



Project EV, a business name of CURV360 Limited

Office Address:
Unit 1, Lakes Court, Lancaster Park, Newborough Road,
Needwood, Burton-On-Trent, England, DE13 9PD

5-Year Limited Warranty Statement

Thank you for choosing the Project EV APEX Electric Vehicle Charge Point.

This Limited Warranty Statement outlines the terms under which Project EV provides warranty support for APEX Series products, ensuring long-term reliability and peace of mind.

1. Scope of Warranty

This Limited Warranty Statement ("Policy") applies to APEX Series Electric Vehicle (EV) charge points ("Product(s)") manufactured or supplied by Project EV within the United Kingdom.

Project EV reserves the right, at its sole discretion, to deny warranty claims or replacement requests where the terms of this Policy have not been met.

Covered under this Policy:

- APEX Series Charge Points

Please note that this Policy covers only the specified APEX range and does not extend to any ancillary or external components. Any such parts or accessories provided by Project EV may be subject to separate warranty conditions.

This Policy does not constitute a guarantee of product performance or durability and is limited to the contractual parties identified in Section 2.

2. Contractual Parties

This Policy applies solely to the original purchaser of the Product from Project EV. Eligible purchasers include distributors, authorised EV charger retailers, or accredited electricians ("Installers") who supply the Product to an end customer, or to the end customer directly ("End User") in the event of installation

3. Warranty Period and Coverage

The standard warranty period extends for sixty (60) months from the date of installation. (Product must be registered through the Apex App to obtain this warranty)

Specific components, including socket parts, plug parts, and power cables, are warranted for thirty-six (36) months from the date of installation.

Should a Product be replaced under this warranty, the remainder of the original warranty period shall apply to the replacement.

The following cost responsibility schedule applies:

Years 0–3:

- All parts and on-site service covered by Project EV.

Years 3–5:

- Socket, plug, and cable parts: covered by the End User or Installer.
- Mainboard and charger body: parts covered by Project EV; service costs are borne by the End User or Installer.

After 5 years:

- All parts and services become the responsibility of the End User or Installer.

4. Eligibility for Warranty Claims

Warranty claims may be submitted by either the Installer or the End User. In the event that the original Installer is no longer available, the End User may appoint a qualified local Installer, at their own expense, to carry out warranty-related services.

5. Limitations of Liability

Project EV shall not be liable for damages or faults caused by, or arising from, any of the following:

- Misuse, negligence, accident, or failure to maintain the Product
- Unauthorised modifications or attachments not approved in writing by Project EV
- Installation or use not in compliance with Project EV documentation and safety standards
- Use of incompatible equipment, accessories, or materials
- Damage due to environmental factors such as power surges, lightning, fire, flood, pest activity, or exposure to seawater

- Improper installation, site preparation, or transportation arranged by the purchaser
- General wear and tear, rust, water damage, and physical abuse
- Use of incompatible vehicle inlets
- Issues arising from third-party software or communication plans outside the Project EV terms
- Cosmetic defects (e.g., scratches or marks) that do not affect functionality
- Failure to report the defect in a timely manner
- Repairs or modifications carried out by unauthorised persons

Where a warranty claim is validated, Project EV may, at its discretion:

- Repair the Product either on-site or at a designated service facility
- Provide a replacement Product of equivalent specification from the current range (size and features may differ within reasonable parameters)
- Use refurbished components for replacements
- Apply a call-out fee for services rendered after three (3) years, excluding coverage for wear parts

6. Exclusions

This Policy does not cover any system components not originally supplied by Project EV, regardless of compatibility or manufacturer.

7. Warranty Claim Procedure

To initiate a warranty claim, the Installer or End User must contact Project EV and provide the following information:

- Installer name
- Product model number
- Fault code and description
- Contact details and address
- Proof of purchase



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Additional documentation, such as photographs or test results, may be requested to assist with fault diagnosis.

Upon receipt, a unique case reference number will be issued to track the progress of the claim. If remote diagnostics are inconclusive, Project EV may dispatch an engineer to site. The resolution may involve software updates, component replacements, or full unit replacement.

If the returned Product is determined to be fault-free or not eligible under the Policy, Project EV reserves the right to charge an inspection fee or recover associated costs.

Product replacement must be authorised by Project EV. Unauthorised replacements will invalidate the warranty claim.

8. Statutory Rights

This warranty is provided in addition to, and does not affect, the statutory rights of the End User or Installer under applicable consumer protection laws. Project EV Products are supplied with guarantees that cannot be excluded under European consumer legislation.

9. Contact Information

Phone: 0333 733 0333

Email: enquiries@projectev.co.uk

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