



## **Scame Electrical Solutions Australia**

### **Warranty for BE-W Charging Stations**

#### **1. Overview**

This warranty (the “Warranty”) from Scame Electrical Solutions Australia Pty. Ltd. (“Scame Australia”) covers the BE-W[2.0] Charging Station (the “Product”) purchased on or after 1/01/2024. This Warranty is provided by Scame Electrical Solutions Australia. All references to “Scame” or “we” in this document mean Scame Electrical Solutions Australia.

#### **2. What does this Warranty cover?**

This Warranty covers the Product for domestic or non-commercial use only. It does not cover Products used for mass public charging, such as in supermarket or petrol station car parks and on-street parking.

#### **3. Requirements for Warranty Services**

To obtain Warranty services:

- 3.1. You must provide the original proof of purchase and ensure the serial number (or other identification markings) on the Product is complete and undamaged.
- 3.2. The Product must be correctly installed and commissioned by a qualified professional following the Product Installation Manual (available on our website), local codes, relevant regulations, applicable regional legal requirements, and industry standards.
- 3.3. The Product must be used and maintained according to the manufacturer’s instructions provided in the Product User Manual (available on our website).
- 3.4. Contact us as outlined in this Warranty. If you arrange for your own installer to conduct any repair, this Warranty will be void.

#### **4. Warranty Period**

The warranty period (the “Warranty Period”) starts from the date of purchase of the Product and lasts for 48 months.

#### **5. Extended Warranty**

You may extend this Warranty by a further 12 months for an additional fee. Details on purchasing the extended warranty are available on our website.

#### **6. Covered Defects**

If the Product is found to have defects in materials or workmanship during the Warranty Period, Scame Australia will, at its discretion and without charge, repair or replace the defective Product. Third-party repair costs will not be reimbursed unless authorised in advance and in writing. Replacement products may be refurbished or contain refurbished materials. The replacement product, whether refurbished or not, including any repaired or replaced parts or materials, is covered only for the remaining term of the Warranty Period. Any replaced parts become the property of Scame Australia. After the Warranty Period expires, a charge may apply for replacing or repairing the Products.

## **7. Exclusions from the Warranty**

This Warranty does not cover defects or damages resulting from:

- a. Incorrect installation performed by you or your installer.
- b. Installation that does not comply with the Product Installation Manual, local codes, relevant regulations, and industry standards.
- c. Misuse, neglect, or improper operation of the Product, or if it has been modified in any way, or if the serial number or other identification markings have been removed or defaced.
- d. Using the Product for purposes other than its intended use.
- e. Connecting the Product to an incorrectly rated electricity supply.
- f. Issues with your existing installation, such as consumer units, breakers, or cables.
- g. Accidental or intentional damage, theft, or vandalism.
- h. Using non-approved parts or accessories with the Product.
- i. Failing to perform recommended maintenance or normal wear and tear, including damage to the surface coating or caused by excessive heat or solvents.
- j. Transportation of the Product by your appointed third-party installer.
- k. External factors beyond our control, such as floods, storms, earthquakes, fires, electrical outages, power surges, or contamination by smoke, salt, chemicals, or other impurities.
- l. Repairs or alterations performed by parties other than Scame Australia or our authorised subcontractors.

## **8. Liability**

This Warranty does not affect your statutory rights. Scame Australia is not liable for any indirect or consequential losses, such as loss of profit, business, or opportunity, unless it is unlawful to exclude such liability. The maximum liability of Scame Australia under this Warranty is limited to the purchase price of the Product. We are not liable for delays or failures in performance or delivery caused by circumstances beyond our reasonable control.

## **9. How to Make a Warranty Claim**

If your Product develops a fault during the Warranty Period, contact the Scame Australia support team at 08 9248 4445 or [sales@scame.com.au](mailto:sales@scame.com.au), providing proof of purchase. Scame Australia will manage the claim and, if necessary, appoint a service engineer or authorised subcontractor to repair or replace the Product. The appointed party will contact you to arrange a suitable time to address the issue. By claiming under this Warranty, you agree to share your contact details for this purpose. For more information on how we use your contact details, please see our privacy policy at: <https://scamesolutions.com.au/pages/privacy-policy>

## **10. Transferability of the Warranty**

This Warranty is transferable to a new owner of your property if you sell the property and leave the Product behind. Contact our customer service team to arrange this using the details provided.

If you move to a new property and take the Product with you, update your details on our website. The remaining Warranty Period (and any extended warranty) will remain valid, provided:

- a. The Product is correctly installed and commissioned by a qualified person following the Product Installation Manual, local codes, relevant regulations, applicable regional legal requirements, and industry standards.
- b. The new property is in the region from which the Product was purchased and for which it is intended.

The Warranty does not transfer to any Product sold or given to another person/company or acquired from a private reseller or online resale platform.

If this Warranty is transferred, the Warranty Period continues and does not restart.

The Warranty and any related disputes or claims are governed by and construed in accordance with Australian law. Australian courts have exclusive jurisdiction, subject to any mandatory application of jurisdiction of your country.

If you have any questions about this Warranty, email our support team at: [sales@scame.com.au](mailto:sales@scame.com.au)