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Hafen Link™ Limited Hardware Warranty

Version 1.3 · Updated October 21, 2026 · Effective for products shipped on or after October 21, 2026

Applies to: all Link™-branded devices sold by Hafen LLC, and Hafen-supplied accessories as described in Section 3. Effective for products shipped on or after October 21, 2026.

At a glance

Standard	3 months from the Ship Date, for every buyer. No registration needed.
Extended	12 months from the Ship Date if you register at safehafen.com/register before the Standard Warranty ends.
Covers	Defects in materials and workmanship only. It does not cover performance, uptime or connectivity.
Remedy	An advance replacement, or a Hafen credit if replacement isn't practical.
Claims	Email support@safehafen.com.

1. Who gives this warranty

Hafen LLC, a Nevada limited liability company ("Hafen," "we"), gives this Limited Warranty to the original purchaser of a new Hafen Link product from Hafen or an authorized Hafen reseller ("you"). Link products are sold for commercial and business use only and are not consumer products.

2. What is covered

Hafen warrants that your Link hardware will be free from defects in materials and workmanship (a "Manufacturing Defect") during the Warranty Period, when it is installed and operated under normal use and in accordance with Hafen's Installation Manual and published specifications. Covered hardware includes the enclosure, mounting plate and gasket, internal power supply, factory-installed wiring, the cellular gateway/router and antenna where the model includes them, and any camera add-on supplied by Hafen.

3. How long coverage lasts

- **Standard Warranty:** three (3) months from the Ship Date. Applies to every buyer. No registration required.
- **Extended Warranty:** twelve (12) months from the Ship Date if you register the Link with Hafen at safehafen.com/register before the Standard Warranty ends. Hafen will verify your registration and send a confirmation, which you should keep as proof. If you register on time, the extension applies even if the confirmation arrives after the Standard Warranty ends.

- **Ship Date** means the date Hafen ships the product to you, as shown in Hafen's shipping records or carrier tracking. If you pick it up, it is the pickup date. If you bought from an authorized reseller, it is the date the reseller shipped or delivered it to you.
- **Replacement hardware** is covered for the rest of the original Warranty Period or ninety (90) days, whichever is longer.
- **Camera add-on:** Hafen covers Hafen-supplied cameras for three (3) months from the Ship Date, whether or not you register. Registration does not extend Hafen's camera coverage. After that, the camera manufacturer's warranty applies. Hafen passes it through to you where the manufacturer allows and will help you make the claim, but does not itself warrant the cameras after the first three months.

Hafen may extend the Warranty Period for a product by separate written agreement.

4. What is not covered

This warranty covers the hardware, not the results it delivers. Hafen does not warrant uninterrupted or error-free operation, continuous connectivity, uptime, signal strength, data speed, or any level of performance. How a Link performs depends on conditions outside Hafen's control. This warranty does not cover any failure, malfunction or damage caused by:

- **Environment:** ambient temperature, humidity, water, dust, corrosion, salt air or other site conditions outside the product's published operating specifications.
- **Cellular service:** signal availability at the site, carrier coverage, network congestion or outages, carrier network retirements (for example, of 4G/LTE), SIM or eSIM provisioning, or data-plan limits.
- **Third-party power and equipment:** the EV chargers, the site's electrical service, breakers, cabling or chargers not supplied by Hafen, and power surges, brownouts or outages.
- **Installation:** installation, wiring, mounting or sealing that does not follow the Installation Manual or applicable electrical codes.
- **Tampering or modification:** opening sealed components (other than as the Installation Manual directs), unauthorized firmware or configuration changes, repairs or alterations by anyone other than Hafen or its authorized agent, or removed or altered serial labels.
- **Misuse and accident:** misuse, abuse, negligence, vandalism, theft, vehicle impact or other accidents.
- **Acts of nature:** lightning, flood, fire, wildfire smoke or ash, wind, hail, snow and ice loading, earthquake, and damage by animals or insects.

Also not covered: cosmetic wear; installation tools and consumables included in the kit (for example, the drill bit, rivnut tool and adhesive pad); software, firmware, cloud, remote-monitoring and connectivity/data services, which are governed by the applicable service agreement; cameras or accessories not supplied by Hafen; and labor, site visits, lift or truck rolls, and electrician fees for removal or reinstallation.

4A. Installation, operation, and safety

The installer and the owner of the site are responsible for ensuring that each Link device is installed, wired, grounded, mounted, sealed and commissioned in accordance with Hafen's Installation Manual and all

applicable electrical, building and safety codes, and for obtaining any required permits and inspections. They are also responsible for operating and maintaining each device in accordance with the Installation Manual and published specifications. To the maximum extent permitted by law, Hafen is not liable for any injury, death, or loss of or damage to property arising from the installation, wiring, mounting, sealing, commissioning, operation, use, or maintenance of a Link device — including by anyone other than Hafen — or from any failure to follow the Installation Manual, published specifications, or applicable codes. Nothing in this warranty limits liability that cannot be limited under applicable law.

