AIR & WATER PARKING HEATER / MANUFACTURER WARRANTY

2-Year Limited Warranty

WTDH-12V-5KW | Cab heat + engine coolant preheating



WEVOLT HEATER FAMILY

5 kW

12V or 24V variants

7 kW

24V variant

5 kW unit shown; 7 kW housing and dimensions differ.

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 Truck eAPU Technologies Limited ('WeVolt') warrants its new **5 kW and 7 kW diesel air & water parking heaters** against defects in materials and workmanship for **two years (24 months)** from the original purchaser's receipt or invoice date, under this policy.

POLICY ITEM	STANDARD WARRANTY TERMS
Who is covered	Original end-user or purchasing business worldwide; genuine new units. Non-transferable, except where law requires otherwise.
Activation	Automatic. No registration, paid activation or promotional action is required.
Covered service costs	Defective parts and service-center diagnosis / bench labor. Freight and other costs: page 4.
Remedy	Repair or equivalent replacement at WeVolt's option; fallback refund if a covered defect cannot be resolved in a reasonable time.
Service locations	U.S. warehouse or China factory, assigned in writing before shipment.
Usage limits	No operating-hour, fuel-consumption, cycle or cumulative-energy cap during the two-year term. Normal-wear exclusions apply.

Business purchases may have agreed written procurement terms (page 5). Battery capacity retention and warranted storage throughput do not apply to this fuel-fired heater. All five pages form one warranty.

DEFECT COVERAGE / REPAIR / OPERATING CONDITIONS

Coverage & Conditions

WTDH-12V-5KW | Product defects and owner responsibilities

01 / WHAT IS COVERED

Covered manufacturing defects include the heater body, combustion chamber / heat exchanger, blower, control electronics, sensors and ignition element, plus the controller, harness, fuel pump and coolant pump **when originally supplied by WeVolt with the heater**. Normal truck vibration is eligible with proper mounting and use within the published limits.

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

02 / HOW A COVERED DEFECT IS RESOLVED

WeVolt may repair the unit or affected parts, or supply a new or professionally reconditioned replacement of equivalent function and rating. If a covered defect cannot be resolved within a reasonable time, WeVolt refunds the heater purchase price and amounts required by law. For bundles, the documented heater price or a supported reasonable allocation applies.

Repaired or replacement items remain covered for the original remaining term or 90 days from delivery, whichever is longer. The two-year period does not restart. Replaced items and removed parts become WeVolt property.

03 / WHAT IS EXCLUDED

CAUSE / ITEM	WHEN COVERAGE DOES NOT APPLY
Installation / electrical	Damage from incorrect mounting or duct / intake / exhaust routing, wrong heater or pump voltage, reversed polarity, external surges, unsuitable cables / fuses or loose connections.
Fuel / deposits	Damage from unsuitable, contaminated or stale fuel; blocked fuel supply; or soot / carbon due to misuse or neglected prescribed care. Deposits caused by a covered primary component failure remain eligible.
Coolant circuit	Damage from dry running, inadequate coolant, trapped air, restricted flow, incompatible coolant or freezing due to insufficient freeze protection.
Use / external damage	Damage from interrupting the normal cooling cycle, use contrary to the manual, collision, flooding, immersion, pressure washing or inadequate protection against moisture and road spray.
Alteration / repair	Damage caused by modifications, bypassed safety controls, incompatible components or faulty repair / maintenance. These exclusions apply to the damage caused, not automatically to unrelated defects.
Wear / maintenance / other equipment	Normal wear or cosmetic aging; routine cleaning / de-carboning; replacement of worn filters, ignition elements, screens, seals, fuses, hoses or tubing; fuel and coolant. Original supplied-part manufacturing defects remain covered. Separately supplied equipment has its own warranty.

Specified protection / lockout behavior alone is not a defect. A fault code or carbon deposit alone does not establish an exclusion. A claim may be declined if genuine product identity or purchase cannot reasonably be verified, even with alternative evidence.

CONTACT FIRST / WRITTEN RMA / AUTHORIZED ADDRESS

Claims & Return Routing

Support: support@wevoltapu.com | www.wevolteapu.com

04 / HOW TO REQUEST WARRANTY SERVICE

1 **Contact WeVolt or your original seller**

Email **support@wevoltapu.com**. Provide your receipt / invoice, model and serial number, label photo, fault description, date first noticed, fault codes and relevant installation photos. If a receipt or readable label is unavailable, provide reasonable alternative purchase and identity evidence.

2 **Complete reasonable, safe checks**

WeVolt may request available voltage readings, fuel / coolant information, operating conditions and maintenance history to distinguish a product fault from a system issue. Do not perform unsafe testing or dismantle an operating heater. Stop use if there are fumes, leaks, overheating or other safety concerns.

3 **Receive written return authorization**

If return is needed, WeVolt issues a Return Material Authorization (**RMA**) number, exact receiving address and freight / customs terms. RMA approval is not a final coverage decision; inspection may be required. Chargeable diagnosis or repairs require an agreed quote before work.

4 **Prepare only the requested items for shipment**

Have the unit made safe for transport according to WeVolt instructions: allow cooling, isolate safely, drain liquids as instructed and cap ports. Use protective packaging and tracked shipping; include the RMA. Do not send fuel, fuel-filled tanks or unrequested eAPU components. Follow carrier requirements.

