

# SOLAX POWER AUS

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## **SOLAX WARRANTY TERMS AND CONDITIONS**

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Last update: 29 Apr 2021

These warranty terms and conditions apply to the original installation of Solax Power products in Australia. The warranty holder is the first and original owner of the installed Solax goods/products and is not transferrable.

This warranty governs the repair and replacement of SolaX Power inverters (“**inverters**”).\* Consumers wishing to make a claim under this Warranty Policy must abide by the procedures and requirements set forth herein. SolaX Power Co Ltd (“**Solax**”) may, in its sole discretion, reject the repair or replacement of any inverter not returned in accordance with the terms and conditions.

This warranty applies exclusively for goods purchased and installed in Australia and New Zealand.

## **1. Warranty Scope**

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- (a) Consumers are entitled:
  - (i) Contact the Solax official distributors/installers for warranty claims;
  - (ii) to a replacement of the goods for a major failure at Solax’s cost;
  - (iii) to have the goods repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to major failure at Solax’s cost; and
  - (iv) Solax covering the costs of servicing (labour) associated with the warranty claim and alleged faulty good.
- (b) The warranty includes the cost of work and material necessary to regain faultless functioning goods. All other costs, particularly transports, travel- and accommodation cost of Solax personnel as well as customer’s own costs are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by the warranty.

## **2. Warranty period**

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- (a) The standard warranty period for goods is at least 5 years. \*\*
- (b) The warranty period commences from the date on which the goods are commissioned by the installer or customer’s agent.
  - (i) For non-registered goods, the warranty effective after the date of invoice commencing, 6 months after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier.
- (c) An extended warranty period of an additional 180 months is available for purchase up to 36 months from the commissioning date of the goods.
- (d) Repair and replacement services apply only to goods within their warranty period or extended warranty period, as applicable.

### **3. Considerations when making a warranty claim**

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Consumers should contact their installer without delay. Solax will not cover the power lost cost due to customers' delay. Can I This will expedite the resolution of the claim. The Installer will get in touch with Solax regarding the warrant process. If preferable, the Consumer may also deal with the warranty claim directly with Solax. The procedure in the event of a warranty claim must be agreed with Solax. This is the only way of ensuring that the warranty services remain free of charge for the claimant.

It is the responsibility of the Consumer to substantiate the warranty claim and show that the conditions are met. In particular, details referred to below at clause 4(e) as well as proof of payment of the warranty extension fee (if applicable), must be presented. The purchase price must have been paid to Solax in full in order for the warranty service to be provided.

### **4. Warranty Registration**

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- (a) All goods are required to be registered in order to be qualified for a warranty claim.
- (b) All suppliers/installers must provide any private end-user with the relevant warranty registration certificate.
- (c) The private end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Solax website (as specified on the registration certificate) when a full warranty certificate is issued.
- (d) Warranties must be registered no more than six weeks from the date of commissioning. Any attempt to register the warranty beyond the six-week registration period (without written consent from SolaX) will invalidate any warranty claims. SolaX may request to see documented evidence where they suspect that a warranty was registered more than six weeks following the commissioning date.
- (e) In order to be registered, the following information are required:
  - (i) The model of the goods;
  - (ii) The serial number of the goods;
  - (iii) Installation date;
  - (iv) Customer name;
  - (v) Installation area post code;
  - (vi) Full installation address; and
  - (vii) Name of installation company.

- (f) For extended warranties, a unique identifier found on the extended warranty certificate must be provided in addition to the required information in clause 4(e).
- (g) Upon receipt of registration request and satisfaction of the requirements in this clause, SolaX will issue a full warranty certificate to the consumers by email.

## **5. Warranty Claim**

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- (a) Subject to the terms and conditions of this warranty, any goods qualifying for replacement within the warranty period will be replaced with a new or refurbished product.
- (b) For a replacement to be effected under this agreement, the following information and documents must be provided to SolaX upon request:
  - (i) The model of the goods;
  - (ii) The serial number of the goods;
  - (iii) Failure code;
  - (iv) Failure details (including AC/DC reading);
  - (v) Copy of original purchase invoice;
  - (vi) Valid warranty certificate;
  - (vii) Detailed information about the entire systems (eg. System schematic); and
  - (viii) Any documents of previous claims, repairs or replacement (if applicable).
- (c) Consumers and/or installers must contact the SolaX Power Service Center to make a request to replace the goods under the warranty. The contact details are as follows:
  - (i) Email: [service@solaxpower.com.au](mailto:service@solaxpower.com.au)
  - (ii) Telephone: 1300 476 529
  - (iii) Office Opening hours: Monday to Friday, 9:00am to 5:00pm
  - (iv) Service phone centre: Monday to Friday, 8:00am to 5:00pm, Saturday to Sunday 9:00am to 5:00pm
- (d) In the event that information provided by the Consumers are inadequate, SolaX reserves the right to reject their requests for replacing the goods.
- (e) Manufacturer contact details:
  - (i) Name: Solax Power Service Manager

- (ii) Number: +86 0571-56260011
- (iii) Address: Room 506, West Area, Building A, Zhejiang University Science and Technology Park, No. 525, Xixi Rd, Hangzhou, Zhejiang, China, 310007
- (iv) Website: [www.solaxpower.com](http://www.solaxpower.com)

## **6. Procedures after submitting a warranty claim**

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### **SolaX's responsibilities**

- (a) Upon receipt of a warranty claim and satisfaction of the requirements in clause 4, Solax will attempt to solve the issues with the consumer's assistance.
- (b) If the issue persists after attempts to solve it with the consumer's assistance, SolaX will provide a case number to the consumer. This number shall be used in reference for all communications regarding the claim.
- (c) After the consumer receives the case number, the installer should determine the goods to be faulty, the installer must provide the required information specified at clause 5(b) to Solax or to the Consumer for provision to Solax. Solax will then dispatch the replacement goods within three (3) working days to the consumer's nominated address or the installer's address.
- (d) Within ten (10) working days of the receipt of the replaced goods, the Consumer/Installer must return the alleged faulty goods in the same packaging material as the replacement goods to SolaX. Solax will supply all labels, documentation and freight details for the return of the alleged faulty goods at Solax cost.
- (e) The replacement goods will assume the remaining warranty period for the original purchased goods.

