



ANARI Energy Limited Warranty Agreement

ANARI Energy

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ANARI Energy Limited Warranty Agreement

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Effective Date: [TO BE COMPLETED]

Version: 1.1 (Time Zone Aware Service Model)

Article 1: Definitions and Interpretation

1.1 In this Agreement, unless the context otherwise requires:

"ANARI" means ANARI Energy, a company registered in [Shenzhen, China], with its principal place of business at [Shenzhen].

"Customer" means the person or entity that has purchased ANARI EV Charging Products from ANARI or its authorized distributor.

"Products" means the EV charging stations manufactured by ANARI, including AC charging stations (7kW/11kW/22kW) and DC charging stations (30kW/60kW/120kW/150kW and above), along with associated accessories and components.

"AC Charger" means an AC charging station with Type 2 (IEC 62196-2) or GB/T (GB/T 20234) connector.

"DC Charger" means a DC fast charging station with CCS2 (IEC 62196-3) or GB/T (GB/T 20234) connector.

"Spare Parts" means replacement parts, components, or modules manufactured or supplied by ANARI for the purpose of repairing or replacing defective parts of the Products.

"Standard Service Hours" means Beijing Time (China Standard Time, UTC+8) 9:00-18:00, Monday through Friday, excluding PRC public holidays.

"After Hours" means all time outside Standard Service Hours, including nights, weekends, and holidays.

"Installation Date" means the date on which the Product is first installed and commissioned at the Customer's site.

"Shipping Date" means the date on which the Product is dispatched from ANARI's facility.

"Serial Number (SN)" means the unique identification number assigned by ANARI to each Product.

"Firmware" means the embedded software installed on the Product, including all updates and upgrades provided by ANARI.



"OCPP" means the Open Charge Point Protocol (version 1.6J or 2.0.1) used for communication between the Product and the charging station management system.

"Warranty Period" means the period during which ANARI provides warranty coverage as specified in Article 4.

"Extended Warranty" means the optional extended warranty service purchased by the Customer as specified in Article 9.

"RMA" means Return Merchandise Authorization, the process for returning defective Products or parts to ANARI for repair or replacement.

"Normal Use" means operation of the Product in accordance with the User Manual, applicable standards (IEC 61851, ISO 15118), and within the specified environmental conditions.

"User Manual" means the official documentation provided by ANARI with the Product, including installation, operation, and maintenance instructions.

"Business Day" means a day that is both a Standard Service Hours day (Beijing Time Monday-Friday, excluding PRC holidays) and a business day in the Customer's country.

1.2 References to the singular include the plural and vice versa. References to "including" mean "including without limitation."

Article 2: Parties and Purpose

2.1 This Agreement is entered into between:

Party A (Manufacturer): ANARI Energy

Party B (Customer): [TO BE COMPLETED]

2.2 The purpose of this Agreement is to define the terms and conditions under which ANARI provides warranty coverage for the Products purchased by the Customer. ANARI's customer service team is based in China (Beijing Time, UTC+8), and all warranty service response times are measured against Standard Service Hours unless explicitly stated otherwise for safety-critical (P0) faults.

Article 3: Warranty Scope

3.1 Warranty Coverage. ANARI warrants that, during the Warranty Period, the Products will be free from defects in materials and workmanship, and the Firmware will be free from material defects that cause the Product to fail to perform in accordance with its published specifications.

3.2 Covered Items. The warranty covers the following components of the Products:

- Main control board (MCU) and associated electronics



- Power supply board (auxiliary power)
- Communication board (4G/WiFi/Ethernet)
- AC-DC rectifier module
- DC-DC converter module
- Metering module (calibration accuracy within specifications)
- Charging connector and cable assembly
- Contactor and relay assembly
- Residual current device (RCD)
- Display and user interface module
- Enclosure and structural components (against manufacturing defects)
- Firmware and embedded software

3.3 Firmware Warranty. ANARI warrants that the Firmware will conform to its published functional specifications. Firmware updates and bug fixes shall be provided via Over-The-Air (OTA) updates at no charge during the Warranty Period. OTA updates are scheduled during Standard Service Hours unless a P0 safety issue requires immediate action.

