


Title/Case:					
<b>Warranty and Claims Handling DEFA Power</b>					
Author:	Manuel Santos Manager Project Sales & Support, e-mobility	Approved by:	Tobias Johansson Director Management Systems & Compliance	Date: Revision:	2023-06-05 2

# 1 Table of Content


1	Table of Content.....	1
2	Introduction .....	1
3	Grounds for Complaint .....	2
3.1	Basic Requirements - Complaints.....	2
3.2	Limitations - Complaints .....	2
3.3	Procedure for Complaints .....	3
4	Special Cases .....	4
5	Assessment of Complaints – DEFA .....	6
5.1	Rejected .....	6
5.2	Approved .....	6
5.3	On-hold.....	6
6	Other Terms .....	7
7	Contact information .....	7
8	Cost related to warranty and claim.....	7
9	Invoicing Information .....	8

## 2 Introduction

The document describes routines for the warranty handling between Dealer/Installer/End Customer and DEFA.

### Definitions

- Dealer refers to the dealer of DEFA products
- Installer refers to the authorized electrician
- End Customer refers to the user of the product.

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## 3 Grounds for Complaint

For a complaint to be accepted, all requirements that constitute the basis for the complaint must be met where the limitations for a complaint are taken into account.

### 3.1 Basic Requirements - Complaints

The grounds for complaints are as follows:


- The product shall be claimed within the warranty time of 5 years.
- The complaint must be based on faults or defects due to material or production faults, and which were already present in the product at its delivery (i.e. original fault). The fault can be found later and still be considered as an original fault.
- A fault that arose through later damage does not fall under this category.

Please note that each individual product must be handled as a separate case. One case does not justify that product within the same category has the same nonconformance.

### 3.2 Limitations - Complaints

The complaint is not accepted if an error or omission is caused by for instance:

- Accident after receiving the product
- Inadequate maintenance of product
- Incorrect or incomplete installation (i.e. installation not carried out according to the DEFA manual and local country specific regulations)
- Improper or unjustified usage of product
- Modification or reparation of product carried out by unauthorized personnel – unless there is a written statement by DEFA to carry out modification or repair.
- Errors and consequential damages due to incompatibility between products, installation environment and integration environments (e.g. control systems, power supply, assembly details, etc.)
- Circumstances beyond the control of DEFA.

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### 3.3 Procedure for Complaints

The product must be complained about following the commercial route, for example as below

- End user to electrical installer to dealer to DEFA Technical Support
- End user to installer to DEFA Technical Support.

#### Required information for complaints

In the event of a complaint, the following is the **minimum required information** that must be provided to DEFA Technical Support:

- Fault/Problem description in the form of text and pictures, together with the car model and main fuse size (if possible) - and other used equipment if applicable.
- If the product has been repaired/checked previously
- Date when error was detected
- Product number
- Series number
- Production date
- Contact information of electrician/installer and end user
- Address for replacement delivery (if required)

Any defective product must be returned to DEFA if nothing else is stated. DEFA will share issue a shipping note for the return.

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## Notification of a complaint to DEFA

To report a complaint to DEFA, the following steps are required for the dealer or electrical installer:

1. The complaint is reported to DEFA Technical Support either
  - a. via email to [evsupport.se@defa.com](mailto:evsupport.se@defa.com) with information according to the paragraph above
  - b. by phone at +46 10-498 38 00 (follow the instructions to come to Technical Support)
  - c. on our website <https://www.defa.com/se/formular/>
2. A complaint case will be registered, by DEFA Technical Support, and a case id (CID) is created.
3. The case CID will be sent to you with autoreply from [evsupport.se@defa.com](mailto:evsupport.se@defa.com)
4. DEFA technical Support team reviews the case and, if necessary, contacts the installer for further investigation.
5. Defa Technical Support may request documentation of the installation in question according to the electrical installation company's self-inspection program.
6. The case will either be Approved, Rejected or On-hold (see chapter 5), which will be notified via mail.
7. If the complaint is approved; a replacement product/component will be sent by DEFA to the electrical Installer concerned. A shipping note for returning defect products will be sent together with the product/component.
8. The Dealer/Installer/End User ensures that a claimed product will be shipped to DEFA within a period of two (2) weeks, if not the complaint, and potential related claimed expenses, will be rejected by DEFA.
9. If DEFA has not received the claimed product/component within two (2) months from the date of the return note, DEFA reserve the right to invoice the dealer/installer/end consumer the market value of the product/component including VAT.


The case id (CID) number received must be used in all communication with DEFA to keep the traceability of the case.

