



The Electricians' Choice

Best in class since 1946

Lewden Siena EV Charger Warranty Terms

Warranty Overview:

Lewden Ltd, a company registered in England and Wales under company number 00425180 and with its registered office at Unit 4 Bradbury Drive, Braintree, Essex, CM7 2SD (**we, us, our**) offers, subject to the following terms, a **3-year warranty** in relation to our Siena EV Charger (**Charger**) from the date of installation by a qualified, OZEV approved electrician.

Subject to the terms of this warranty being met, this warranty covers defects in materials and workmanship and covers labour, on-site assistance, parts and repairs or replacements.

The minimum operational life of our Charger is 3 years from the date of installation by a qualified, OZEV-approved electrician.

Warranty Coverage:

Should your Charger prove to be defective within the Warranty Period, subject to the terms of this warranty being met, we (or our authorised technicians) will repair your Charger or (at our option) replace your Charger with the same or equivalent product free of charge.

All parts which are replaced will become our property.

The repair or replacement of your Charger will not extend the Warranty Period (as defined below).

This warranty will only apply if the Charger has been correctly installed by a qualified, OZEV approved electrician under the OZEV grant scheme and has been connected to the internet.

This warranty is only applicable to Chargers which are sold and used within the United Kingdom and only applies if you are the end-customer/end-user in relation to the Charger.

Warranty Activation and Requirements:

This warranty is valid for a period of 3 years from the date of installation of your Charger by a qualified, OZEV approved electrician (**Warranty Period**).

In order to be covered by this warranty, you must register your Charger via the Monta app. This registration is crucial for enabling smart features and for ensuring that the Charger receives ongoing software updates. A stable and secure internet connection for the Monta app must also be maintained.

Lewden Ltd.
Unit 4, Bradbury Drive, Springwood Industrial Estate,
Braintree, Essex, CM7 2SD
Tel +44 (0)1376 336200
Export +44 (0)1376 550464
www.lewden.com
info@lewden.co.uk

ISO 9001:2015
ISO 14001:2015
ISO 45001:2018

Registered in England No. 425180



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Exclusions:

This warranty does not cover:

- Faults, defects or damage resulting from:
 - improper installation, commissioning, handling, delivery or storage;
 - neglect, abuse, misuse (which includes failing to use the Charger in accordance with our instructions) or failure to keep the Charger in good condition (which includes, amongst other things, ensuring that the Charger is maintained and kept clean, for example by ensuring that damaged parts are replaced, ensuring that there is no accumulation of moss and ensuring that there are no insect infestations);
 - unauthorised repairs or modifications;
 - normal wear and tear;
 - accidental damage;
 - any removal or re-installation;
 - external factors, such as extreme weather conditions, electrical outages or power surges;
or
 - circumstances outside of our control;
- Chargers which have not been registered via the Monta app;
- Chargers which, at the time that the issue arose, were not updated to the latest version of the software applicable to the Charger as provided by us;
- cosmetic issues such as scratches or dents that do not affect the Charger's functionality; or
- Chargers which are not connected to the internet and therefore which do not allow a full in-depth remote diagnosis.

Transferability:

This warranty is transferable if the Charger remains at the property at which it was originally installed, as long as the new owner of such property is able to provide with any claim the supporting documentation and information referred to beneath the 'How to Make a Warranty Claim' section below, as well as proof of change of ownership of the property. If the Charger is moved to a new location, it must be removed and re-installed by a qualified, OZEV-approved electrician according to the installation manual and regulations and OZEV must have been informed of the change of address for this warranty to continue.

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Limitations of Liability and Consumer Rights:

Nothing in this warranty limits or excludes our liability in relation to any liability that cannot by law be limited or excluded. Except where it would be unlawful for us to limit or exclude our liability, our liability under or in connection with this warranty is limited to the repair or replacement of your defective Charger. We are not responsible for any special, indirect, incidental or consequential loss.

If you are a consumer, you have statutory rights in relation to your Charger and this warranty does not affect those statutory rights.

How to Make a Warranty Claim:

- 1. Report and Supporting Documentation/Information:** If you encounter an issue with your Charger, you must report this to our support team via the Monta app, via our [website](http://www.lewden.com/warranty-claim-ozev) at [lewden.com/warranty-claim-ozev] or via our customer service number at WhatsApp [+447764293501]. When reporting the issue, you must provide details of the issue, proof of purchase of your Charger, proof of installation and proof of a completed OZEV grant claim.
- 2. Remote Diagnostics:** Following submission of your report and the required supporting documentation and information referred to at paragraph 1 above, subject to the terms of this warranty being met, our support team will conduct remote diagnostics to identify the problem and they will try to resolve the issue remotely.
- 3. Repair or Replacement:** If the issue cannot be resolved remotely, we will arrange for an on-site technician to attend your property and they will either repair your Charger or (at our option) replace your Charger with another charger with the same or equivalent functionality. Please note that we may charge you a call-out fee if our technician is prevented by you or anyone acting on your behalf from being able to carry out repair or replacement works in relation to your Charger (which includes our technician being unable to access your Charger, if, for example, your Charger is located in a locked garage that you have not provided access to) or if any information that you provide to us which we use in order to decide whether to send an on-site technician to attend your property is deemed to be misleading, false or fraudulent.

Issues with your Charger must be notified to us within a reasonable time of discovery.

You agree to provide us and our authorised technicians with information, access (including remote access) to your property and your Charger and reasonable assistance where required in order for us to fulfil our obligations under this warranty.

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Governing Law and Disputes

If a court or other authority decides that any of the terms of this warranty are unlawful and/or unenforceable, the rest of the terms of this warranty will continue to apply.

The terms of this warranty are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in.

Contact Information:

For more details, visit below

- [website](http://www.lewden.com/terms-and-conditions) lewden.com/terms-and-conditions
- evcharging@lewden.co.uk
- WhatsApp +447764293501

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