3.4 Performance Warranty. During the Warranty Period, the Products will maintain performance within the following parameters:

- Output power: within plus or minus 5% of rated power under normal operating conditions
- Metering accuracy: within plus or minus 1.0% (active energy) as per MID or local regulatory requirements
- Communication availability: OCPP connection uptime of at least 99.5% excluding network provider outages
- Safety protection functions: fully operational at all times

Article 4: Warranty Period

4.1 Standard Warranty Period. The standard Warranty Period for ANARI Products is as follows:

Product Type	Warranty Period	Starting Point
AC Charger	24 months	Installation Date or 90 days after Shipping Date, whichever occurs first
DC Charger	24 months	Installation Date or 90 days after Shipping Date, whichever occurs first
Spare Parts (replacement)	12 months	Shipping Date of the spare part, or remaining original Product Warranty Period, whichever is longer



4.2 Warranty Start Date. The Warranty Period shall commence on the earlier of:

(a) The Installation Date, evidenced by the commissioning report signed by the Customer or ANARI's authorized installer; or

(b) 90 days after the Shipping Date, regardless of whether the Product has been installed.

This dual-start mechanism ensures that the Warranty Period is not indefinitely delayed by delayed installation, consistent with industry best practices.

4.3 Warranty Transfer. The warranty is tied to the Product's Serial Number and is transferable to subsequent owners of the Product, provided that:

- ANARI is notified of the ownership transfer within 30 days
- The new owner assumes all remaining Warranty Period
- The Product has not been modified, relocated without authorization, or used outside Normal Use conditions

This transfer policy is consistent with industry practice.

Article 5: Warranty Exclusions

5.1 Excluded Conditions. The warranty does not cover defects or damages resulting from:

- Improper installation, commissioning, or configuration not performed in accordance with the User Manual
- Operation outside the specified environmental conditions (temperature, humidity, altitude, IP rating limits)
- Misuse, abuse, negligence, or operation contrary to the User Manual
- Unauthorized modification, disassembly, or repair by personnel not authorized by ANARI
- Use of non-ANARI spare parts, accessories, or consumables
- Force majeure events including but not limited to lightning strikes, flooding, earthquakes, fires, and other natural disasters
- Abnormal power grid conditions including overvoltage, undervoltage, phase imbalance, harmonic distortion, or power surges from external sources
- Physical damage from accidents, vandalism, or third-party actions
- Normal wear and tear, including cosmetic deterioration, paint fading, and label degradation
- Corrosion or damage from environmental conditions exceeding the Product's rated IP classification
- Software or hardware modifications not authorized by ANARI, including unauthorized Firmware flashing
- Transportation damage after initial delivery (unless handled by ANARI's designated logistics)
- Failure to perform required preventive maintenance as specified in the User Manual



5.2 Excluded Costs. The warranty does not cover the following costs, even for warranty-covered defects:

- On-site labor costs for installation, removal, or reinstallation
- Transportation costs for returning defective parts to ANARI (see Article 8 for allocation)
- Costs of downtime, lost revenue, or business interruption
- Costs of alternative charging arrangements
- Costs of ancillary equipment or services not manufactured by ANARI
- Travel and accommodation costs for on-site service (unless covered under a separate SLA Agreement)

Article 6: Claims Notification

6.1 Notification Window. The Customer shall notify ANARI in writing of any suspected warranty defect within 14 days of discovering the defect. This 14-day notification window is consistent with industry best practice.

6.2 Notification Method. Warranty claims must be submitted through one of the following channels:

- ANARI's customer service portal: [ticketing@anariev.com]
- Email to: support@anariev.com
- Through the Customer's designated ANARI account manager
- For P0 safety-critical faults: 24/7 duty phone line [TO BE COMPLETED]

6.3 Required Information. The warranty claim notification must include:

- Product Serial Number (SN)
- Product model and Firmware version
- Date of installation and date of defect discovery
- Description of the defect (including photos or videos if applicable)
- Customer contact information and site address
- Customer local time zone
- Purchase order number or invoice reference

6.4 Late Notification. Failure to notify within the 14-day window does not automatically void the warranty, but ANARI reserves the right to assess whether the delayed notification has affected the ability to diagnose or remedy the defect, and may adjust the warranty remedy accordingly.

6.5 After-Hours Notification. Warranty claims submitted via email or portal during After Hours are processed at the start of the next Standard Service Hours (9:00 Beijing Time). For P0 safety-critical faults during After Hours, the Customer must call the 24/7 duty phone line for immediate response.

