



HYDRA ZODIAC WARRANTY

5 years warranty *(3 years parts and labour + 2 years parts)*

Requires product registration and annual service by OZEV approved electrician

3 years warranty

When installed by an OZEV approved electrician but no annual service is carried out

1 year standard warranty

If installed by non-OZEV electrician

Hydra EVC Ltd. guarantees the design, quality and assembly of your Hydra Zodiac Electric Vehicle Charger. All Hydra products are eligible for remote technical support and in most cases, spare parts are available from stock.

Once a charger fault has been reported, Hydra EVC Ltd. will attempt to carry out a remote device diagnostic to determine the fault. If it is confirmed as a hardware issue then Hydra EVC Ltd. will endeavour to supply the necessary replacement parts and book remedial works through our network of Hydra Approved Electricians to get you back up and charging as soon as possible.

The Zodiac is supported by a 5-year product warranty (3 years parts and labour + 2 years parts only). This is conditional on the original installation being carried out by an OZEV Approved electrician and an annual service being completed.

All of our EVC products are designed to give a minimum operational life of 5-years from the date of installation. Therefore the Zodiac warranty is valid for that 5-year period.

The cost of remote or on-site assistance, parts, repairs and/or replacement units are covered if the product is less than three years old (assuming an OZEV approved installation and annual service).

After the initial three year period the device is covered for an additional two years for the cost of parts only. Labour, call out charges and on-site assistance will be charged to the customer.

This Limited Warranty does not cover:

- Damage resulting from transportation, improper use, general wear and tear, weathering, neglect, vandalism or interference in any way.
- Replacement of any modification, consumable or accessory not supplied by Hydra EVC LTD.

Hydra EVC Ltd. reserves the right to void the product warranty at any time if it is found that the above conditions have been concealed prior to claiming against the warranty.

Hydra EVC Ltd. may also seek restitution from the warranty claimant if it is found that a warranty has been redeemed but the above measures were not declared to Hydra EVC when carrying out the warranty claim process.

Recommended Maintenance Period

To ensure your Hydra EV Charger remains 100% operational all year round we recommend that your unit is serviced by a Hydra Approved electrician every 12 months. The 5-year warranty is subject to this maintenance guidance being followed.

Zodiac Warranty



HYDRA[®]

ELECTRIC VEHICLE CHARGERS

Products Covered Under The Warranty

This 5-year warranty shall only apply to Zodiac EV Chargers when installed and certified by a OZEV approved Hydra Installation Partner.

5 Year Limited Warranty Products

Hydra EVC Ltd. warrants its EV chargers, including factory assembled charger sockets, charger plug and cables, if fitted, to be free from defect in materials and workmanship which would impact the functionality of the product

under normal application, installation, use and service conditions.

Claims under this warranty can only be accepted if the customer can provide proof that the malfunctioning or non-conformity of the products results exclusively from defects in the materials and/or workmanship under normal application, installation, use and service conditions. If a Hydra EV charging product fails to conform to this warranty, the company will, at its discretion, either repair or replace the product.

Before you contact us please try the following:

We ask that you make a number of small checks to your EV chargepoint before contacting our helpful support team:

- Ensure the emergency stop button has not been engaged
- Check the charging lead is connected to the vehicle properly
- Check the fuse/breaker in the consumer unit relating to the charger has not tripped
- Switch off the isolator and check there are no loose connections to the charger and/or consumer unit
- Make sure your electric vehicle is operating the latest software from the manufacturer and any firmware updates have been applied
- Make sure the charger is online (via your APP), if the charger is not online we will not be able to remotely access it to run a diagnostic

Next Steps

Upon initial inspection of the Zodiac chargepoint the next steps would be to contact the Hydra EVC Support Team to authorise a remote diagnostic of the charger.

Once a remote diagnostic has been carried out an in-depth analysis will be received to determine the cause of the fault and correct procedure to rectify the issue.

Please ensure you have any supporting documents, pictures or information to provide to Hydra EVC Ltd. when contacting us about charger faults.

Contact us

Full details of our warranty as well as installation manuals, user guides and other useful information can be found on our website: www.hydraev.co.uk/support/

For technical help please contact: support@hydraev.co.uk.