

Warranty Statement – AERL Kakadu 120

AERL Pty. Ltd. (AERL) provides the warranties as outlined in this document to the original purchaser (end consumer) of the AERL Kakadu 120 product range.

Limited Warranty

1. The warranty starts from the date as outlined.
 - a. The original purchase documents (receipts) provided by the end consumer (date of installation/purchase).
 - b. The original manufacture date as provided by AERL.
 - c. The date as registered by return warranty or registration online at www.aerl.com.au.
2. AERL warrants the products to be free from defects for the period as set out in Table 1 below.

Table 1: Warranty Performance

Model No	DoD	Usable Energy	Energy Throughput	State of Health	Warranty Period
Kakadu-120-88.4	90%	79560 Wh	238.7 MWh	70%	10 Years

Warranty Conditions

The warranties concerning the products only apply if the product:

1. The AERL Kakadu 120 product shall have been installed by a suitably qualified person or an Authorised AERL installer or service agent.
2. The AERL Kakadu 120 product shall have been installed, operated, and maintained per the manufacturer's installation and operation manual.
3. The AERL Kakadu 120 battery is used on a once-daily cycle basis and for energy storage applications.

Exclusions and Limitations

1. To the extent permitted by law, the warranties provided are the only express warranty given for the products.
2. Except as provided in this warranty, and to the maximum permitted by law, in no event shall AERL's liabilities, if any in damages or otherwise, exceed the purchase price paid by the consumer of the product.
3. The warranty does not cover batteries that have not been charged or maintained to the exact of the manufacturer's recommendations.
4. The warranty does not cover batteries that have been discharged outside of manufacturer specifications.
5. The warranty does not cover batteries that have been left in a state of deep discharge (5% SoC or lower) for more than 30 days.
6. Exposure to the product moving or shaking after the installation has been finalized.
7. Product exceeding ambient temperatures of +55°C or less than -20°C for sustained periods of time.
8. Consumer failing to advise AERL within 30 days of defect or deterioration.
9. Modification or repair of the product without AERL approval.
10. A force event outside of AERL control (example: natural disasters, such as flooding, fires, earthquakes, lightning, or other abnormal conditions, etc).
11. If the consumer does not provide AERL with the necessary photos, data, and system installation to assess the warranty.
12. Reasonable wear and tear to the product that does not affect the operation of the product.
13. If the serial number has been modified or can't be identified.
14. AERL, at their discretion will, replace or repair the product with new, used, or refurbished products or parts of similar age and condition.
15. Should the products no longer be available or unable to be repaired, AERL will reimburse the consumer the value of the remaining unused original price portion.
16. AERL may require the below information to assess any warranty.
 - a. Product model number/code.
 - b. The serial number of the product.
 - c. Invoice or evidence of purchase.
 - d. A full description of the fault.
 - e. Recent Photos of the installation, clearly showing the product's location, environment, and installation quality.
 - f. Connected PCE details.
 - g. If Battery: Charge/discharge settings and system performance history.
 - h. Product location address and consumer contact details

Australian Consumer Protection Statement

1. Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any 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.
2. Except as expressly set out in this warranty or as required under the Australian consumer law, and to the maximum extent permitted by law:
 - a. All other express or implied warranties, representations, and conditions are excluded.
 - b. AERL's total aggregate liability (whether in contract, tort, including negligence, or under statute) shall not exceed the purchase price paid for the relevant product; and
 - c. In no event will AERL be liable for any consequential, indirect, incidental, or special damages, including loss of profit or business interruption.

Nothing in this clause limits any rights you may have under the Australian Consumer Law.

Warranty Claims

1. Consumers are to contact their original place of purchase or AERL directly.
2. All information, as outlined under Section 16, is to be provided to AERL.
3. AERL will liaise with technical contact accordingly to determine the fault.
4. Any materials being returned to AERL will require a Return Materials Authorisation (RMA) number and supporting documentation.



5. If a fault under warranty is determined AERL will replace, repair, or reimburse monies at their discretion and as advised in this document.
6. The balance of the original warranty will apply to any repaired or replaced product.

AERL Service Contact Details

- Email: support@aerl.com.au
- Phone: +61 1800 950 865
- Address: 1/75 Bluestone Circuit, Seventeen Mile Rocks, QLD, 4073 Australia