Article 7: Warranty Fulfillment Methods

7.1 Diagnostic Priority. Upon receiving a warranty claim, ANARI shall first attempt remote diagnosis through OCPP protocol logs, remote monitoring data, and Firmware diagnostic tools. The target remote diagnosis rate is 90% of all warranty claims (reference: ABB 90% remote diagnosis benchmark), with a target of 60% remote resolution (reference: ABB 60% remote resolution benchmark).

7.2 Remote Diagnosis. ANARI shall commence remote diagnosis within the following timeframes, differentiated by Standard Service Hours and After Hours:

During Standard Service Hours (Beijing Time 9:00-18:00, Mon-Fri):

Severity Level	Remote Diagnosis Commencement
P0 - Critical (safety risk)	30 minutes
P1 - Major (service interrupted)	1 hour
P2 - Moderate (degraded service)	4 hours
P3 - Minor (non-impacting)	1 business day

During After Hours (nights, weekends, holidays):

Severity Level	Remote Diagnosis Commencement	Applicable SLA Tiers
P0 - Critical (safety risk)	2 hours (phone on-call)	All tiers
P1 - Major (Gold SLA only)	4 hours (phone on-call)	Gold only
P1 - Major (Silver/Bronze)	Next Standard Service Hours	Silver, Bronze
P2-P4	Next Standard Service Hours	All tiers

7.3 Warranty Remedies. If a defect is confirmed through remote or on-site diagnosis, ANARI shall provide one or more of the following remedies, at ANARI's sole discretion:

(a) **Remote Resolution:** Resolve the defect through remote Firmware update, configuration adjustment, or diagnostic guidance provided to the Customer's technical personnel.

(b) **Spare Parts Replacement (Parts Only):** Ship a replacement spare part to the Customer, who shall arrange for installation by qualified personnel. This is the standard remedy for component-level failures, consistent with industry practice.

(c) **Return for Repair (RMA):** For defects that cannot be resolved remotely or through spare parts replacement, the Customer shall return the defective Product or module to ANARI pursuant to the RMA process set forth in Article 8.

(d) **On-Site Service:** For defects requiring on-site intervention, ANARI shall dispatch a qualified technician to the Customer's site. On-site service during the Warranty Period is provided at no charge only



if the Customer has purchased a Gold or Silver SLA (see separate SLA Agreement). Otherwise, on-site service is billable at standard rates. On-site arrival is subject to international travel time from China (typically 48-72 hours for P0 emergencies).

7.4 Repair or Replacement Standard. ANARI shall determine whether to repair or replace the defective Product. Replacement Products may be new or refurbished, provided that they are functionally equivalent to the original Product. All replaced parts become the property of ANARI.

7.5 Resolution Timeframes. The target resolution timeframes for warranty claims are measured during Standard Service Hours unless P0 after-hours emergency service applies:

During Standard Service Hours:

Severity Level	Remote Resolution Target	Spare Parts Shipment Target	RMA Repair Target
P0	1 hour	4 hours (expedited)	3 business days
P1	2 hours	24 hours	5 business days
P2	8 hours	48 hours	10 business days
P3	2 business days	5 business days	15 business days

During After Hours (P0 and Gold P1 only):

Severity Level	Remote Resolution Target	Spare Parts Shipment	RMA Repair
P0	2 hours (best effort)	Next business day (processed at 9:00 Beijing Time)	3 business days from next Standard Hours
P1 (Gold only)	4 hours (best effort)	Next business day	5 business days from next Standard Hours

7.6 After-Hours Limitations. During After Hours, the following service limitations apply:

- Spare parts cannot be shipped until the next Standard Service Hours start (warehouse operations are during business hours only)
- OTA firmware updates are not initiated unless P0 safety requires immediate action
- Full OCPP log analysis and historical data access may be deferred to Standard Service Hours
- On-site service dispatch is subject to flight availability and visa processing

Article 8: RMA (Return Merchandise Authorization) Process

8.1 RMA Initiation. When a defect cannot be resolved remotely or through spare parts replacement, ANARI shall issue an RMA number. The Customer must return the defective Product or module within 30 days of RMA issuance.



8.2 RMA Process. The RMA process shall follow these steps:

- (a) Customer submits RMA request with defect description, SN, and diagnostic data
- (b) ANARI reviews and approves RMA within 1 business day (Standard Service Hours)
- (c) ANARI issues RMA number with return shipping instructions
- (d) Customer ships the defective part to the designated ANARI service center
- (e) ANARI receives and inspects the returned part within 3 business days of receipt
- (f) ANARI repairs or replaces the part and ships it back to the Customer
- (g) RMA is closed with a repair report

8.3 Expedited RMA (Advance Replacement). For P0 and P1 severity defects, ANARI may offer an advance replacement service, where a replacement part is shipped before the defective part is returned. A deposit of 50% of the spare part value shall be charged and refunded upon receipt of the returned defective part. This service is available to Gold SLA customers.

