



Star Charge  
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## Star Charge Product Standard Warranty

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Wanbang Digital Energy Co., Ltd.

## 1. Introduction

Star Charge electric vehicle chargers are backed by a standard warranty and an experienced service team committed to customer success.

Star Charge warranty are subject to and provided only on the terms and conditions depict in this document. If there is any conflict with contract terms and conditions, the contract terms and conditions shall prevail.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## 2. Standard Warranty Provision

The standard warranty period is 24 months for all charger, starting from the date of the first installation or no longer than 27 months for charger from delivery.(Model:AD20074EU1923 and AD20110EU1993)

### 2.1 Standard Warranty Provisioning Scope

Product	Parts	Remote Technical Support	Onsite Labor	Onsite Travel	Preventive Maintenance	Extended Warranty
AC Charger	2 Years	Included	Not Included	Not Included	Not Included	Option up to 8 years total with cost
DC Charger						
V2G Charger						

Contract warranty period can be provisioned by standard warranty (2 years) + extended warranty (No. of year) with additional agreement at the time the charger is purchased.

### 2.2 Extended warranty Provisioning Scope

Product	Parts	Remote Technical Support	Onsite Labor	Onsite Travel	Preventive Maintenance	Extended Warranty Inspection	Annual Preventive Maintenance
AC Charger		Included		Not Included	Not Included	Included	Not Included (Optional)

DC Charger	As per warranty extension		Not Included				
V2G Charger							

### 3. Terms and Conditions of Standard Warranty

- a. Warranty terms outlined in Star Charge Standard Terms & Conditions at time of sale apply.
- b. Standard warranty includes critical parts coverage and excludes consumable parts.
- c. Technical response (Initial contact and remote technical support ) to service request is initiated within two (2) business days.
- d. Critical parts can be available for customer within Seven (7) business days.
- e. The standard warranty shall not apply on wear and tear parts, unless the wear and tear are defective due to a design fault.
- f. The warranties are only eligible to the Original Customer in the countries or regions where you purchase the products; and are nontransferable.
- g. Travel and on-site labor are not covered by warranty.
- h. Warranty obligations do not include on-site labor for restoration, replacement or re-installation service.
- i. An extended warranty package could be purchased at the time the charger is purchased. Star Charge can also offer an extended warranty during the valid warranty period which would require an updated proposal.
- j. Customer shall provide charger details, pictures for charger inspection prior to extended warranty to ensure charger under normal operational condition.

### 4. Warranty Exclusions

Star Charge shall not have any obligation to provide free maintenance and support in the following circumstances:

- a. Accidents caused by Force Majeure, such as fire, flood, earthquake, war, etc.
- b. Star Charge charging equipment is used outside its intended purpose and/or outside its design parameters.
- c. Star Charge charging equipment is exposed to acts of nature, vandalism, misuse, normal wear and tear, negligence, accident, over voltage, abnormal physical or electrical stress (power surges,

power outages, etc.) or other causes outside the control of Star Charge.

- d. Any unauthorized opening, demount or moving of Star Charge charging equipment is not covered.
- e. Star Charge chargers has been stored, installed, operated and maintained and/or stored not according to Star Charge manual and left without power for an extended period of time.
- f. Star Charge Charging equipment comprised of materials provided by or a design specified by purchaser.
- g. Star Charge charging equipment not purchased from Star Charge or its authorized sales channel.
- h. Consumable parts, such as cables and filters, are not covered by warranty.

## **5. Warranty Claims**

### **5.1 Claim Precondition**

- a. Claims for warranty parts are only accepted after the activation of equipment warranty.
- b. Customer shall provide Charge details (information collection table includes product model ,serial number,etc) to identify the issue prior to submitting a part claim.
- c. Warranty parts claim shall not apply on wear and tear parts unless the wear and tear is defective due to a design fault.
- d. Customer may initiate warranty claim via Star Charge contact center:  
Hotline: 0060-1546000603(Global Hotline)  
Email: [service.global@starcharge.com](mailto:service.global@starcharge.com)
- e. If the defective parts have been identified with diagnosis, customer may submit a part claim
- f. Claims which required emergency(involving personal safety) site visit and maintenance , the extra service cost shall born by Star Charge .

### **5.2 Parts claim process**

- a. Customer shall initiate the defective parts claim request with application form via [service.global@starcharge.com](mailto:service.global@starcharge.com).
- b. Star Charge shall clarify the warranty period with customer and validate the product warranty accordingly, or Star Charge shall propose new critical parts offer for out-warranty critical parts with additional cost.
- c. After the parts warranty validation, Star Charge shall upload and record the parts claim information and identification evidence in the system.
- d. Star Charge shall prepare the parts claim order and delivery note.
- e. Star Charge warehouse prepare the parts accordingly as per delivery note, and responsible for

all related shipping cost, and the parts arrival time is subject to custom conditions.

- f. Critical parts will be delivered to appointed customer address at Star Charge cost.
- g. The defective parts shall be return with NON-CONFORMANCE REPORT (“NCR”) at customer’s own cost to an appointed location upon receipt of the replacement parts within 15 Business Days (BDs) upon receipt of the replacement parts.
- h. The warranty period for replacement spare parts shall be based on the remaining warranty period of the original equipment.

Notes:

(1) This clause applies to the products produced by Star Charge

(2) Manufacturer information:Wanbang Digital Energy Co., Ltd.No.39, Longhui Road, Wujin High-tech Industrial Zone, Changzhou, Jiangsu, China.

Email address: [starcharge@wanbangauto.com](mailto:starcharge@wanbangauto.com)

Phone number: (+86)400-828-0768

(3) Australian Importer(s):StarCharge Energy OceaniaGroup Pty Ltd.Address: 117 Bridge Road, Ryde, NSW 2112, Australia

Email address: [dukjun.choi@starcharge.com](mailto:dukjun.choi@starcharge.com)

Phone number: (+61)0290695469

(4) Star Charge may periodically update the above product warranty terms and policies. To obtain the latest version, please visit the official website of Star Charge at: [www.starcharge.com](http://www.starcharge.com)

(5) Star Charge reserves the final right to interpret the above terms.