### **Installer's responsibilities**

- (a) A qualified installer must be available for the replacement of the faulty goods and re-commissioning.
- (b) In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the SolaX Power Service Center through telephone support or direct PC links in order to limit the replacement of non-faulty equipment.
- (c) In order to qualify for further compensation and a replacement unit, the installer must first contact the SolaX Power Service Center and fulfill the installer's responsibilities under this agreement.
- (d) If the goods are deemed to be faulty and eligible for a warranty claim, the installer must provide the required information in clause 7 to SolaX and create a case number for the faulty goods.

- (e) Upon receipt of the replaced goods, the installer will install the replaced goods.
- (f) Within ten (10) working days of the receipt of the replaced goods, the installer must return the alleged faulty goods in the same packaging material as the replaced goods to SolaX. SolaX will cover the costs of collection and shipping of returning the faulty goods.
- (g) If the installer fails to comply with clause (f), the installer will be liable for the costs of collection and shipping of returning the faulty goods.
- (h) All the faulty goods must be sent to:

Solax Power Aus Pty Ltd, 12 – 18 Lascelles St, Springvale VIC 3171

## **7. Compensation for installers**

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- (a) If faulty equipment is repaired and/or replaced by an installer within the warranty period and it is found to be eligible for a warranty claim, SolaX will make a lump sum payment to the installer of AUD 150.00 as compensation (payable for each site).
- (b) During inspection by SolaX, if the alleged faulty goods is found by SolaX to be ineligible for a warranty claim, the compensation payment will not be made and the installer may be charged for the repair of the goods as noted in clause 8.
- (c) In order to receive compensation from SolaX, the installer must provide the following to SolaX:
  - (i) Proof of a valid warranty of the goods;
  - (ii) A correctly issued and fully completed invoice (as provided by SolaX with the replaced goods); and
  - (iii) A valid case number for the faulty goods;
- (d) The claim for compensation must be made no more than 3 months from date that the case number was issued. Claims made beyond this 3-month period will be invalid.
- (e) The installer must ensure the return of the faulty goods prior to receiving compensation from SolaX.

## **8. Inspection Charge**

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If alleged faulty goods are found to be not defective and not eligible for replacement under warranty, SolaX reserves the right to charge the installer on a flat rate basis for each goods of AUD 150.00, plus shipping and packaging costs.

## **9. Exclusions from Warranty**

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In the event of any of the below, no warranty claims will be acknowledged or accepted.

- (a) Force majeure events including but not limited to storm damage, lightning strike, overvoltage, fire, thunderstorm and flooding;
- (b) Improper or noncompliant use;
- (c) Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product);
- (d) Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- (e) Installation in a corrosive environment;
- (f) Damage during transportation;
- (g) Unauthorized repair attempts;
- (h) Product obtained second hand through unlicensed sales channels;
- (i) Failure to adequately maintain the equipment; and
- (j) Failure to register the warranty as required under this policy.

In the event that the inverter display (a standard feature on certain SolaX products) ceases to function, but where the inverter is otherwise operating normally, SolaX may not issue a replacement product where the display/programming features available on the display can be viewed/set on external devices using software supplied by SolaX.

## **10. Other legal information for Australian Consumers**

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- (a) The benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer that are stipulated by law, and which are not affected by this warranty.
- (b) Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**NOTE:**

**\* Special requirements for X-Hybrid range**

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*The off-grid installations for X-Hybrid must be inspected annually by a suitably qualified technician and that documented evidence of the inspection must be kept on record.*

*Failure to adequately maintain the equipment in the manner described above may invalidate any warranty claims.*

**\*\* Standard warranty period plus any additional periods**

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<b>Inverters</b>	<b>Standard Warranty Period (purchased from July 2020)</b>
X1-1.5/2.0	12 years
X1-2.5/3.0	12 years
X1-3.0/3.3/3.6/4.2/5.0	12 years
X1-6.0/7.0/8.0	12 years
<b>Inverters</b>	<b>Standard Warranty Period</b>
X1-hybrid-3.0/3.7/4.6/5.0	10 years
X3-hybrid-5.0/6.0/8.0/10.0	10 years
X1-fit-3.0/3.7/4.6/5.0	10 years
X3-fit-5.0/6.0/8.0/10.0	10 years
X3-5.0/6.0/7.0/8.0/9.0/10.0	10 years
X3-8.0P/10.0P/12.0P/15.0P	10 years
<b>Batteries</b>	<b>Standard Warranty Period</b>
TRIPLE POWER Battery (T Bat 4.5/5.8/6.3)	10 years
<b>Accessories</b>	<b>Standard Warranty Period</b>
Pocket Wifi/LAN	2 years
Energy Meter	2 years
EPS Box	2 years