8.4 International RMA. For international returns, the following additional requirements apply:

- The Customer must comply with all applicable export and import regulations
- ANARI shall provide HS code and origin information for customs declaration
- Transportation insurance during warranty-covered RMA is borne by ANARI
- The Customer is responsible for proper packaging to prevent transportation damage
- International shipping time (3-12 business days depending on destination) is in addition to the RMA repair target times

Article 9: Extended Warranty

9.1 Extended Warranty Options. The Customer may purchase Extended Warranty at the time of Product purchase or before the expiration of the Standard Warranty Period (minimum 30 days prior). The Extended Warranty options are:

Option	Duration	Annual Fee Rate	Applicable Products
Standard Extended +1 Year	Standard Warranty + 1 year	6.5% of Product purchase price per year	AC and DC Chargers
Standard Extended +2 Years	Standard Warranty + 2 years	6.0% of Product purchase price per year (volume discount)	AC and DC Chargers
Standard Extended +3 Years	Standard Warranty + 3 years	5.5% of Product purchase price per year	AC and DC Chargers

		(volume discount)	
Full Coverage	Up to 5 years from Installation Date	8.0% of Product purchase price per year	DC Chargers only

9.2 Extended Warranty Coverage. The Standard Extended Warranty covers the same scope as the Standard Warranty (Article 3). The Full Coverage option additionally includes on-site labor costs and on-site service fees.

9.3 Extended Warranty Calculation Example. For a DC Charger purchased at USD 15,000 with a 2-year Extended Warranty: Annual fee = USD 15,000 x 6.0% = USD 900/year. Total Extended Warranty fee = USD 900 x 2 = USD 1,800.

9.4 Extended Warranty Terms.

- Extended Warranty must be purchased before the Standard Warranty expires
- Extended Warranty is non-refundable and non-transferable to other Products
- Extended Warranty does not cover pre-existing defects that occurred during the Standard Warranty Period but were not reported
- Extended Warranty is valid only for Products installed and operating under Normal Use conditions
- Extended Warranty service response times follow the same Standard Service Hours / After Hours model as the Standard Warranty

Article 10: Transportation and Costs

10.1 Spare Parts Shipment (Warranty-Covered). For warranty-covered spare parts replacements:

- ANARI bears the outbound shipping cost (from ANARI to Customer)
- The Customer bears the return shipping cost for defective parts (if RMA is required)
- Shipping method: DHL/FedEx international express (or equivalent)
- Spare parts are shipped during Standard Service Hours only; after-hours requests are processed at the next Standard Service Hours start

10.2 Spare Parts Shipment (Out-of-Warranty). For out-of-warranty spare parts purchases:

- The Customer bears all shipping costs (both directions)
- Shipping method and insurance as selected by the Customer

10.3 RMA Transportation. For warranty-covered RMA:

- ANARI bears the return shipping cost (repaired/replacement part to Customer)
- The Customer bears the shipping cost (defective part to ANARI)
- ANARI provides return shipping labels for international RMA where feasible
- International delivery time (3-12 business days) is in addition to repair turnaround time

Article 11: Limitation of Liability

11.1 Liability Cap. ANARI's total aggregate liability under this Warranty Agreement, regardless of the number of claims, shall not exceed the original purchase price of the Product that is the subject of the claim.

11.2 Excluded Damages. In no event shall ANARI be liable for:

- Indirect, incidental, consequential, or special damages
- Loss of profit, revenue, or business
- Loss of goodwill or reputation
- Downtime costs or standby charges
- Damage to property other than the Product itself
- Personal injury or death (to the extent permitted by applicable law, ANARI's product liability insurance shall apply)

11.3 No Other Warranty. Except as expressly set forth in this Agreement, ANARI makes no other warranties, whether express, implied, or statutory, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement, all of which are hereby disclaimed to the maximum extent permitted by applicable law.

11.4 Compliance with Law. Nothing in this Agreement shall be construed to limit or exclude any liability that cannot be limited or excluded under applicable mandatory law, including product liability laws.

