

## Enphase HCS-Series Charging Stations Limited Warranty – United States, U.S. Territories, and Canada

1. **Limited Warranty.** This Limited Warranty is provided by Enphase Energy, Inc. (“Enphase”) and applies to Covered Products (defined below) that are purchased on or after March 1, 2023 unless a newer limited warranty pertaining to the Covered Products has been posted at <https://enphase.com/installers/resources/warranty>.

<u>Covered Product</u>	<u>Limited Warranty Period</u>
Enphase hardwired HCS series Charging Stations; and Enphase plug-type HCS series Charging Stations	5 years commencing on (i) the date of purchase of the Covered Product, or (ii) the date the Covered Product is registered with Enphase, as set forth under Section 2 (Registration) (such applicable date is referred to as the “ <b>Warranty Start Date</b> ”)

Subject to the terms of this Limited Warranty, Enphase warrants to the Covered Owner (defined below) that during the Limited Warranty Period, and provided that such Covered Products are installed and used at a location within the following territories: United States, United States territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), and Canada (the “**Covered Territory**”), the Covered Product will, under use and conditions set out in the User Manual and Product Data Sheet (collectively, the “**Enphase Documentation**”), (1) materially conform to the Covered Product specifications set out in the Product Data Sheet and (2) be free from defects in workmanship and materials. All workmanship warranty claims must be submitted to Enphase within ninety (90) days from the discovery of the defect. The User Manual may be found at <https://enphase.com/installers/resources/documentation/ev-chargers> and the Product Data Sheet may be found at <https://enphase.com/installers/resources/documentation/ev-chargers>. This Limited Warranty is valid only (a) when the Covered Product is sold by Enphase itself or by an Enphase-authorized reseller, and (b) to the extent permitted by the applicable laws of the Covered Territory.

2. **Registration.** Except where prohibited by applicable law, the Covered Product registration date must be evidenced and communicated to Enphase within thirty (30) days from the date of first installation (the “**Registration**”) by either (a) completing and returning registration card (found at the end of this Limited Warranty) or (b) registering on-line at [www.enphase.com/register-myproduct](http://www.enphase.com/register-myproduct). If Registration of the Covered Product is not communicated to Enphase as described above, the Covered Product purchase date indicated in the Covered Owner’s proof of purchase for the Covered Product shall be used as the Warranty Start Date.

**Return Registration Card to:**

Enphase Energy, Inc.  
Attn: Product Registration NA Customer Service  
1819 S. Cobalt Point Way  
Meridian, ID 83642 United States of America

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IF THE COVERED OWNER IS A RESIDENT OF CALIFORNIA, CONNECTICUT, OR ANY OTHER STATE OR PROVINCE THAT FORBIDS THE RETURN OF A REGISTRATION CARD AS A CONDITION PRECEDENT TO ANY WARRANTY COVERAGE OFFERED UNDER THIS LIMITED WARRANTY, THEN THE REGISTRATION REQUIREMENTS DESCRIBED IN SECTION 2 ABOVE SHALL NOT APPLY.

3. **Covered Owner:** For the purposes of this Limited Warranty, the “Covered Owner” shall mean the person or entity that purchases a Covered Product from Enphase or an Enphase-authorized reseller and installs (or has installed) such Covered Product at the Original Location. In addition, Covered Owner shall include subsequent transferees (each, a “Transferee”) as long as (a) the Covered Product remains at the Original Location, (b) the Transferee submits to Enphase a completed “Change of Ownership Form,” which Enphase may modify from time to time in its sole discretion and (c) subject to Section 2, the Transferee complies with the Registration requirement in Section 2. The submission of a Change of Ownership Form is required in order for the Transferee to receive continued Limited Warranty coverage on the transferred Covered Product.
4. **How to Obtain Warranty Service.**
  - a. To obtain warranty service for a Covered Product, the Covered Owner must provide a dated purchase receipt and must comply with the Return Merchandise Authorization (RMA) Procedure available at <https://enphase.com/en-us/support/return-merchandise-authorization-procedure>. Unless Enphase specifically instructs the Covered Owner otherwise, the Covered Owner must return the allegedly defective Covered Product to Enphase in the original packaging or packaging providing an equal degree of protection.
  - b. If the allegedly defective Covered Product is not received by Enphase within 60 days of Enphase providing an RMA number to Covered Owner, pursuant to the RMA Procedure, Enphase will invoice the Covered Owner, and the Covered Owner will pay, the then-current list price for the new Covered Product or replacement product provided to Covered Owner by Enphase. We recommend that Covered Owners use a tracking service for their protection. The RMA Procedure allows Covered Owners to generate a prepaid mailing label for the return.
  - c. If a Covered Owner returns a Covered Product to Enphase (i) without an RMA from Enphase or (ii) without all parts included in the original package, Enphase retains the right to either (A) refuse delivery of such return; or (A) charge a restocking fee equal to the higher of fifteen per cent (15%) of the purchase price of the Covered Product or the retail value of the missing parts.
  - d. By returning a Covered Product, Covered Owner hereby acknowledges that ownership of the Covered Product is transferred to Enphase upon Enphase’s receipt of the Covered Product. If the claim is justified based on this Limited Warranty, Enphase will bear the cost of shipping the repaired or replacement Covered Product to Covered Owner to a location within the Covered Territory. Any Covered Product returned to Enphase that Enphase determines is not covered under this Limited Warranty, or that is returned to Enphase without a valid RMA, may be rejected, and returned at the Covered Owner’s cost (subject to prepayment), or kept for 30 days for pick-up by the Covered Owner, and then disposed of in Enphase’s sole discretion without further liability or obligation to Covered Owner.
  - e. Once a returned Covered Product is received and inspected, Enphase will notify Covered Owner that Enphase has received the returned Covered Product.
5. **Remedies.**
  - a. During the applicable Warranty Period, if Enphase confirms the existence of a defect that is covered by the Limited Warranty, Enphase will, at Enphase’s option, either (i) repair or replace the Covered Product free of charge, or (ii) refund the Covered Owner the actual purchase price for the Covered Product less reasonable depreciation based on use at the time the Covered Owner notifies Enphase of the defect. Enphase will not elect to issue a refund unless (1) Enphase is unable to

