

EVSTAR Warranty FAQs for Pii Customers

What happens after the 5 year 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 3 or 5 year period.

What coverage is included in the warranty plan?

Mechanical and electrical failure, accidental damage, surge protection, parts included after the manufacturer's limited warranty, labor for years 1-5.

What does the customer receive after signing up?

The customer will be emailed their declaration page, terms and conditions, and link to access the portal.

How does a customer file a claim?

The customer will call the client and describe the issue, from there, the client will contact EVSTAR for service.

Are there restrictions on where the warranty can be sold?

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, the host will be able to view the service provider assigned to their claim, view updates and notes, and communicate directly with the technician.

Where can customers find the terms and conditions?

The warranty terms and conditions will be emailed to the customer after signing up for protection. They can also access them on the EVSTAR website.

If the customer purchased a warranty prior to EVSTAR who do they contact for service?

The customer will call the client first regardless of who the warranty is managed by. The internal claims team will determine where to route the claim.