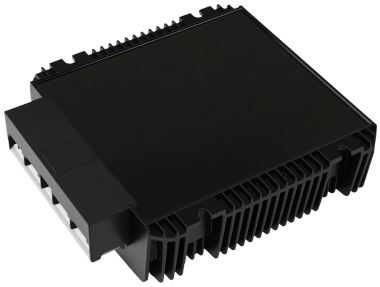
BIDIRECTIONAL DC/DC CHARGER / MANUFACTURER WARRANTY

2-Year Limited Warranty

SKU: WTDC-12-24V-50A





2 YEARS
LIMITED PRODUCT WARRANTY
From the original purchase receipt

NO REG.
AUTOMATIC COVERAGE
No registration or activation fee

RMA FIRST
CLEAR SERVICE ROUTING
U.S. warehouse or China factory

WARRANTY AT A GLANCE

WeVolt Renewable Energy Co., Ltd. ('WeVolt') warrants the **WT-24BC1500M** against defects in materials and workmanship for **two years (24 months)** from the original end-user's purchase date, shown on the receipt or invoice, under the terms below.

POLICY ITEM	TERMS FOR WT-24BC1500M
Who is covered	Original end-user or purchasing business worldwide; genuine new units. Non-transferable.
Activation	Automatic coverage. No registration, paid activation or promotional action required.
Covered service costs	Defective parts and service-center bench labor. Shipping and other costs: page 4.
Remedy	Repair or equivalent replacement at WeVolt's option; fallback refund if unresolved within a reasonable time.
Service locations	U.S. warehouse or China factory, assigned by WeVolt before shipping.
Usage limits	No operating-hour, cycle or cumulative-energy limit during the two-year term.

Battery capacity retention and warranted storage throughput do not apply to this charger. This overview and the following three pages form one warranty document.

DEFECT COVERAGE / REPAIR / REPLACEMENT

Coverage & Conditions

SKU: WTDC-12-24V-50A | Clear coverage for properly installed truck and eAPU use

01 / WHAT IS COVERED

Coverage includes manufacturing defects in the charger's power-conversion and control electronics, charging functions, and factory-supplied harness or connectors. Covered repairs include parts and bench labor at the designated service center. Normal truck and eAPU use, including routine road vibration, is eligible when the product is installed and operated within its published limits.

Correctly installed DIY systems are eligible. Installer choice, third-party batteries or opening a unit alone do not cancel coverage. Damage caused by improper installation, incompatible equipment or repair work is excluded; unrelated covered defects remain eligible.

02 / HOW A COVERED DEFECT IS RESOLVED

WeVolt may repair the product or replace it with a new or professionally reconditioned unit of equivalent function and rating. If a covered defect cannot be resolved within a reasonable time, WeVolt will refund the amount paid for the charger, plus any amounts required by law. For bundle purchases, the documented charger price or a reasonable supported allocation applies.

A repaired or replacement product is covered for the **remaining original term or 90 days from delivery, whichever is longer**. A new two-year period does not begin. Returned replaced units and removed parts become WeVolt's property.

03 / WHAT IS EXCLUDED

EXCLUSION	WHEN COVERAGE DOES NOT APPLY
Electrical / installation	Damage caused by reversed polarity, incompatible battery chemistry or settings, external surges, overload, unsuitable cables or fuses, or loose connections.
Environment / physical damage	Damage caused by collision, crushing, mounting abuse, flooding, immersion, pressure washing, or exposure beyond the published enclosure and operating limits.
Alteration / repair damage	Damage caused by modification, improper repairs, unapproved firmware changes or bypassed protection. These exclusions apply to the damage caused, not automatically to unrelated defects.
Wear / consumables	Cosmetic wear without functional loss; routine maintenance; a fuse operating as designed in response to an external fault. Manufacturing defects in supplied parts remain covered.
Other equipment	Separately supplied batteries, alternators, inverters, external installation wiring and accessories. Their own warranty terms apply; a fault outside the charger is not a charger defect.

Charging-current variation, protective shutdowns and temperature derating are not defects when they operate as specified. IP65 does not permit immersion or exposure beyond its rated protection.

CONTACT FIRST / WRITTEN RMA / AUTHORIZED ADDRESS

Claims & Return Routing

WT-SKU: WTDC-12-24V-50A | Support and return instructions before you ship

04 / HOW TO REQUEST WARRANTY SERVICE

1

Contact WeVolt or your original seller

Email **support@wevoltapu.com**. Include a dated receipt or invoice, model and serial number, a label photo, fault description, date first noticed and relevant installation photos. If the receipt or label is unavailable, provide reasonable alternative evidence of purchase and product identity.

