

EVSTAR Warranty FAQs for Pii Customers

What happens after the EVSTAR warranty coverage expires?

If EVSTAR has been managing the warranty since the installation of the charging unit, additional warranty extensions will be made accessible after the initial period.

What coverage is included in the warranty plan?

Mechanical and electrical failure, accidental damage, surge protection, parts included, labor for years 1-5.

What do I receive after signing up?

You will be emailed your declaration page, terms and conditions, and link to access your EVSTAR customer claims portal.

How do I file a claim?

You will call Pii and describe the issue, from there, Pii will contact EVSTAR for service.

Are there restrictions on where the warranty can be sold?

The extended warranty is available across the US as EVSTAR is licensed and insured in all 50 states and District of Columbia.

How quickly will repairs/replacements be completed?

Onsite repair and replacement will commence within 72 hours of receipt and approval of a claim.

Who will be completing the repairs?

EVSTAR works with a variety of service providers based on regional, charger, and level of service. Through the EVSTAR portal, you will be able to view the service provider assigned to your claim, view updates and notes, and communicate directly with the technician.

Where can I find the terms and conditions?

The warranty terms and conditions will be emailed to you after signing up for protection.

You can also access them on the EVSTAR website:

<https://evstar.com/programterms-commercial/>

If I purchased a warranty prior to EVSTAR, who do I contact for service?

You will contact Pii regarding any service-related questions. Pii's internal claims team will then coordinate and route the claim.