

# Compliance



IC statement: CAN ICES-3 (B)/NMB-3 (B)

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

FCC statement (for USA only)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this device. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; Connect the equipment into an outlet on a circuit different from that to which the receiver is connected; Consult the dealer or an experienced radio/television technician for help.

Compliance with safety standards

- CSA C22.2 No. 0-10 General Requirements – Canadian Electrical code, part II.
- CSA C22.2 No. 281.1-12/UL2231-1 Standard for safety for personnel protection systems for electrical vehicle (EV) supply circuits: General requirements.
- CSA C22.2 No. 281.2-12/UL2231-2 Standard for safety for personnel protection systems for electric vehicle (EV) supply circuits: Particular requirements for protection devices for use in charging systems.
- CSA C22.2 No. 280-13/UL2594 (1st edition) Electric vehicle supply equipment (EVSE).
- CSA C22.2 No. 0.8-12 Safety functions incorporating electronic technology.
- UL1998 Standard for software in programmable components.
- UL991 Standard for Tests for Safety-Related Controls Employing Solid-State Devices.
- NEC 2014 section 625.

# FLO Home™

This Limited Warranty (the "Warranty") is provided by FLO Services USA Inc. d/b/a/ FLO Charging Solutions USA Inc. in California ("FLO"). You can e-mail FLO at [service@flo.com](mailto:service@flo.com). Our mailing address is FLO Services USA Inc., 75 South Clinton Ave., suite 510, Rochester (New York) USA 14604.

**1. Products.** The products covered by this warranty are the FLO Home™ G5 Model and the FLO Home™ X5 Model (hereinafter referred to as the "Products").

**2. Limited Warranty.** Subject to the warranty exclusions described below, the Products are warranted to (i) be free from defects in material and workmanship and (ii) function in accordance with FLO's technical specifications applicable, including the user manual and any technical specifications provided at the time of purchase and any service communications (the "Product Specifications"). This Warranty only applies to the original purchaser named in the original purchase invoice for a Product (the "Purchaser"), may not be transferred and shall only apply to purchasers located in the U.S.

**3. Warranty Period.** This Warranty is valid for a period of five (5) years (the "Warranty Period") from date of original purchase by the Purchaser. NO WARRANTIES SHALL APPLY AFTER THE EXPIRATION OF THE APPLICABLE WARRANTY PERIOD.

**4. Limited Remedies.** If a Product is found by FLO after inspection to be defective or to not function in accordance with the Technical Specifications during the Warranty Period FLO's sole obligation under this Warranty is limited to performing one of the following actions, at FLO's sole and absolute discretion: (1) repairing; (2) replacing or (3) reimbursing the Purchaser for the purchase price of the Product, at FLO's sole and absolute discretion. All replacement or repaired Products are warranted only for the remainder of the original Warranty Period, prolonged only by the period during which the Product was being repaired or replaced. You acknowledge that replacement parts or Products may be remanufactured or reconditioned parts or Products which offer substantially similar functionality. Moreover, all original parts or Products that are replaced shall become FLO's sole and exclusive property. This Warranty covers both parts and labor necessary to repair or replace your eligible Product, but does not include: (a) any on-site labor costs related to removal or reinstallation of the repaired or replacement Product (each of which shall be performed upon your approval and at FLO's then-current service rate and charges), or (b) certain

# FLO Home™

shipping costs described below.

**5. Warranty Claim Procedure.** Any claim under this Warranty must be made via e-mail to FLO Customer Service at [service@flo.com](mailto:service@flo.com) to obtain a Return Material Authorization ("RMA") number. As part of the RMA process, you may be asked to provide information regarding the Product such as condition, model/serial number and proof of purchase. FLO will provide a shipping label that will cover mailing costs associated with transporting the Product within the United States only to FLO for evaluation and, if the product is eligible for Warranty, coverage, FLO shall be responsible for costs related to returning the Product to the Purchaser's address designated in its RMA, so long as the address is within the United States. FLO will not cover costs associated with shipping the Product from another country. Additional fees will apply to return the Product to an address in another country. Customer service contact information is at [www.flo.com](http://www.flo.com). Any Product determined to be ineligible for service under this Warranty will be returned, repaired or replaced upon your approval at FLO's then-current service rate and charges.

**6. Exclusion of Warranty.** FLO's Warranty does not apply to any Product that has been installed, removed, handled, altered, disassembled or repaired by any person other than a service provider authorized by FLO, or where the original Product identification (e.g. serial number, logos, copyright notices and trademarks) has been removed, altered or degraded. The Warranty does not apply to any damage to a Product resulting from: (i) improper site preparation or maintenance, installation, neglect (including damage caused by a vehicle), abuse, vandalism or improper use of the Product including any use that is not in accordance with the applicable Product Specifications; (ii) normal wear and tear, cosmetic or superficial damage, normal aging, scratches, stains, dents or exterior fading; (iii) accident, fire or exposure to any other hazard (including extreme power surge, extreme electromagnetic field or any acts of nature such as earthquakes, tornados, floods, biological infestations, snow, lightning, etc.) or (iv) any other reason beyond FLO's control. OTHER THAN AS SET OUT IN THIS WARRANTY, FLO DISCLAIMS TO THE FULLEST EXTENT PERMITTED BY LAW ALL WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT WITH RESPECT TO THE PRODUCTS. IN NO EVENT SHALL FLO BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR

# FLO Home™

CONSEQUENTIAL DAMAGES OF ANY NATURE (EVEN IF THE ADVENT OF SUCH DAMAGE WAS KNOWN OR COULD HAVE BEEN KNOWN BY FLO) OR ANY CAUSE OF ACTION IN CONNECTION WITH PRODUCT MALFUNCTION OR IN CONNECTION WITH THE PRODUCTS, THEIR PURCHASE, THEIR HANDLING, INSTALLATION OR USE BY THE PURCHASER AND/OR ANY PERSON AUTHORIZED BY THE PURCHASER RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF OR DAMAGE TO OTHER PROPERTY SUCH AS AN AUTOMOBILE; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY. FLO DOES NOT WARRANT THAT THE PRODUCTS OR RELATED SERVICES WILL BE ERROR-FREE OR WILL OPERATE WITHOUT INTERRUPTION. IN NO EVENT SHALL FLO'S AGGREGATE LIABILITY FOR ALL CLAIMS RELATED TO THE PRODUCTS AND RELATED SERVICES TO YOU EXCEED THE PURCHASE PRICE YOU PAID FOR THE PRODUCTS. THE REMEDIES IN THIS WARRANTY ARE YOUR SOLE AND EXCLUSIVE REMEDIES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. No Product reseller, agent or employee is authorized to make any modification, extension or addition to this Warranty. If any term is held to be illegal or unenforceable, the remaining terms shall not be affected or impaired. This Warranty is governed by and construed under the laws of the state of Delaware, exclusive of its conflicts of laws principles. The U.N. Convention on Contracts for the International Sale of Goods shall not apply.

© 2019. FLO Services USA Inc.

All rights reserved.