



Three-Year On-Site Parts and Installation Warranty Statement

PlugStream 7S (PS-7S) and PlugStream 7T (PS-7T)

SIGNED COPY - EFFECTIVE 16 AUGUST 2026

Document owner: Adam Heavens, Technical Director
Manufacturer: PlugStream Ltd, company number 17363930
Issue / review date: 17 August 2026
Document: Three-year on-site warranty statement

Document control

Field	Detail
Warranty provider	PlugStream Ltd, company number 17363930
Address	Unit 6 & 7, Chestnut House, Engine Lane, Moorgreen Industrial Park, Eastwood, Nottingham, NG16 3QU
Products	PlugStream 7S (PS-7S) and PlugStream 7T (PS-7T)
Application scope	Eligible residential and commercial installations in Great Britain
Warranty period	Three years from first installation
Effective date	16 August 2026
Document revision	Issue 1 - 16 August 2026

Warranty commitment

PlugStream Ltd warrants that a correctly installed PlugStream 7S (PS-7S) or PlugStream 7T (PS-7T) charge point will be supported by an on-site warranty on covered parts and installation for three years from its first installation date.

When a customer reports a potential covered fault, PlugStream will provide support and remote diagnosis. Where repair is required, PlugStream will arrange on-site assistance and attempt to repair the charge point at the installation address.

If a covered fault cannot reasonably be repaired on site, PlugStream will arrange an appropriate remedy, including removal and transport, repair away from the site or replacement, and reinstallation. The customer will not be charged for covered diagnosis, parts, labour, reasonable transport, removal, replacement, or reinstallation.

This responsibility applies where the charge point was sold or installed through PlugStream or an authorised reseller or installer. The customer should contact PlugStream Support so that PlugStream can coordinate the approved service route.

Warranty conditions

The commitment covers faults caused by defects in materials, manufacture, or covered installation work. It does not cover a fault or damage caused by:

- installation or electrical work that did not follow the controlled installation instructions or applicable requirements
- unauthorised opening, modification, repair, relocation, or software alteration
- physical impact, theft, vandalism, misuse, neglect, tampering, or accidental damage
- unsuitable upstream protection, external wiring faults, supply faults, or another condition outside the charge point
- water ingress caused by damage, unsuitable entry/sealing, or incorrect installation
- an extension lead, unapproved adapter, unapproved accessory, or non-PlugStream part
- use outside the specified operating conditions
- normal cosmetic ageing or wear that does not affect safe operation
- flood, fire, lightning, or another external event outside PlugStream's reasonable control

An exclusion will be applied only where it is relevant to the reported fault. This warranty does not affect the customer's statutory rights.

An optional installer-activated five-year hardware warranty may provide additional cover. It does not reduce or replace this three-year on-site parts-and-installation commitment.

Making a claim

Contact PlugStream Support before arranging work or returning equipment:

- Email: support@plugstream.co.uk
- Telephone: 0300 180 0403
- Support site: <https://support.plugstream.co.uk>

Provide the charger model and serial number, installation address, installation date, installer details if known, account or site contact, fault description, LED/app status, and relevant photographs.

Authorised signature

Signed for and on behalf of PlugStream Ltd:



Name: **Adam Heavens**

Position: **Technical Director**

Date: **16 August 2026**