure to follow the operating instructions or installation guidelines provided by Avrio.
- d. Damage or defects resulting from the use of non-Avrio accessories or components.
- e. Damage caused by electrical surges, power fluctuations, lightning strikes, or other force majeure events.
- f. Any indirect, consequential, or incidental damages arising out of the use or inability to use the Product.

4.Claim Process:

To make a warranty claim, the original purchaser must contact Avrio Customer Support at the provided contact details within the warranty period. Avrio may require proof of purchase, product serial number, and other relevant information to process the claim. The Product may need to be returned to Avrio or its authorized service centers for inspection and repair.

5.Limitation of Liability:

Except as expressly stated in this warranty, Avrio disclaims all other warranties, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Avrio's liability under this warranty shall not exceed the original purchase price of the Product.

6.Governing Law and Jurisdiction:

This warranty shall be governed by and construed in accordance with the laws of the jurisdiction in which the Product was purchased. Any disputes arising under or in connection with this warranty shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.

7.Our Contact:

Avrio Media Inc.
 (949) 355-2257
 980 West Coast Hwy suite
 200, Newport Beach, CA
 92663

Notes

* Standard warranty includes certain parts coverage and excludes consumable parts. The standard warranty validity for original equipment parts, excluding consumable parts, begins at the earlier of (i) 24 months from shipment from ClearPowerfactory or (ii) 1 year from charger installation. The standard warranty for new spare parts is 12 months after date of shipment, and the standard warranty for refurbished or repaired parts is 90 days after shipment.

** An extended warranty package must be purchased at the time the charger is purchased. ClearPower can also offer an extended warranty during the valid warranty period which would require an updated proposal.

