

# CALL OUT TERM & CONDITIONS



**HYDRA**<sup>®</sup>  
ELECTRIC VEHICLE CHARGERS

Hydra EVC Ltd. will, where necessary, supply Hydra replacement parts and will contribute towards any reasonable costs associated with rectifying work required to be carried out by a Hydra Approved Installer, based on the following conditions:

1. The Customer has a valid Hydra EVC Ltd. Warranty.
2. The installer is OZEV approved at the time of the initial installation and continues to have the required up to date certification/qualifications.
3. The initial installation was implemented in line with the Hydra Installation Guidelines.
4. Providing the cause of the problem is based on a fault with the charge point deemed to be a result of normal usage.
5. All attempts to resolve the problem remotely have failed, therefore requiring a site visit. The call out costs will not be covered by Hydra EVC Ltd., under the following conditions:
6. Damage caused by an Installer, including, but not limited to:
  - a. Neglect by the installer, for example, damage during transportation, damage caused from an improper installation.
  - b. Lack of due diligence, ie loose connections.
7. Damage caused by the user due to improper use, neglect.
8. Damage caused by non-approved replacement parts, any modifications, consumable or accessories not supplied by Hydra EVC Ltd.
9. General wear and tear, weathering, vandalism or interference in any way.

Hydra reserves the right to claim back any compensation costs paid to installers should the site visit subsequently be deemed unnecessary or if the information provided by the customer proves to be deliberately misleading. Such costs would need to be recovered from the customer if clause 7, 8 or 9 are met and if clause 6 is met then the installer will bear the cost of the visit.

Hydra strongly recommends that customers have their charge points annually serviced as this would deal with any minor issues that may arise, such as a loose connection or damage caused by neglect.

We deem a reasonable cost to be a call out fee around the region of £70.00+vat in addition to the mileage costs to get to the site. Hydra recognises that one call out from the other may differ with some requiring an elongated investigation and in this case we are happy to review the fee on a case by case basis.