Article 12: Intellectual Property and Confidentiality

12.1 Ownership. All intellectual property rights in the Products, Firmware, and documentation remain the property of ANARI. The warranty does not grant any license to ANARI's intellectual property beyond the right to use the Product as intended.

12.2 Confidentiality. Each party shall keep confidential any technical, commercial, or other information disclosed by the other party in connection with warranty claims, including diagnostic data, Firmware versions, and defect reports.

12.3 Data Protection. ANARI's remote diagnosis may collect operational data from the Product. ANARI shall process such data in accordance with applicable data protection laws, including GDPR (EU 2016/679) where applicable.

Article 13: Term, Modification, and Termination

13.1 Term. This Warranty Agreement is effective from the Effective Date and remains in force for the duration of the Warranty Period, including any Extended Warranty.

13.2 Modification. Any modification to this Warranty Agreement must be made in writing and signed by authorized representatives of both parties. ANARI may update standard warranty terms for future Products, but such updates shall not apply retroactively to Products already purchased.

13.3 Customer-Specific Terms. Any customer-specific warranty modifications (e.g., extended warranty period, modified response times) shall be documented in a written amendment to this Agreement and shall be tracked under the warranty version management system.

13.4 Termination. ANARI may terminate the warranty for a specific Product if:

- The Customer breaches the terms of this Agreement and fails to cure within 30 days of notice
- The Product is used in a manner that constitutes a safety hazard and the Customer refuses to cease such use
- The Customer becomes insolvent or enters bankruptcy proceedings

Article 14: Force Majeure

14.1 Definition. Neither party shall be liable for failure to perform obligations under this Agreement due to events beyond its reasonable control, including but not limited to natural disasters, war, terrorism, civil unrest, government actions, pandemics, or global supply chain disruptions.

14.2 Notice and Mitigation. The affected party shall notify the other party within 7 days of becoming aware of the force majeure event and shall use reasonable efforts to mitigate its effects.

14.3 Duration. If a force majeure event continues for more than 90 days, either party may terminate this Agreement with respect to the affected Products upon written notice.

Article 15: Dispute Resolution and Governing Law

15.1 Governing Law. This Agreement shall be governed by and construed in accordance with the laws of [TO BE COMPLETED], without regard to its conflict of laws principles.

15.2 Arbitration. Any dispute arising out of or in connection with this Agreement shall be referred to and finally resolved by arbitration administered by [TO BE COMPLETED] under the [TO BE COMPLETED] in force at the time of the commencement of the arbitration.

15.3 Arbitration Terms.

- Seat of arbitration: [TO BE COMPLETED]
- Number of arbitrators: 1 (for claims under USD 500,000) or 3 (for claims of USD 500,000 or above)



- Language of arbitration: English
- The award shall be final and binding on both parties

15.4 Continuation of Obligations. The filing of a dispute shall not relieve either party of its obligations under this Agreement during the pendency of the dispute.

Article 16: Notices

16.1 Notice Method. All notices under this Agreement shall be in writing and delivered to the addresses specified in Article 2, via registered mail, courier, or email with read receipt confirmation.

16.2 Effective Date of Notice. Notices shall be deemed received:

- 3 business days after dispatch by registered mail
- 1 business day after dispatch by international courier
- Upon email read receipt confirmation

16.3 Time Zone Reference. All notice deadlines are calculated in Beijing Time (UTC+8) unless otherwise specified. The Customer should account for the time zone difference when sending time-sensitive notices.

Article 17: Miscellaneous

17.1 Entire Agreement. This Agreement, together with any amendments and the SLA Agreement (if applicable), constitutes the entire agreement between the parties regarding warranty of the Products.

17.2 Severability. If any provision of this Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

17.3 No Waiver. Failure by either party to enforce any provision shall not constitute a waiver of future enforcement of that or any other provision.

17.4 Language. This Agreement is executed in English. Any translated version is for reference only and the English version shall prevail in case of discrepancy.

17.5 Compliance with Standards. The Products comply with applicable international standards including IEC 61851, ISO 15118, OCPP 1.6J/2.0.1, and regional certification requirements (CE, UL, CCC, SASO) as specified in the Product datasheet.

Signature Page

IN WITNESS WHEREOF, the parties have executed this Warranty Agreement as of the Effective Date.



ANARI Energy (Party A):

Authorized Signature:

Name:

Title:

Date:

Customer (Party B):

Authorized Signature:

Name:

Title:

Date: