

Lincoln Electric

VELION[®] LIMITED WARRANTY & SERVICE GUIDE

VELION[®] EXTENDED LIMITED WARRANTY OFFERINGS

Velion[®] EV charging systems include a 3-year factory limited warranty, with optional 2-year or 7-year extensions, bringing total coverage to 5 or 10 years respectively.

- **2-Year Extended Limited Warranty** – Available for purchase within 1 year of the original sale date from Lincoln Electric. Extends system coverage from 3 to 5 years from installation.
- **7-Year Extended Limited Warranty** – Available for purchase within 1 year of the original sale date from Lincoln Electric. Extends system coverage from 3 to 10 years from installation.
- **Upgrade Option** – Customers who purchase a 2-year Extended Limited Warranty may upgrade to a 7-year Extended Limited Warranty within one year of the original purchase date.

VELION[®] SERVICE LEVEL AGREEMENT PROGRAM

When you purchase a Velion[®] charging system, you can choose from three service level tiers, standard, silver and gold. The silver and gold SLAs (Service Level Agreements) are sold separately from extended warranties and are only valid during the product's original warranty period and must be selected at the time of sale.

When installing multiple dispensing units at a single location, all units must have the same SLA tier designated for each unit for the entire warranty period.

VELION[®] SLA TIERS

Choose the service level that best fits your needs. Your service level selection will be in effect for the full duration of your product's warranty. The same warranty and SLA selection must be applied to all units at any given location.

PEACE OF MIND, BUILT IN

With flexible warranty options and multiple service tiers, Velion[®] gives you the confidence to invest in reliable EV charging backed by expert support. Whether you choose only the extended warranty option or also purchase an SLA, our team is here to ensure your system performs at its best today and for years to come.

VELION® SLA TIERS

STANDARD TIER

- Technical Support available Monday-Friday, 8AM-5PM EST (excluding holidays)
- Email Support response time: within two business hours
- Priority-based technician dispatched for system support
- Fast service: Same-day shipping for all in-stock parts when ordered by 3 PM EST

SILVER TIER

- Technical Support available Monday-Friday, 8AM-5PM EST (excluding holidays)
- Email Support response time: within two business hours
- Technician dispatched within 72 hours for critical system support
- Technician dispatched within 5 business days for non-critical system support
- Travel expenses for on-site service technicians are paid by Lincoln Electric
- Fast service: Same-day shipping for all in-stock parts when ordered by 3 PM EST]
- Online training
- 1 annual maintenance visit
- Remote software updates

GOLD TIER

- Technical Support available 24/7/365
- Email Support response time: within two business hours
- Technician dispatched within 24 hours for critical system support
- Technician dispatched within 72 hours for non-critical system support
- Travel expenses for on-site service technicians are paid by Lincoln Electric
- Fast service: Same-day shipping for all in-stock parts when ordered by 3 PM EST
- Critical parts storage available regionally or on-site.
- Online and in-person training
- 2 annual maintenance visits
- Remote software updates
- Proactive Remote Monitoring

CHARGING SYSTEM WARRANTY TERM	STANDARD TIER	OPTIONAL SILVER TIER***	OPTIONAL GOLD TIER***
3 Years	Free	Not Available	Not Available
5 Years*	Free	10% of System Net Price	15% of System Net Price
10 Years**	Free	20% of System Net Price	30% of System Net Price

* Requires the purchase of the 2-year Extended Limited Warranty plan. ** Requires the purchase of the 7-year Extended Limited Warranty plan.

***Prices are per dispensing unit.

To request a quote or learn more, please contact us at Velion_Service@lincolnelectric.com.

