



Broadband Telecom Power, Inc.

Product Warranty 2016

BROADBAND TELECOM POWER, INC. LIMITED PRODUCT WARRANTY

This Limited Product Warranty applies to customers who have purchased a BTCPower Electric Vehicle Charging Station(s) and/or a related product ("Product(s)") from Broadband Telecom Power, Inc., or one of its authorized distributors.

LIMITED WARRANTY: Subject to the exclusions from warranty coverage set forth below, BTCPower warrants that the Product will be free from any defects in materials and/or workmanship (the "Limited Warranty") for a period of three (3) years after the date of the initial installation of the Product (the "Warranty Period"). If the Product becomes defective in breach of the Limited Warranty, BTCPower will, upon written notice of the defect received during the Warranty Period, either repair or replace, at BTCPower's election, the Product if it proves to be defective; provided, that BTCPower will not be responsible for the cost of any labor associated with the repair or replacement of any defective Product or shipping expense.

You acknowledge that replacement products provided by BTCPower under the Limited Warranty may be remanufactured or reconditioned Products or, if the exact Product is no longer manufactured by BTCPower, a Product with substantially similar functionality ("Replacement Products") will be supplied. Any Replacement Products so furnished will be warranted for the remainder of the original Warranty Period or ninety (90) days from the date of delivery of such Replacement Product, whichever is greater. Should BTCPower be unable to repair the Product, BTCPower will replace the Product with the latest model/version of a similar product in current production.

EXCLUSIONS FROM LIMITED WARRANTY

IMPORTANT: The Limited Warranty and on your Product shall not apply to defects, or service repairs, resulting from any of the following:

- Force Majeure – any occurrence or extraordinary event or circumstance beyond the control of BTCPower that is an act of God or whether that occurrence is caused by war, riot, storm, (such as hurricane, flooding, earthquake, volcanic eruption, etc.), or other natural forces, or acts of nature or other causes.

EXCLUSIONS FROM LIMITED WARRANTY (con'd)

- Vandalism.
- Any Alteration or Modification of the Product in any way not approved in writing by BTCPower.
- Abuse, damage or otherwise being subjected to problems caused by negligence (including but not limited to physical damage from being struck by a vehicle) or misapplication, or misuse of the Products by customers or end users.
- Installation or relocation of the Products unless performed by an authorized BTCPower distributor or by an authorized installer or service provider.
- Improper site preparation or maintenance.
- Damage as a result of accidents, extreme power surge, extreme electromagnetic field.
- Use of the Product with software, interfacing, parts or supplies not supplied by BTCPower.

You are responsible for the proper installation and maintenance of the Product. Any service or repairs beyond the scope of the Limited Warranty above are subject to BTCPower's prevailing current labor rates and other applicable charges.

Third Party Products. This Limited Warranty is exclusive of products manufactured by third parties ("Third Party Products"). If such third party manufacturer provides a separate warranty with respect to the Third Party Product, BTCPower will include such warranty in the packaging of the BTCPower Product.

OBTAINING WARRANTY SERVICE

To obtain warranty service you must contact BTCPower within 3 business days of realization of the defect at 1-714-259-7996 and ask for Customer Service, provide a written description of the source of the defect along with any pictures and email this information to the email address provided by the customer service agent. If necessary, you may be required to deliver the Product, in accordance with the instructions provided by BTCPower, along with Product's serial number, to BTCPower's repair facility.