5. What Hafen will do

If Hafen determines during the Warranty Period that a Manufacturing Defect is likely, Hafen will, at its option: (a) send you a new or refurbished replacement product or component of equal or better function before you return the defective one (an "Advance Replacement"); or (b) if replacement is not practical, issue a credit equal to the price you paid for the defective product or component, usable toward any Hafen product or service, once it is returned. Credits have no cash value.

- You pay the cost of shipping the Advance Replacement to you.
- Hafen provides a prepaid label and pays the cost of shipping the defective unit back to Hafen.
- You must return the defective unit within thirty (30) days after you receive the replacement. If you do not, Hafen will invoice you for the replacement at the price you paid for the original unit.
- If Hafen’s inspection of the returned unit finds no defect, or finds that the problem is excluded under Section 4, Hafen will notify you and may invoice you for the replacement on the same basis.
- Removal and reinstallation labor are your responsibility. Returned units become Hafen’s property.

This section states your sole and exclusive remedy under this warranty.

6. How to make a claim

1. Contact Hafen Technical Support **during the Warranty Period and within 30 days of discovering the problem**: support@safehafen.com.
2. Provide the serial number, proof of purchase, your registration confirmation (for Extended Warranty claims), a description of the problem, and photos of the installed unit. Include the completed Installation Record from the Installation Manual if you have it.
3. Work with Hafen on remote troubleshooting. Many connectivity problems come from signal, power or configuration rather than hardware.
4. If Hafen determines a defect is likely, it will issue a Return Material Authorization (RMA) number and ship the Advance Replacement, normally within five (5) business days.
5. Return the defective unit, securely packed, marked with the RMA number and sent with Hafen’s prepaid label, within 30 days of receiving the replacement. Hafen may refuse shipments that arrive without an RMA.

7. Registering your Link

Register at safehafen.com/register or scan the QR code on the insert. You will need the serial number, invoice or order number, company and contact details, installation site address, and installer name. Registration is optional for the 3-month Standard Warranty and required for the 12-month Extended Warranty. It also lets Hafen notify you of firmware updates and safety notices. Hafen handles registration data according to its Privacy Policy at safehafen.com/privacy.

8. Disclaimer of other warranties

> TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. WHERE APPLICABLE LAW DOES NOT ALLOW IMPLIED WARRANTIES TO BE EXCLUDED, THEY ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIOD. NO HAFEN EMPLOYEE, RESELLER OR AGENT MAY CHANGE OR ADD TO THIS WARRANTY.

9. Limitation of liability

> TO THE MAXIMUM EXTENT PERMITTED BY LAW, HAFEN WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING LOST CHARGING OR OTHER REVENUE, LOST PROFITS, DOWNTIME, LOST DATA, COST OF SUBSTITUTE CONNECTIVITY OR EQUIPMENT, OR SITE LABOR, EVEN IF HAFEN WAS ADVISED THAT SUCH DAMAGES WERE POSSIBLE. HAFEN'S TOTAL LIABILITY ARISING FROM ANY LINK PRODUCT WILL NOT EXCEED THE PRICE YOU PAID FOR THAT PRODUCT. THESE LIMITATIONS APPLY EVEN IF A REMEDY FAILS OF ITS ESSENTIAL PURPOSE. THE EXCLUSION OF CONSEQUENTIAL DAMAGES IS INDEPENDENT OF, AND SURVIVES ANY FAILURE OF, THE EXCLUSIVE REMEDY.

Nothing in this warranty limits liability that cannot be limited under applicable law.

10. Governing law and disputes

This warranty is governed by the laws of the State of Nevada, without regard to its conflict-of-laws rules. The UN Convention on Contracts for the International Sale of Goods does not apply. Any dispute will be brought exclusively in a state or federal court of competent jurisdiction in the State of Nevada. Any claim under this warranty must be brought within one (1) year after it arises.

11. General

If ownership of the site where the Link was first installed changes, the remaining Warranty Period transfers to the new owner only if the new owner re-registers the Link with Hafen at safehafen.com/register within thirty (30) days after taking ownership. Otherwise, coverage ends on the transfer. The warranty is not otherwise transferable.

If any part of this warranty is unenforceable, the rest remains in effect. Some jurisdictions do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so some of the above

may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state.

Changelog

- **Version 1.3 — October 21, 2026.** Broadened scope to all Link™-branded devices sold by Hafen and Hafen-supplied accessories (previously limited to Link Lite for EV, Link Advanced for EV and the Link Advanced camera add-on). Clarified that the cellular gateway/router and antenna are covered where the model includes them. Added Section 4A, allocating responsibility for installation, operation and safety and limiting Hafen’s liability for injury or property damage to the maximum extent permitted by law. Minor administrative edits.
- **Version 1.2 — October 6, 2026.** Prior published version.