Emporia Warranty Information

Built to last, backed by our guarantee.

Our Guarantee

3-Year

Smart Home EV Chargers

Emporia guarantees that EV Charger hardware will be free from defects in materials and workmanship for **three years** from the date of delivery following the original retail

purchase. Applies to EV Chargers installed in North America per the included Installation Guide.

1-Year

Vue Energy Monitors & Smart Plugs

the original retail purchase.

10-Year

SolaX Home Battery Systems

For SolaX Home Battery Systems deployed through Emporia programs, Emporia will support the customer in working with SolaX to make a warranty claim. SolaX guarantees hardware will be free from defects for **ten years** from the date of delivery following installation. See SolaX warranty documentation for full details.

10-Year

AlphaESS Home Battery Systems

For AlphaESS Home Battery Systems, Emporia will support the customer in working with AlphaESS to make a warranty claim. AlphaESS guarantees hardware will be free from defects for **ten years** from the date of delivery following installation. See AlphaESS warranty documentation for full details.

Warranty Terms

If the hardware fails to conform to the warranty within the warranty period, Emporia will either (a) repair or replace any defective hardware or component; or (b) accept the return of the hardware and refund the money actually paid by the original purchaser for the hardware.

Emporia will not replace or repair any hardware with water damage or resulting from uses not specified in the Installation Guide or other instructions provided by Emporia. This warranty does not cover labor or other costs that may be incurred by the buyer such as, but not limited to, costs associated with diagnosis, removal, replacement, or installation of the defective parts or products.

Emporia is not responsible for transportation costs associated with returning the defective product.

Still have questions?

Talk to an Emporia expert.

8am–5pm MT, Monday–Friday (except for major holidays)

Chat Support

Click to Chat

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