For trouble shooting taking longer than 15 minutes, the installer shall contact DEFA Technical Support – phone number +46 10-498 38 00 (phone time 8.00 to 15.30 CET, closed for lunch between 11.30-12.30 CET).

Troubleshooting and repairs carried out to remedy faults will only be reimbursed where it has been agreed in advance and approved by DEFA Technical Support.

## 4 Special Cases

All complaints relating to consequential faults or where DEFA products might be the root cause for a damage/accident - shall be handled as a special case.

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## General

In special cases, when contacted, the electrician shall take the following measures:

The dealer shall immediately ensure that:

- everything is done to limit the extent of damage.
- no measures are taken on the installation where DEFA products are involved and inform end user/other that no actions should be taken on the installation.
- Electrical current shall not be connected without consulting DEFA and without approval from DEFA.
- DEFA shall be contacted immediately to assess the damage and its root cause.

NOTE: If any action has been taken on the installation in such a way it cannot be investigated by DEFA the right to claim will be obsolete. The installer shall not at any stage represent DEFA in these contexts.

The installer shall ensure that DEFA Technical Support is contacted immediately to obtain information about the actual conditions. If required, photographic documentation or other information about the situation can be requested by DEFA.

If the information is shared orally, the receiver of the information at DEFA will:

- Document the information in written<sup>1</sup> and share it with the notifier.
- Inform the Technical Department at DEFA about the incident.

The handling of these matters will be led by DEFA.

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<sup>1</sup> In writing in connection with the complaint

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## 5 Assessment of Complaints – DEFA

There are three possible statuses for a complaint:

- Rejected
- Approved
- On-hold

### 5.1 Rejected

If the Technical Support team concludes that a complaint should be rejected (not approved), the technical support team will inform in writing about the decision and the reason for this.

DEFA reserve the right to invoice any additional handling or shipping cost for administration work and shipping cost that may arise.

### 5.2 Approved

If the Technical Support finds the complaint case to be approved, it means that DEFA finds all conditions in connection with the complaint are met. This means that DEFA acknowledges that the product, or the production thereof, has not been of a satisfactory quality at the time of delivery. DEFA will then inform the electrician about the approval in writing.

Repairs, software updates, replacement products or spare parts will be sent by DEFA to the concerned address. A return note to send back the defect product will be sent to the concerned electrical installer together with a shipping note for return of the affected component, if a return is required.

The distributor/End User ensures that the claimed product will be shipped to DEFA (if required) within a period of two (2) weeks, if this does not happen within two (2) weeks – DEFA will reject the complaint and any cost associated to the case..


Any invoices and/or products a complaint is made about must be marked with case id (CID) number.

### 5.3 On-hold

If a complaint case received from the Electric Installer does not contain required information, the claim will be put on-hold.

DEFA Technical Support Team will contact the installer to define what information is missing.

If the installer still does not provide supplementary information within five (5) working days, the case will be closed and classified as “incomplete” by DEFA Technical Support.

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## 6 Other Terms

For other terms and conditions; the current sales and delivery conditions apply.

## 7 Contact information

Technical Support

Mail: [evsupport.se@defa.com](mailto:evsupport.se@defa.com)

Phone Number +46 10-498 38 00

## 8 Cost related to warranty and claim

Complaint costs, in the case of a complaint approved by DEFA Technical Support, according to chapter 5.2 – the following labor times apply. All other labor time must be broken down and approved by DEFA Technical Support before invoicing. DEFA only covers costs related to one installer.

- Exchange of wall box (Power) 30 minutes
- Field updates of software 30 minutes

Travelling time **MUST** be broken down and noted separately on the invoice together with travelled distance (for the round-trip).

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## 9 Invoicing Information

The invoice must be marked with the case number given by the DEFA Technical Support team. A breakdown of the cost, such as time for trouble shooting, time for exchanging parts, travelling time, etc.

Consolidated invoices are not acceptable. In the case of onward invoicing, the original invoice must be attached the invoice – if not the invoice is not complete and will be rejected.

If the invoice is not marked with case number and/or the cost breakdown is not clear/missing – the invoice will be rejected, irrespective of time of notice for remarks but before the due date.

Invoices sent in six (6) months after the claim and warranty case has been closed – will be rejected.

The deadline for pavement shall be thirty (30) days.

Invoicing address:  
 Organization number: 556210-1567  
 VAT number: SE556210156701  
 DEFA AB  
 Södra Kvistoftavägen 4  
 261 62 Glumslöv  
 Sweden

The invoice to be sent in via [invoice.dlab@defa.com](mailto:invoice.dlab@defa.com)