WeVolt A/C 2-Year Limited Warranty

24V Truck Air Conditioners

A unified policy for two split A/C models

COVERED MODELS

WTAC-24V-10C

COOLING ONLY

Wall-mounted indoor unit

WTAC-24V-10C-5H

COOLING + ELECTRIC HEATING

Under-bunk indoor unit

Policy at a glance

Full terms on pages 2-5

ITEM	POLICY SUMMARY
Standard term	**2 years / 24 months from the purchase date on the receipt.** No registration or activation fee required.
Core coverage	Manufacturing defects in supplied A/C components. Covered parts and factory bench repair labor included.
Service & freight	U.S. or China return / repair route assigned by RMA. Labor and shipping rules are detailed in Section 06.
Business purchases	Order-specific B2B warranty and service terms may be agreed in writing. See Section 02.

Warranty support: support@wevoltapu.com
Keep your purchase record and model / serial-number information. Contact support before shipping any equipment.

Coverage & remedies

Two years of product protection for both listed truck A/C systems

01 / Covered components

WeVolt warrants the two listed models against defects in materials and factory workmanship under normal intended truck use for **two (2) years / 24 months from the original purchase date shown on the receipt or invoice**. The same term applies to the compressor and other covered components; there is no separate longer compressor warranty.

ASSEMBLY	COVERED WHEN FACTORY-DEFECTIVE
Outdoor unit	Compressor, condenser coil, fan motor, factory electronics and internal refrigerant connections.
Indoor unit	Evaporator coil, blower motor, factory electronics, sensors and internal wiring.
Supplied system parts	Factory-supplied controller, remote, connection harnesses, refrigerant hoses and mounting hardware included with the A/C purchase.
Electric heating	**WTAC-24V-10C-5H only:** factory electric-heating elements and controls. **WTAC-24V-10C :**cooling only; heating is not equipped.

02 / Eligibility & term

Coverage applies to new eligible units purchased directly from WeVolt or an authorized seller by the original purchaser for their own use. **Normal commercial trucking and fleet use are included.** Coverage is non-transferable except where applicable law requires otherwise. Keep dated proof of purchase and identifiable model / serial-number information. WeVolt will consider equivalent verifiable purchase evidence if the original receipt is unavailable.

No product registration is required. No operating-hour, mileage, cycle or energy-throughput limit applies within the 24-month term. Battery capacity retention and battery cycle-life guarantees are not applicable to these A/C products. Claims notified during the term remain eligible for assessment after the term ends.

Order-specific B2B terms. For fleet, dealer, distributor, installer and OEM purchases, WeVolt and the business buyer may agree detailed warranty terms in writing before purchase, based on volume, intended use, installation and service region. These may specify the term / start date, covered parts, labor, spares, claims, remedies, return addresses, freight and customs costs. A mutually accepted agreement governs only the items it expressly modifies; this policy applies to the remaining items. Without a separate agreement, the standard two-year policy applies. B2B terms do not reduce non-waivable legal rights or warranties already provided to end customers.

03 / What WeVolt will do

For a confirmed covered defect, WeVolt will, at its option, **repair the affected part, supply a replacement part, or replace the affected unit**. Diagnosis and component-level service may be used before a whole-system return. Replacement parts or units may be new or tested refurbished equivalents with comparable function. Covered parts and factory bench repair labor are provided without charge; other costs follow Section 06.

If a covered product cannot be repaired or replaced within a reasonable time, WeVolt will refund the net price paid for the affected A/C product or affected separately purchased component, including applicable refundable tax. A bundled item uses its invoice allocation, or a reasonable disclosed allocation if none is listed. This voluntary warranty does not automatically refund unrelated bundle items or installation costs; applicable statutory remedies remain available.

Repaired or replacement items carry the remaining original warranty term, or any longer period required by law. The term does not restart. Parts replaced under warranty become WeVolt property once the remedy is completed.

Installation & exclusions

Clear installation conditions and a fair assessment of the cause of failure

Truck use and correctly performed DIY installation are eligible.
Third-party parts, an independent installer or a repair attempt do not automatically cancel coverage. Damage caused by that work or those parts may be excluded.

04 / Installation & reasonable care

AREA	OWNER / INSTALLER RESPONSIBILITY
Electrical supply	Use nominal **24 V DC** with the listed **21.5-32 V DC** operating range, proper cable size, fusing, grounding and secure terminals. A 12 V truck needs a suitable 24 V supply. Follow the supplied model label and instructions.
Mounting & airflow	Secure both units as instructed; allow airflow, drainage and service clearance. Prevent hose chafing and strain. WTAC-24V-10C uses a wall-mounted indoor unit; WTAC-24V-10C-5H uses an under-bunk indoor unit.
Refrigerant work	Use the specified **R-134a** and follow model-specific evacuation, leak-testing and charging instructions. Refrigerant work must meet local requirements and be performed by a suitably qualified person where required.
Use & maintenance	Keep filters, coils and airflow paths clean; inspect drains, mounts and connections. Size the -D model supply for electric heating as well as cooling. Operate within the instructions and environmental limits.

05 / What this warranty excludes

Installation or power faults: damage caused by incorrect voltage or polarity, inadequate wiring, loose connections, unsuitable fusing, incorrect charging, improper evacuation / refrigerant charge, leaking field connections, poor mounting or blocked airflow.

External damage or misuse: crash or impact damage, fire, flood, lightning, immersion, pressure washing into protected parts, chemical attack, corrosion caused by exposure beyond intended use, transport damage outside WeVolt-arranged shipment, abuse or operation contrary to instructions. Ordinary road vibration within the intended installation is not itself an exclusion.