2

Complete reasonable troubleshooting

WeVolt may request available charging voltages, control settings, fault records or safe checks to distinguish a charger defect from a system issue. Unsafe testing or dismantling is not required. Report the problem during the warranty term and stop use if continued operation may cause damage.

3

Receive written RMA instructions

If a return is needed, WeVolt provides a Return Material Authorization (RMA) number, the receiving address and freight terms. Return authorization is not a final coverage decision; inspection may be needed. Any chargeable work requires your approval.

4

Pack and return only the requested items

Use the original packaging or equivalent protection, protect terminals and include the RMA number. Follow the specified route and use tracked shipping. Damage caused by inadequate packing may be excluded. Do not ship a complete eAPU system or batteries unless specifically requested.

5

Receive the assessment and next steps

WeVolt explains the findings, covered remedy and estimated timing, and communicates material delays. A claim reported during the warranty term remains eligible while it is being processed, even if the original term expires meanwhile.

05 / U.S. WAREHOUSE OR CHINA FACTORY

UNITED STATES / WAREHOUSE

Selected cases may be routed to U.S. warehousing or local handling when appropriate. Availability depends on the product, location and service capability.

CHINA / FACTORY

Cases needing factory-level diagnosis or repair may be routed to China. WeVolt supplies the correct receiving address and customs instructions.

WeVolt selects the service location based on item condition, repair needs, parts availability and logistics. The exact address, recipient and cost allocation are confirmed in writing before shipment. Do not use a previously published address without RMA confirmation. If WeVolt changes the route after an authorized shipment, WeVolt arranges the added routing cost unless the change was caused by the customer.

Report arrival damage or an incorrect shipment promptly and retain packaging and photos. Unauthorized or misrouted returns may delay service; they do not automatically cancel otherwise valid coverage.

TRANSPARENT COSTS / WRITTEN APPROVAL / LEGAL RIGHTS

Costs & Customer Rights

SKU: WTDC-12-24V-50A | Freight responsibilities and warranty administration

06 / SHIPPING RESPONSIBILITY

CASE	TO THE SERVICE LOCATION	BACK TO THE CUSTOMER
Verified arrival fault or wrong item on a WeVolt-arranged delivery	WeVolt-arranged or preapproved standard freight.	WeVolt-arranged or preapproved standard freight.
Confirmed covered defect within the warranty term	Customer pays, unless WeVolt approves a prepaid label or reimbursement in the RMA.	WeVolt pays standard return freight to the original delivery country.
No charger defect found / non-covered damage / out-of-warranty service	Customer pays.	Customer pays; any paid work requires an approved quote.
Customer-requested express delivery or a different return destination	Customer pays the additional cost, unless approved otherwise in writing.	Customer pays the additional cost above the standard authorized return route.

Free shipping is not automatic. The RMA confirms who pays each leg and any reimbursement limit before shipment. WeVolt may approve waivers or reimbursements; unapproved expenses are not reimbursed.

07 / LABOR, IMPORT COSTS & OTHER RETURNS

Covered parts and bench labor, including initial warranty assessment, are free. Removal, reinstallation, travel, external diagnostics, rental and third-party repairs are customer-paid unless approved in writing or required by law.

Duties, taxes, brokerage and handling fees are customer-paid unless the RMA or law states otherwise. Cross-border charges or estimates are disclosed before shipment; additional charges require agreement.

Non-defective returns follow the seller's published return policy; this warranty creates no change-of-mind refund entitlement. Statutory cancellation and consumer remedies remain unaffected.

08 / LIMITATIONS & YOUR LEGAL RIGHTS

Where law permits, liability under this warranty is limited to the charger's purchase price. Lost income, vehicle downtime, towing, fuel, accommodation and incidental or consequential losses are excluded. Legally non-excludable liabilities remain unaffected.

Where lawful, implied-warranty duration is limited to two years. Some states or countries prohibit duration limits or incidental/consequential-damage exclusions, so these limits may not apply. You have specific legal rights and may have others depending on your state or country. Mandatory seller remedies remain unaffected; later revisions cannot reduce rights acquired at purchase.

WeVolt Truck eAPU Technologies Limited. | Manufacturer / warrantor
Support: support@wevoltapu.com | www.wevoltapu.com
Business correspondence: 1002 Keyuan South Road, Nanshan District, Shenzhen, China.
This is not a return authorization; ship only to the address confirmed in your RMA.

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