Manufacturer’s Warranty

Warranty document for the United Kingdom

Version 26 November 2026. Applies to Enua products purchased on or after this date. Products purchased before this date keep the warranty that applied when they were purchased.

> **Warranty period in the United Kingdom: 5 years from the date of purchase on the receipt or invoice.** This is the warranty document for the United Kingdom under section 4.1. The terms below are the same in all countries.

1. Who gives the warranty

Enua AS, organisation number 827 444 022, Falkenborgvegen 9, 7044 Trondheim, Norway. Email: contact@enua.io. Phone number and opening hours are listed at enua.io/en/support.

2. Products covered

Enua chargers and Enua Wallmount with a serial number, for example Enua Charge, Enua Charge E and Enua Charge S. The warranty applies to products purchased and installed in the EEA, except Poland, Germany, the Czech Republic, Slovakia and Lithuania. In other countries, it applies only where Enua has published a separate warranty document.

3. What the warranty covers

Enua warrants that the product works as described in the product documentation, with normal use and correct installation. The warranty covers defects in materials and manufacturing, including defects that arise after delivery. It only covers defects caused by the product itself.

4. Warranty period

4.1 The warranty period is stated in the warranty document for the country where the product was purchased. The documents are available under Documentation on enua.io, one per country, and state how long the warranty lasts and when it starts.

4.2 If there is no separate warranty document for the country, the warranty period is 1 year from the date of purchase on the receipt or invoice.

4.3 A product that Enua replaces or repairs is covered for the remainder of the original warranty period, but for at least 90 days.

4.4 The warranty is given only to the first buyer and cannot be transferred.

5. How to use the warranty

5.1 Report the defect in writing to the dealer or installer you bought the product from, before any work starts or anything is returned. They report the case to Enua. You can also contact Enua support.

5.2 Include:

- the serial numbers of the charger and the wall mount (shown on the rating plate)
- the address of the installation
- what is wrong, and when it started
- the name of the electrical contractor that installed it
- proof of purchase: an invoice or receipt showing the date of purchase
- photos of the installation, taken before anything is dismantled: the wall mount from the front with the charger removed, the cable entries and the rating plate

5.3 Enua troubleshoots the defect together with you, often via the cloud. If there is a product defect, you receive a case number and information about what Enua covers. The case number is the approval. Without a case number, Enua does not cover a new product, labour or shipping.

5.4 Enua decides whether the defect is caused by the product or by the installation, based on the logs in the charger, remote diagnostics and the photos. The installation is assessed against the installation manual that applied when it was installed.

5.5 Report the defect within a reasonable time after you discovered it or ought to have discovered it.

5.6 Enua may ask for the product to be connected to the internet and updated to the latest firmware before the defect is assessed. Without this, Enua cannot troubleshoot via the cloud, and the case will take longer.

6. What Enua covers

For an approved product defect within the warranty period, Enua covers:

- a new product or repair, at Enua's choice
- shipping to and from Enua

Labour and travel are not covered. Enua may nevertheless, at its own discretion, cover labour and travel that Enua has approved in writing in the case before the work starts. The time is agreed in the case, and settlement goes through the dealer.

7. What the warranty does not cover

- labour and other costs that Enua has not approved in writing in advance
- defects caused by installation that does not follow the installation manual
- defects caused by storage, maintenance or repair that does not follow Enua's instructions
- use for purposes the product is not designed for, incorrect use, negligence, accidents, modifications to the product and normal wear and tear
- cosmetic damage and damage from external influences
- products sold or installed in a country where Enua has not approved sales
- defects caused by someone other than the installer having changed the maximum charging current or other safety settings
- faults in services provided by others, such as the Shelly app, charge point operators or mobile networks
- losses resulting from the defect, for example loss of profit or damage to other property. Your statutory rights apply in any case, see section 9.

8. Replaced products must be returned

8.1 Products and parts that Enua replaces belong to Enua.

8.2 Return the replaced product within 14 days after you received the new one. Use the box the new product came in. The return label is in the box, and the return is free of charge. Mark the parcel with the case number.

8.3 If the replaced product has not reached Enua 35 days after you received the new one, Enua may deactivate the replaced product and invoice the new one. The amount is stated in the confirmation you receive before the new product is sent.

8.4 Returns without a case number will not be accepted.

9. Your statutory rights

9.1 The warranty is in addition to the rights you have under the law of the country where you bought the product. Statutory claims are made against the party that sold you the product. These rights are free of charge and are not affected by the warranty.

9.2 How long you can make a complaint under the law varies from country to country. Ask the dealer you bought from. In Norway, the limit is up to 5 years for goods intended to last considerably longer than 2 years (Norwegian Consumer Purchases Act, forbrukerkjøpsloven, section 27). In the EU and the EEA, it is at least 2 years.

10. Software

Liability and warranty for software follow Appendix 1: Software Service Terms, which you accept when you create a user account or start using the services.

11. Governing law and disputes

The warranty is governed by Norwegian law. Disputes are brought before Trøndelag District Court (Trøndelag tingrett), unless mandatory consumer rules give you the right to bring proceedings elsewhere. Enua may transfer the warranty to another company in the same group and will in that case give notice of this on enua.io. Enua remains liable for the warranty if the company that takes it over does not fulfil it.