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provide a replacement and repair is not commercially practicable or cannot be timely made, or (2) Covered Owner is willing to accept such a refund. In the event of a defect, to the extent permitted by law, these are the Covered Owner's sole and exclusive remedies.

- b. If Enphase repairs or replaces the Covered Product, (i) Enphase will, at its option, use new and/or reconditioned parts or products of original or improved design, and (ii) the Limited Warranty will continue to apply to the repaired or replacement product for the remainder of the original Limited Warranty Period or ninety (90) days from the date Covered Owner receives the repaired or replacement product, whichever is later.
- c. If Enphase issues a refund or a credit, as applicable (rather than providing a repaired or replacement Covered Product), such refund or credit, as applicable, will be processed and paid within 2 weeks of Enphase's receipt of the Covered Product. To the maximum extent permitted by law, in no event will Enphase, any of its authorized sales and service representatives, or its parent company be liable to Covered Owner or any third party for any damages in excess of the purchase price of the Covered Product.

### 6. Limited Warranty Limitations and Exclusions.

- a. This Limited Warranty does not include any cost related to: (i) un-installing Covered Product; (ii) re-installing a repaired or replacement product, or (iii) the removal, installation or troubleshooting of the Covered Owner's electrical systems.
- b. The Limited Warranty does not cover, and Enphase will not be responsible for, shipping damage or any other damage caused by mishandling of products by the freight carrier.
- c. This Limited Warranty does not cover, and the term "Covered Product" does not include, (i) any third-party products not supplied by Enphase that may be used in connection with the Covered Products; or (ii) cables and accessories sold with the Covered Product. Further, the Limited Warranty does not apply to products installed outside the Covered Territory.
- d. This Limited Warranty does not apply to, and Enphase will not be responsible for, any defect in or damage to any Covered Products: (i) that have been misused, neglected, tampered with, altered, or otherwise damaged, either internally or externally; (ii) that have been improperly installed, operated, handled, stored, or used, including operation, storage or use under conditions for which the product was not designed, or use in a manner contrary to the User Manual, or applicable laws or regulations, (iii) that have not been properly maintained according to the maintenance guidelines in the User Manual, (iv) that have been stored or used in an unsuitable environment; (v) that have been subjected to fire, generalized corrosion, biological infestations, acts of nature, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the applicable Enphase Documentation, including high input voltage from generators or lightning strikes; (vi) that have been subjected to damage caused by third party components not provided by Enphase and used with the Covered Products or any damage to the Covered Products caused by service performed by anyone who is not a representative of Enphase; or (vii) if the original identification markings (including trademark or serial number) of such products have been defaced, altered, or removed (other than by fading through regular wear and tear).
- e. The Limited Warranty does not cover cosmetic, technical or design defects or shortcomings which do not materially influence, affect, or degrade form, fit, or function of the Covered Products or any defects or parts requiring replacement due to ordinary wear and tear, corrosion, rust or stains, scratches, dents on the casing or paintwork of the Covered Product.
- f. For the avoidance of doubt, software programs installed in the Covered Products and the recovery and reinstallation of such software programs and data are not covered under this Limited Warranty. Enphase does not warrant that the operations of the Covered Product will be uninterrupted or error-free. No Enphase employee or authorized reseller is authorized to make any modification,

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extension, or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

- 7. Assignment.** Enphase expressly reserves the right to novate or assign its rights and obligations under this Limited Warranty to a third party with the demonstrated expertise and requisite resources needed to effectively discharge the obligations hereunder.

