

# Limited Warranty & Service Conditions (EV Charger )

Australia



# 01 Warranty Period

This Limited Warranty applies to **Green Ess EV Mate AC Chargers** (the “Product”). When used, installed, and maintained according to the applicable Installation Guide and User Manual, Green Ess warrants the Product to be free from defects in materials and workmanship for **three (3) years**.

The Warranty Period starts earlier of:

A. the date the Product is installed, commissioned, and successfully registered online; or

B. if not installed/commissioned/registered within 180 calendar days from shipment from a Green Ess designated facility, the 180th day after shipment.

If the final day of the Warranty Period falls on a public holiday in Australia or New Zealand, it is extended to the next working day.

## 02 What Products Are Covered

This Warranty applies to EV Mate 7 / EV Mate 11 / EV Mate 22 that:

A. were purchased from Green Ess or a Green Ess–certified distributor/  
installer, and

B. were installed in Australia.

If you are unsure whether your supplier is certified, please contact Green Ess.

## 03 Who Can Make a Claim

Claims may be made by or on behalf of the first end user who commissioned the Product. A subsequent owner at the same installation address who provides proof of ownership is also entitled to make a claim.

# 04 Remedies

If a Product does not comply with this Warranty, Green Ess Pty Ltd may, at its sole discretion:

- A. Repair the Product; or
- B. Replace the Product with an equivalent unit (new or refurbished); or
- C. Refund the then-current market price of an equivalent product at the time the claim is made.

A Product submitted for repair may be exchanged for a refurbished unit of the same type. Refurbished components may be used in repairs. Repaired or replacement Products carry the remainder of the original Warranty Period.

# 05 Connectivity & Updates

To maintain safety and performance, the Product must remain connected to the internet to enable remote diagnostics and firmware updates. Installing updates may briefly interrupt operation. By commissioning and connecting the Product, you consent to periodic remote updates. If the Product is not connected for an extended period, Green Ess may be unable to deliver critical updates and may be unable to honour the full Warranty to the extent an issue would have been prevented by such updates. Nothing in this clause limits your statutory rights.

# 06 General Exclusions

This Warranty does not cover defects, damage, or performance shortfalls resulting from:

A. Improper installation, commissioning, operation, storage, or maintenance contrary to the Installation Guide/User Manual; use with incompatible or non-approved equipment; third-party hardware/software interference.

B. Unauthorised repair, modification, or opening; removal/reinstallation at another site without prior written consent from Green Ess.

C. External events/force majeure (including lightning, flood, fire, earthquake, over-voltage, pests, vandalism, theft).

D. Cosmetic defects, normal wear and tear, surface corrosion or rust, or noise/vibration not materially affecting function.

E. Transport/handling/environmental misuse, including exposure outside specified temperature/humidity/ventilation limits, inadequate heat dissipation, water ingress/condensation, or corrosive environments.

F. Failure to maintain connectivity/monitoring or to accept critical firmware updates where such failure prevents Green Ess from delivering safety or performance updates.

G. Tampered/altered/missing serial numbers or identifier mismatches with Green Ess records.

# 07 Modifications and Waivers

No person or entity including any Green Ess employee, dealer, installer, or representative—may modify or waive any term of this Warranty. From time to time, Green Ess may, at its discretion, assist with out-of-warranty costs on a goodwill basis. Such assistance is voluntary, may be withdrawn at any time, and does not create an obligation to provide similar assistance to others.



# 08 Limitation of Liability

To the maximum extent permitted by law, Green Ess shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or related to this Warranty or the Product, regardless of the form of action and whether foreseeable. Except where prohibited by law, Green Ess's aggregate liability for any claim under this Warranty shall not exceed the amount actually paid for the Product giving rise to the claim.

Nothing herein excludes, restricts, or modifies rights under the Australian Consumer Law (ACL) and Fair Trading Act 1986. Where a non-excludable guarantee applies, Green Ess limits its liability, to the extent permitted by law and at its option, to: (i) repair or replacement of the goods; (ii) supply of equivalent goods; or (iii) payment of the cost of repairing or replacing the goods or acquiring equivalent goods.

# 09 Warranty Claim Process

First contact the certified distributor/installer who supplied and commissioned your Product. If they cannot be reached, or if you purchased directly from Green Ess, please contact Green Ess using the email, phone, or postal details provided in the contact section of this warranty.

If the product is suspected to be faulty, Green Ess will ask to lodge a warranty claim via an Online Warranty Claim ([www.greeness.com.au](http://www.greeness.com.au)) with the supporting documents and contact details set out below:

- A. Proof of purchase and any transfer-of-ownership documents;
- B. Product serial number, installation/commissioning date, and site address;
- C. Description of the defect, first-occurrence date/time, photos/videos of indicators/error codes;
- D. Logs/telemetry if requested;
- E. Any troubleshooting already performed.

Green Ess (or its authorised service partner) may perform remote diagnostics and, if required, arrange field repair or advance replacement at Green Ess's discretion. Where a unit is replaced, the defective unit must be returned within 4 weeks.

For approved warranty claims, Green Ess covers reasonable parts and standard ground freight. If a unit is found not defective or the issue is outside warranty/exclusions, inspection, labour, and freight may be charged (a quotation will be provided).

# 10 Transferability

This Warranty is transferable to a subsequent owner at the same installation address, provided the Product remains installed at that location and the new owner can prove ownership.

# 11 Contact Details

Green Ess Pty Ltd

383 Tooronga Road, Hawthorn East, VIC 3123, Australia

Tel: 1300 69 69 50

Email: [customerservice@greeness.com.au](mailto:customerservice@greeness.com.au)

Website: [www.greeness.com.au](http://www.greeness.com.au)