

# PiiCare - Comprehensive Support Packages

Power Innovations International (Pii) is partnering with EVSTAR to offer an insurance-backed, comprehensive warranty. EVSTAR's comprehensive warranty safeguards against most incidents, including accidental damage and surge protection, and is backed by an A-rated insurance company.

## What does Pii offer?

Pii offers a range of warranty options for our chargers: customers can rely on our standard, OEM warranty, or they can replace that warranty with an EVSTAR Advanced (3-year) or Premium (5-year) warranty backed by an A-rated insurance company.

Features	Pii Standard	EVSTAR Advanced	EVSTAR Premium
<b>Term<sup>[1]</sup></b>	2 years	3 years	5 years
<b>Coverage<sup>[2]</sup></b>	Limited liability and parts	EVSTAR comprehensive coverage	
<b>Starting Point</b>	Date of Purchase	Date of Purchase	
<b>Point of Contact<sup>[3]</sup></b>	Pii	Pii	
<b>Term Extension<sup>[4]</sup></b>	N/A	Eligible after initial period	
<b>Remote Services Time</b>	5 days	72 hours	24 hours
<b>Onsite Deployment Time</b>	10 days	72 hours	
<b>Spare Parts Management</b>	N/A	Included	

1. EVSTAR Advanced and Premium coverage must be purchased initially with product.
2. EVSTAR comprehensive coverage includes mechanical and electrical failure, accidental damage, surge protection, parts included, labor for years 1-5.
3. To file a claim, you will contact Pii. With EVSTAR advanced and premium coverage, Pii will contact EVSTAR for service.
4. 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.