



## **3-YEAR LIMITED WARRANTY**

**(Residential EV Charger | USA & Canada Only)**

### **Warranty Coverage Period**

EVRA Energy LLC ("EVRA"), the owner of the IYILO brand, warrants this IYILO residential EV charger against defects in materials and workmanship for a period of three (3) years from the original date of purchase.

### **What Is Covered**

If the IYILO charger experiences a malfunction due to defects in materials or workmanship under normal use and installation, IYILO will provide warranty service within the three (3) year coverage period, as follows:

#### **1. Repair First:**

IYILO will first evaluate the issue and, if determined repairable, will provide the required parts and factory labor to restore the product to working condition.

#### **2. Replace if Not Repairable:**

If the charger is found to be irreparable after diagnostic evaluation, IYILO will provide a replacement unit. The replacement may be a new, refurbished, or reconditioned product of equal function and value.

#### **3. Warranty Continuation:**

The replacement charger or parts will inherit the remaining warranty period of the original product. No new warranty period will be issued for replacements.

### **What Is Not Covered**

This limited warranty does not apply to:

#### **1. Improper Installation or Usage:**

- a. Installed outside IYILO installation guidelines.
- b. Operated beyond intended residential use or voltage range.
- c. Inadequate wiring, or unstable power supply.

**2. Environmental or External Damage:**

- a. Power surges, lightning, water intrusion, floods, fire, or pest damage.
- b. Physical damage caused by vehicle collision or mishandling.

**3. Unauthorized Repairs or Modifications:**

- a. Disassembly, alteration, or repair by anyone not authorized by IYILO.
- b. Use of third-party accessories, parts, or software.

**4. Normal Wear and Cosmetic Damage:**

- a. Scratches, discoloration, dents, or other non-functional appearance damage.
- b. Normal aging of materials not affecting performance.
- c. Missing/Altered Identification:
  - i. Tampered, missing, or unreadable serial number, label, or safety certification.

**Warranty Claim Process**

To initiate a warranty claim, please follow the steps below:

**1. Contact IYILO Support**

Provide the following:

- a. Description of the issue
- b. Product serial number
- c. Photo or error code (if applicable)
- d. Copy of original purchase receipt

**2. Troubleshooting & Remote Diagnosis**

- a. IYILO support may attempt to help you troubleshoot the issue remotely via phone or email.

**3. Product Evaluation**

- a. If required, IYILO may ask you to return the charger for inspection.
- b. Customer is responsible for shipping the item to IYILO's parent company, EVRA Energy LLC.
- c. If the product is confirmed defective, IYILO covers shipping the repaired or replacement unit back to you.

**4. Repair or Replacement**

- a. If repairable: IYILO will repair and return the unit.
- b. If irreparable: IYILO will issue a replacement unit.

**5. Non-Covered Cases**

- a. If the issue is determined to be outside of warranty coverage, the product will be returned to the customer as-is, or repairs may be offered at customer expense upon approval.

## **Limitation of Liability**

IYILO shall not be held liable for:

1. Indirect, incidental, or consequential damages
2. Loss of data, vehicle damage, or business interruption
3. Any damages exceeding the purchase price of the product

IYILO makes no other warranties, express or implied, beyond those stated herein. No agent or reseller is authorized to modify this warranty.

## **Quick Reference Summary**

- **Warranty Term:** 3 Years
- **Applies To:** Original purchaser only
- **Coverage:** Material/workmanship defects
- **Repair or Replace:** At IYILO's discretion
- **Replacement Warranty:** Continues from original term
- **Not Covered:** Misuse, weather, accidents, modifications
- **Claim Requires:** Proof of purchase & product info
- **Shipping:** Customer pays return, IYILO pays replacement

Need Help?

Contact IYILO Customer Service:

Email: [support@iyilo.shop](mailto:support@iyilo.shop)

Whatsapp: 1-213-804-0158

Website: [iyilo.shop](http://iyilo.shop)

Business Name:EVRA ENERGY LLC

Address: GEORGE LEE SOLE MBR,394 1st street, LOS ALTOS California 94022, United States

**Note:** Please retain your proof of purchase and original packaging in case warranty service is needed. Only technicians authorized by IYILO's parent company, EVRA Energy LLC, are allowed to diagnose, repair, or approve replacement of any unit under warranty.