- 8. Disclaimer of Warranties.**

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY ENPHASE AND, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USE OF TRADE, OR OTHERWISE (INCLUDING, BUT NOT LIMITED TO, WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. IN ADDITION, THE SUM OF ALL BENEFITS PAYABLE UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE PRICE PAID FOR THE APPLIBLE COVERED PRODUCT.

THE GRANT OF THIS LIMITED WARRANTY BY ENPHASE IS CONDITIONED UPON AGREEMENT BY THE COVERED OWNER TO THE TERMS, CONDITIONS AND REQUIREMENTS SET FORTH HEREIN. THE LAWS OF CERTAIN JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSIONS ON THE DURATION OF AN IMPLIED WARRANTY OR LIMITATIONS ON LEGAL WARRANTIES. WHERE SUCH LAWS APPLY TO THE COVERED OWNER, SOME OR ALL OF THE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO COVERED OWNER AND SUCH COVERED OWNER MAY HAVE ADDITIONAL RIGHTS. THIS LIMITED WARRANTY GIVES COVERED OWNER SPECIFIC LEGAL RIGHTS, AND COVERED OWNER MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

- 9. Limitation of Liability.**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, IN NO EVENT WILL ENPHASE BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO COVERED OWNER AND THE COVERED OWNER MAY HAVE ADDITIONAL RIGHTS.

- 10. Governing law.** This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may require the application of the law of another jurisdiction, except in cases where, and to the extent required, the laws of a particular Canadian jurisdiction in which the Covered Owner resides require that the laws of such jurisdiction apply, in which case the laws of such jurisdiction will apply.

11. Arbitration.

- a. **Please read the following arbitration agreement in this Section (“Arbitration Agreement”) carefully. It requires Covered Owner (“you”) to arbitrate disputes with ENPHASE and limits the manner in which you can seek relief from Enphase (“us”). THE LAWS OF CERTAIN JURISDICTIONS DO NOT PERMIT THE USE OF MANDATORY ARBITRATION CLAUSES. WHERE SUCH LAWS APPLY TO THE COVERED OWNER, THIS ARBITRATION CLAUSE MAY NOT APPLY.**
- b. **Applicability of Arbitration Agreement.** You agree that any dispute or claim relating in any way to your access or use of the Covered Products, or to any aspect of your relationship with Enphase, will be resolved by binding arbitration, rather than in court, except that (1) you may assert claims in small claims court if your claims qualify; and (2) you or Enphase may seek equitable relief in court for infringement or other misuse of intellectual property rights (such as trademarks, trade dress, domain names, trade secrets, copyrights, and patents).
- c. **Arbitration Rules and Forum.** For any dispute with Enphase in connection with this Limited Warranty, Covered Owner agrees to first contact Enphase at the email address identified below and attempt to resolve the dispute with us informally. If the dispute has not been resolved after 60 days, both parties agree to resolve such dispute through binding arbitration under the Optional Expedited Arbitration Procedures then in effect for the Judicial Arbitration and Mediation Services (“JAMS”). JAMS may be contacted at [www.jamsadr.com](http://www.jamsadr.com). The existence, content and result of the arbitration shall be held in confidence by all participants. The arbitration will be conducted by a single arbitrator selected by agreement of the parties or, failing such agreement, appointed in accordance with the JAMS rules. The arbitration shall be conducted in English and in Santa Clara County, California. If JAMS is not available to arbitrate, the parties will select an alternative arbitral forum. If the arbitrator finds that Covered Owner cannot afford to pay JAMS’s filing, administrative, hearing and/or other fees and cannot obtain a waiver from JAMS, Enphase will pay them for Covered Owner. In addition, Enphase will reimburse all such JAMS’s filing, administrative, hearing and/or other fees for claims totaling less than \$10,000 unless the arbitrator determines the claims are frivolous. Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction. The arbitrator shall have exclusive authority to (1) determine the scope and enforceability of this Arbitration Agreement, and (2) resolve any dispute related to the interpretation, applicability, enforceability, or formation of this Arbitration Agreement including, but not limited to any claim that all or any part of this Arbitration Agreement is void or voidable. The arbitration will decide the rights and liabilities, if any, of the parties. The arbitration proceeding will not be consolidated with any other matters or joined with any other cases or parties. The arbitrator shall have the authority to grant motions dispositive of all or part of any claim. The arbitrator shall have the authority to award monetary damages and to grant any non-monetary remedy or relief available to an individual under applicable law, the arbitral forum’s rules, and the Limited Warranty. The arbitrator shall issue a written award and statement of decision describing the essential findings and conclusions on which the award is based, including the calculation of any damages awarded. The arbitrator has the same authority to award relief on an individual basis that a judge in a court of law would have. The award of the arbitrator is final and binding upon the parties.
- d. **Waiver of Jury Trial.** YOU AND ENPHASE HEREBY WAIVE ANY CONSTITUTIONAL AND STATUTORY RIGHTS TO SUE IN COURT AND HAVE A TRIAL IN FRONT OF A JUDGE OR A JURY. You and ENPHASE are instead electing that all claims and disputes shall be resolved by arbitration under this Arbitration Agreement, except as specified in sections above. An arbitrator can award on an individual basis the same damages and relief as a court and must follow this Agreement as a court would. However, there is no judge or jury in arbitration, and court review of an arbitration award is subject to very limited review.
- e. **Waiver of Class or Other Non-Individualized Relief.** ALL CLAIMS AND DISPUTES WITHIN THE SCOPE OF THIS ARBITRATION AGREEMENT MUST BE ARBITRATED ON AN

