

AMTECH EV SPECIALIST - WARRANTY CERTIFICATE

TERMS & CONDITIONS OF WARRANTY - VERSION 1.0

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REGISTRATION & WARRANTY DETAILS

1. Warranty Period

The warranty period follows the specific package or product purchased. The number of warranty years is stated on your official customer purchase receipt.

2. Product Registration & Agreement

Warranty coverage is only valid if the product is registered at amtechev.com together with a verified copy of the purchase receipt. The customer explicitly agreed to these Terms & Conditions upon submission on 08 Oct 2026, 13:18:48 +08 (Version: v1.0).

3. What Is Covered Under Warranty

Workmanship & Installation Defects: Any defect arising from installation work performed by certified AMTECH EV technicians.

Wallbox Defects & Replacement:

- Purchased from AMTECH EV: If defective within the active warranty period, replaced with a brand new wallbox unit at zero cost.
- Purchased from third parties (All brands): Customer pays only RM850 for a brand new replacement wallbox unit from AMTECH EV, inclusive of installation.

If the root cause of the fault is an AMTECH EV installation defect, no fees apply. Exclusions in Section 4 continue to apply.

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4. What Is NOT Covered (Exclusions)

Misuse, negligence, improper operation, or unauthorized tampering.
Natural disasters including floods, lightning strikes, fire, and earthquakes.
Electrical power surges, grid instability, or external voltage irregularities.
Modifications, servicing, or repairs carried out by unauthorized third parties.
Physical, cosmetic, or accidental damage.
Damage to the electric vehicle or pre-existing premises electrical wiring not installed by AMTECH EV.

5. How to Make a Warranty Claim

Submit a "Call for Inspection (Under Warranty)" form at amtechev.com with complete details and video/photo evidence. Our customer service team will reach out within 1 to 2 business days.

Inspection Fee Policy: If inspection reveals the fault is NOT caused by AMTECH EV wiring/installation, an inspection fee of RM248 will be chargeable. If caused by AMTECH EV workmanship, inspection is completely free of charge.

6. Voidance of Warranty

This warranty shall be rendered null and void if the installation is altered, modified, or repaired by unauthorized personnel without written authorization from AMTECH EV, or if fraudulent/incorrect registration information was provided.

7. Governing Law & Miscellaneous

AMTECH EV reserves the right to amend these terms. The applicable version is the version agreed upon at the time of registration. These terms are governed by and construed in accordance with the laws of Malaysia.

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