Routine service and unrelated items: cleaning, normal cosmetic aging or wear, consumables used up in service, routine refrigerant replenishment and maintenance. A factory defect or factory-caused refrigerant leak remains eligible. Separate batteries, chargers, inverters, diesel heaters and truck systems are outside this A/C warranty.

Performance expectations: battery runtime, fuel savings and a fixed cabin temperature are not separate guarantees under this policy. Actual results depend on battery condition, ambient heat, cab insulation and installation. A genuine product defect remains covered.

Coverage decisions follow the evidence. An exclusion applies only to the defect or damage reasonably linked to that cause. Other covered defects remain eligible. Missing maintenance records or an opened cover alone do not void coverage. If product identity or purchase eligibility cannot be verified, WeVolt may request further evidence and will explain any denial.

Claims, routing & costs

Start with diagnosis; confirm the address and any charges before shipment

06 / How to request warranty service

1 / Contact support. Email **support@wevoltapu.com** or contact your original seller. Provide the dated receipt / order number, model and serial-number photos, fault symptoms / codes, installation photos, location and relevant voltage readings.

2 / Complete diagnosis. Follow reasonable troubleshooting requests. Stop use if continued operation could cause damage. WeVolt may resolve the issue remotely or request inspection of only the affected part or assembly.

3 / Receive authorization. Before shipping or ordering paid work, obtain written return merchandise authorization (**RMA**) stating the items to return, exact address, method, cost allocation and any reimbursement limit.

4 / Ship and resolve. Pack securely using original or equivalent protection, mark the RMA and retain tracking. Follow refrigerant and carrier rules. WeVolt will provide the assessment and an estimated service schedule; if denied, it will explain the reason.

U.S. warehouse or China manufacturer

WeVolt assigns the return / repair destination according to the fault, component, product condition, service capability and logistics. The destination may be a **U.S. warehouse or the manufacturer facility in China**. The exact receiving address is supplied with the RMA. Published contact addresses are not automatically product-return addresses. Unapproved shipments may be refused or delayed; cash-on-delivery freight requires written approval.

CASE	DEFAULT COST ALLOCATION
Confirmed arrival defect, wrong item or damage in WeVolt-arranged delivery	**WeVolt pays approved standard return and remedy-delivery freight.** No restocking fee. Report promptly; 7 days after delivery is recommended to preserve evidence, not a cutoff for valid defect claims.
Other covered defect within 24 months	**Customer:** approved inbound freight. **WeVolt:** covered parts, factory bench labor and standard outbound delivery to the original delivery region. China-routing rule below applies.
Excluded fault, no covered defect or expired term	**Customer:** agreed inspection, repair and freight in both directions. WeVolt provides a written estimate; paid work needs consent.
Non-defective return	**Customer:** return freight and the permitted refund deductions in Section 07.

China routing for a U.S.-delivered order: if WeVolt requires a confirmed covered return to China because the U.S. route cannot perform the service, the customer contribution is capped at the quoted standard domestic U.S. return cost. WeVolt covers the additional approved international transport and return-processing costs. The route and contribution are confirmed before shipment.

Additional costs: local diagnostic visits, removal / reinstallation, field labor, field refrigerant recovery / recharge, travel, expedited freight, remote-area surcharges and shipping or customs costs caused by relocation outside the original delivery country are customer-paid unless approved in writing or required by law. Factory repair includes refrigerant needed for that factory repair. No inspection fee is charged for a confirmed covered defect.

Returns & your rights

A practical return policy alongside your two-year product warranty

07 / Non-defective returns & refunds

For direct WeVolt purchases, request a non-defective return **within 30 calendar days after delivery**. Equipment must be **unused, uninstalled, complete and undamaged**, with all accessories and protective packaging. Inspection-only unpacking is allowed. Dispatch within 14 calendar days after RMA issue, unless otherwise agreed.

Used or installed items are not eligible for voluntary change-of-mind returns. Covered-defect service and mandatory rights remain unaffected. Dealer purchases use that seller's return process; eligible manufacturer warranty coverage remains available.

REFUND ITEM	HOW IT IS HANDLED
Return freight	Customer-paid except for a confirmed WeVolt delivery error or covered arrival defect. Use the assigned U.S. or China address; charges are confirmed before dispatch.
Original delivery charge	Not refunded for a non-defective return. Promotional free shipping may be deducted at the documented original delivery cost, disclosed before RMA authorization.
Handling / reduced value	No automatic restocking fee for a complete, undamaged return. Documented handling, missing-item or resale-value deductions are capped in total at **15% of the product's net paid price**. The basis is explained; no duplicate deduction applies.
Refund processing	Eligible refund plus refundable tax goes to the original payment method within **14 business days** after inspection and approval, subject to provider processing.

Materially used or damaged non-defective returns may be declined with an explanation and available options. No restocking or handling deduction applies to a confirmed covered defect. Warranty remedies follow Sections 01-06.

08 / Legal rights & review of a decision

To the extent allowed by applicable law, WeVolt does not cover incidental or consequential losses under this voluntary warranty, including lost income, downtime, fuel, towing or temporary accommodation. **Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Mandatory consumer remedies, implied warranties and liability that cannot legally be excluded remain unaffected. Applicable law controls any inconsistent term. To request a review, reply with the claim number and supporting evidence. This voluntary review is not a required arbitration procedure or a condition for using legal remedies.

This revision applies to orders supplied with this policy or confirmed by WeVolt. Later revisions do not reduce earlier purchase rights. Dealers cannot reduce this warranty; their separate promises require their own fulfillment unless confirmed by WeVolt.

09 / Warrantor & warranty contact
WeVolt Truck eAPU Technologies Limited
Warranty Support: **support@wevoltapu.com**
Mailing contact: 1002 Keyuan South Road, Nanshan District, Shenzhen, China.
Product returns: use only the U.S. or China address stated in your RMA.