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INDIVIDUAL BASIS AND NOT ON A CLASS OR COLLECTIVE BASIS, ONLY INDIVIDUAL RELIEF IS AVAILABLE, AND CLAIMS OF MORE THAN ONE COVERED OWNER CANNOT BE ARBITRATED OR CONSOLIDATED WITH THOSE OF ANY OTHER COVERED OWNER. If a decision is issued stating that applicable law precludes enforcement of any of this subsection's limitations as to a given claim for relief, then such claim must be severed from the arbitration and brought into the State or Federal Courts located in San Francisco, California. All other claims shall be arbitrated.

- f. **30-Day Right to Opt Out.** You have the right to opt out of the provisions of this Arbitration Agreement by sending written notice of your decision to opt out to Enphase Energy, Inc., 47281 Bayside Parkway, Fremont, California, 94538, attention: General Counsel, within 30 days after first becoming subject to this Arbitration Agreement. You may also opt-out of the provisions of this Arbitration Agreement by sending written notice of your decision to the following email address: [legal@enphaseenergy.com](mailto:legal@enphaseenergy.com). Your notice must include your name and address, and an unequivocal statement that you want to opt out of this Arbitration Agreement. If you opt out of this Arbitration Agreement, all other parts of this Agreement will continue to apply to you. Opting out of this Arbitration Agreement has no effect on any other arbitration agreements that you may currently have, or may enter in the future, with us.
- g. **Severability.** Except as provided above, if any part or parts of this Arbitration Agreement are found under the law to be invalid or unenforceable, then such specific part or parts shall be of no force and effect and shall be severed and the remainder of the Arbitration Agreement shall continue in full force and effect.
- h. **Survival of Agreement.** This Arbitration Agreement will survive the termination of your relationship with Enphase.

12. **Customer Support:** 877-797-4743  
[techsGroup-auburn@enphaseenergy.com](mailto:techsGroup-auburn@enphaseenergy.com)  
<https://support.enphase.com/s/>

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## Product Registration Form



**Failure to complete and return this Product Registration Form does not diminish your warranty rights.**

Please return this form to:

Enphase Energy, Inc.  
Attn: Product Registration NA  
Customer Service  
1819 S. Cobalt Point Way  
Meridian, ID 83642  
United States of America

(or, you may register on-line at <https://enphase.com/en-us/product-registration-en-us>)

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

E-mail \_\_\_\_\_

Phone Number (Area Code) \_\_\_\_\_

### Contact Address

Street Address: \_\_\_\_\_

Street Address (line 2) \_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_ Zip Code \_\_\_\_\_

Address of installation: same as Contact Address? Yes / No

(If, "Yes", Enphase will use Contact Address as Address of Installation)

### Address of Installation

Street Address: \_\_\_\_\_

Street Address (line 2) \_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_ Zip Code \_\_\_\_\_

### Installer Information

Installer Name \_\_\_\_\_

Installer Contact Info \_\_\_\_\_

E-mail \_\_\_\_\_

Phone Number (Area Code) \_\_\_\_\_

### Product Information

EV Charger SKU \_\_\_\_\_

Number of Units Installed \_\_\_\_\_

Serial Numbers of Units installed \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Purchased from \_\_\_\_\_

Purchase Date (MM/DD/YY) \_\_\_\_\_

Installation Date (MM/DD/YY) \_\_\_\_\_

I agree to receive critical product information about the registered products at the email and/or contact provided above.

Do you want us to send you product announcements and special offers? Yes / No