
Standard Warranty Terms and Guidelines

I. Device standard service terms:

- 1) Applicable device: PV inverters, accessories, data collector, and monitoring system.
- 2) These Warranty Terms and Conditions only apply for devices originally purchased from Eco EnergyTECH for selling and installation within Australia, unless there are specially stipulated warranty terms and conditions between Eco EnergyTECH and the direct purchaser.
- 3) Eco EnergyTECH will provide a detailed operation manual for the provided device.
- 4) The customer shall properly keep the purchase invoice, which shall be presented as the warranty basis for maintenance.

II. Quality warranty policy

- 1) If the device malfunctions or becomes inoperative due to a defect in workmanship or material under normal operation as specified in the device instructions within warranty period, the claimant should report defective devices with a brief error description report as the standard claim form required by Eco EnergyTECH, or enough information to help Eco EnergyTECH's service team to complete the claim form via email.
- 2) Eco EnergyTECH provide a standard warranty of 60 months (which can be extended to 20 years) from the earlier of: the first installation date or 6 months after the shipment dispatch date from Eco EnergyTECH. Eco EnergyTECH also provide a two years warranty on the system's monitoring service.
- 3) To register a warranty claim, please provide the following information (this information will help the service team remedy the device's problems):
 - A) Device model and serial number
 - B) System configuration information (number of components, utilization mode, grid voltage level, etc.)
 - C) Error information (codes, descriptions and other phenomena)
 - D) Previous error information (if any, please provide)
 - E) If the device fails under Eco EnergyTECH's standard warranty period or an extended warranty period, the following solutions will be provided according to the actual situation:
 - i Return the device to Eco EnergyTECH for repair;
 - ii Repaired on-site by Eco EnergyTECH or the authorized third-party;
 - iii Replacement of device (for discontinued device, Eco EnergyTECH could provide a comparable device for replacement)
 - a If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one-year after the replacement, it will be extended to a full one-year warranty. If the device or its parts need to be shipped back, it must be packed in the original or similar box and the original or similar protective supports.

III. **Warranty disclaimer**

Problems caused by the following circumstances are not covered by warranty terms of Eco EnergyTECH.

- 1) The label of device is not Eco EnergyTECH
- 2) Failure or damage caused by use of parts or software which are non-standard and not coming from Eco EnergyTECH.
- 3) Expiration of warranty period (excluding additional agreements of warranty extension)
- 4) Failure or damage caused by installation, operation error, repair, modification, disassembly, handling or exposure to inappropriate voltage by parties other than Eco EnergyTECH's after-sales service or service installation agency designated or entrusted by Eco EnergyTECH;
- 5) Any problems where there is a non-adherence to installation and usage relevant to Australian standards and or instructions in Eco EnergyTECH's User Manual, and related requirements of installation and maintenance operations, or failure caused by the work environment or the improper installation, storage, and use or damage exceeding Eco EnergyTECH's regulations (such as temperature, installation environment too wet or dry, high altitude, ventilation effect, etc.);
- 6) malfunction or failure caused by force majeure events;
- 7) Damage caused by transportation (including scratches and abrasions on the shell caused by the movement of packaged device during transportation);
- 8) Other faults or damages not caused by quality problems of Eco EnergyTECH's device (including related parts) themselves.
- 9) 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 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.

★ Under the above circumstances, if the customer requires repair services, Eco EnergyTECH may provide paid repair services at their discretion.

IV. **Service after the warranty period**

- 1) For devices which are out of warranty or subject to any exception of warranty within the warranty period, Eco EnergyTECH may charge an on-site service fee, parts, labor cost and logistic fee to the customer or end-user which can include but is not limited to:
 - A) On-site service fee: travel and labor cost of technician in attending on-site
 - B) Cost of materials: cost of parts exchanged (including transportation and management costs)
 - C) Labor cost: Labor time fee charged for the technician, repairing, maintaining, installing (hardware or software) and debugging the faulty device.
 - D) Logistic fee: Cost of delivery and other derived expenses if a defective device is sent from the customer to Eco EnergyTECH and the repaired device are sent from Eco EnergyTECH to the customer.

V. **Other important instructions**

- 1) The foregoing terms and conditions provide for all liabilities of the company for the device sold by Eco EnergyTECH and supersede all other warranties, express and implied, or other liabilities. Without written confirmation or unless specifically required otherwise by the applicable law, Eco EnergyTECH shall not assume any liabilities other than those set forth herein.
- 2) In addition to the warranty given by Eco EnergyTECH, ordering parties have statutory warranty claims that are not adversely affected by this manufacturer's warranty and extended warranties. The warranties shall not cover any claims going beyond the rights specified in the Standard Warranty Terms or Extended Warranties unless the mandatory statutory provisions provide for a liability on the part of Eco EnergyTECH.
- 3) Upon expiration of the free warranty period, both parties may enter into a separate service agreement on the repair service of the relevant device.
- 4) If any terms set forth herein are deemed to be illegal under the applicable law, Eco EnergyTECH shall comply with the law, and the validity of the remaining terms shall not be affected.
- 5) Warranty claims can be made by email to service@ecoenergytech.com.au