5 **Receive the assessment and next steps**

WeVolt explains the findings, remedy and estimated timing, and communicates material delays. **Report a defect during the warranty term.** A timely reported claim remains eligible while processing continues after expiry. Customer delay in providing requested evidence may delay service.

05 / U.S. WAREHOUSE OR CHINA FACTORY

UNITED STATES / WAREHOUSE

Selected returns may use U.S. warehousing or local handling when the item condition and local service capability make this suitable.

CHINA / FACTORY

Units requiring factory diagnosis or repair may be routed to China. WeVolt supplies the receiving details and applicable customs instructions.

WeVolt selects the route based on the item condition, repair needs, parts availability and logistics. **The address, recipient and cost allocation are confirmed in writing before you ship.** Do not use an old or website address without current RMA confirmation.

If WeVolt changes the route after an authorized shipment, WeVolt pays the added routing cost unless the customer caused the change. Misrouted or unauthorized returns may delay service; they do not automatically cancel an otherwise valid claim. Damage caused by poor return packaging is excluded.

TRANSPARENT COSTS / FREIGHT TERMS / WRITTEN APPROVAL

Shipping & Service Costs

Freight responsibilities confirmed before every authorized return

06 / SHIPPING RESPONSIBILITY

CASE	TO THE SERVICE LOCATION	BACK TO THE CUSTOMER
Verified arrival defect 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 two-year term	Customer pays, unless WeVolt approves a prepaid label or reimbursement in the RMA.	WeVolt pays standard freight to the original delivery country, unless agreed otherwise under B2B terms.
No heater defect found / excluded damage / out-of-warranty service	Customer pays.	Customer pays. Paid diagnosis / repair requires an agreed quote before work.
Customer requests express service or a different return destination	Customer pays the added cost above the authorized standard route, unless approved otherwise.	Customer pays the added cost above the authorized standard route, unless approved otherwise.

Free shipping is not automatic. Each RMA confirms both freight legs, any reimbursement ceiling and any approved exception before shipment. Unapproved premium shipping and other unapproved expenses are not reimbursed. Mandatory legal obligations prevail.

Report arrival damage or an incorrect shipment promptly to WeVolt and the seller, and retain packaging, photos and tracking records. Late reporting alone does not remove mandatory rights; failure to preserve evidence may affect assessment.

07 / LABOR, CROSS-BORDER COSTS & QUOTES

Covered defective parts, service-center diagnosis and bench labor are free. Removal, reinstallation, installation corrections, travel, towing, external diagnostics, rental and third-party work 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. For a China return, the customs responsibilities and known charges / estimates are disclosed before shipment; additional customer charges require agreement. Do not send freight-collect or duties-collect without approval.

Preliminary claim review is free. Non-covered diagnosis or repair charges must be quoted and accepted before they are incurred. If you decline paid work, only agreed charges and applicable customer-paid freight / customs costs apply.

08 / NON-DEFECTIVE RETURNS

Change-of-mind, unused or non-defective returns follow the original seller's published return policy. This product warranty creates no separate cancellation or convenience-refund entitlement. Statutory cancellation rights and consumer remedies remain unaffected.

BUSINESS PURCHASES / POLICY PRIORITY / CUSTOMER RIGHTS

Business Terms & Legal Rights

Written commercial terms for fleets, dealers, installers and OEM projects

09 / B2B PROCUREMENT TERMS

B2B warranty terms may vary by mutual written agreement before purchase. Fleet, dealer, distributor, installer and OEM procurement documents must identify the products and specific changes.

NEGOTIABLE ITEM	WHAT THE WRITTEN AGREEMENT MAY DEFINE
Term / start date	Duration, start date, stock-holding period and any disclosed operating-hour limit for the specified commercial order.
Service / labor	Claim channel, records, workshop / on-site duties, approved labor rates, spare parts and remedies.
Freight / returns	U.S. / China routing, batch returns, freight / customs allocation and approved reimbursement limits.
Resale / end-users	Dealer inventory and downstream coverage, installation support and communication of promised end-user warranty terms.

Otherwise, the standard two-year term starts on the purchasing business's invoice date. Commercial terms override only specified provisions; mandatory consumer rights and any WeVolt end-user warranty already promised remain unaffected.

10 / LIMITATIONS & YOUR LEGAL RIGHTS

Where lawful, liability under this warranty is limited to the heater purchase price. Loss of income, downtime, towing, fuel, accommodation and incidental / consequential losses are excluded. Fraud, willful misconduct, personal injury and legally non-excludable liabilities remain unaffected.

WHERE LAWFUL, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO TWO YEARS. Some states or countries prohibit these time limits or incidental / consequential loss exclusions, so they may not apply. You have specific legal rights and may have others depending on your state or country. Mandatory seller remedies remain unaffected.

11 / POLICY PRIORITY & CLAIM REVIEW

This two-year policy replaces the manual's one-season / "April 1 of the following year" service period. Installation, operation and safety instructions still apply. Later revisions cannot reduce acquired rights. For a disputed claim, email Support with your RMA and evidence to request written reassessment.

WeVolt Truck eAPU Technologies Limited | Manufacturer / warrantor
Support: support@wevoltapu.com | www.wevolteapu.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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