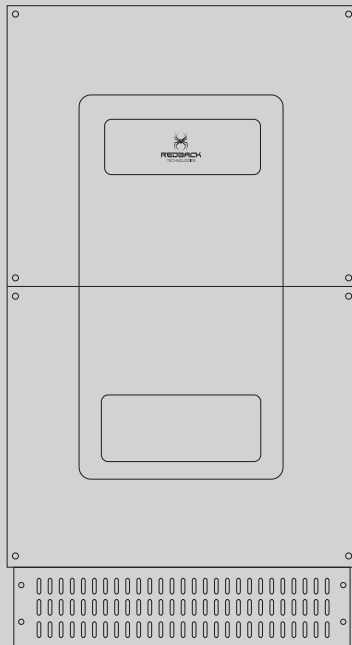


Warranty

Smart Hybrid Solar Inverter System



Contact information

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+61 7 3346 0723

Address for
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Privacy notice

Redback will use the information provided only for warranty purposes. Without this information we will not be able process your warranty claim. If you require further information about our privacy policy, please call Redback Technologies on 1300 240 182 or visit our website at www.redbacktech.com.

60 months limited manufacturer warranty

1. Introduction

- 1.1 Nothing in this document is intended to limit your rights or remedies under the Statutory Guarantees of the Australian Consumer Law, or any equivalent laws in New Zealand.
- 1.2 Note for Australian consumers only: 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.
- 1.3 Redback Technologies Limited (herein known as Redback) makes no other express warranty or condition whether written or oral, to the extent permitted by law, Redback expressly disclaims all warranties NOT stated in this limited manufacturer warranty.

2. Who are we?

- 2.1 Redback (the manufacturer) is a technology company that develops integrated software and hardware solar solutions and also manufactures the hybrid solar inverters and battery enclosures ('Redback System').
- 2.2 Redback aims to deliver low cost energy solutions that capture, store and manage solar energy and increase self-consumption.
- 2.3 Redback sells the Redback System to consumers in Australia and New Zealand, through authorised suppliers.

3. What does our warranty cover?

- 3.1 This warranty applies to Redback Systems installed in Australia and New Zealand by authorised agents.
- 3.2 The warranty only covers the Redback System if they are installed and used in accordance with the terms and conditions set out in Redback Installation Manual.
- 3.3 This warranty excludes specific causes of failure that are set out below in clause 5 of this document.

4. What is our warranty period?

- 4.1 The warranty period is: 60 months from the date of purchase from an authorised Redback agent or supplier, if installed in accordance with Redback Installation Manual.
- 4.2 This warranty applies if the Redback System has a 'major failure' Redback may, as required:
 - (a) replace the Redback System in the first year with a new unit or
 - (b) if after one year at our discretion we will either:
 - (i) repair the Redback System; or
 - (ii) replace the Redback System; or
 - (iii) refurbish the Redback System.
 - (c) compensate for reasonably foreseeable loss or damage.

- 4.3 Where this warranty applies if the Redback System fails to be of acceptable quality; and the failure does not amount to a major failure, Redback has the option to repair the defective Redback System;
- (a) onsite by a Redback technician or agent; or
 - (b) offsite at a Redback or agent's factory.
- 4.4 What is considered a 'major failure':
- A major failure is defined as failure that fails to comply with the relevant Australian Consumer Law guarantees and includes:
- (a) the goods would not have been acquired by a reasonable consumer fully acquainted with the nature and extent of the failure; or
 - (b) the goods depart in one or more significant respects:
 - (i) if they were supplied by description—from that description; or
 - (ii) if they were supplied by reference to a sample or demonstration model—from that sample or demonstration model; or
 - (c) the goods are substantially unfit for a purpose for which goods of the same kind are commonly supplied and they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose; or
 - (d) the goods are unfit for a disclosed purpose that was made known to:
 - (i) the supplier of the goods; or
 - (ii) a person by whom any prior negotiations or arrangements in relation to the acquisition of the goods were conducted or made; and they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose; or
 - (e) the goods are not of acceptable quality because they are unsafe.

5. What are the exclusions?

- 5.1 **Warranty transfer**
- The warranty is transferable to a new owner provided the Redback System remains installed at the original location. This means, if a consumer sells their property which has a Redback System installed, the new owners of the property will continue to enjoy the benefit of the remaining warranty protection from the original date of purchase until its expiry. In order to receive this protection and to keep the warranty valid, the new owner of the property must register as the new owner of the Redback System by contacting Redback via any of the methods in Clause 6. The warranty will only apply in respect to the normal application and installation in accordance with the Redback Installation Manual and guidelines. The warranty will be invalid if the Redback System is reinstalled at a new location.
- 5.2 If any components are replaced under warranty, they receive the benefit of the remaining warranty period from the original date of purchase of the Redback System until its expiry.
- 5.3 This warranty does not cover any direct or indirect loss or damage to the Redback System or any other appliance, equipment, service or property caused by:
- (a) failure to install or operate the Redback System in accordance with manufacturer Installation Manual or guidelines; or
 - (b) unauthorised opening, repair or alteration of the Redback System including unauthorised substitution of non-standard parts or repair attempts; or
 - (c) incorrect design or installation of any grid-connected photovoltaic system installed at premises; or

- (d) force majeure events (including war, acts of terrorism, nuclear accident, industrial action, earthquake, flood, fire, cyclone, storm, lightning or other physical natural disaster); or
- (e) failure to provide proper ventilation, or follow maintenance instructions on PV systems which could affect the inverter or battery enclosure operations; or
- (f) abuse, misuse or negligent acts, voltage variations, power surges, overvoltage; or
- (g) pest or other vermin damage, insect infestation, accidental breakage, actions of third parties and other events or accidents outside Redback's reasonable control which are not arising from normal operating conditions; or
- (h) failure to carry out all AC/DC wiring in accordance with relevant wiring rules and standards; or
- (i) incorrect or inadequate packaging (if removed from standard packaging materials); or
- (j) failure to comply with any safety regulations or CEC standards; or
- (k) improper storage, (if the unit is to be stored prior to installation it must be kept in dry clean conditions so damage to the Redback System or packaging is avoided); or
- (l) failure resulting from the acts or omissions of a third-party; or
- (m) transport damage (including cosmetic damage, such as paint scratches, caused by movement inside packaging during shipping).

6. How to lodge a warranty claim?

In the event of a claim the following steps should be taken.

- (1) In the first instance the consumer should contact their installer for support.
- (2) Installer will attend, investigate and diagnose issues and if necessary contact Redback, or an authorised agent (supplier of Redback System) for assistance.
- (3) If not resolved the Installer, with assistance from a Redback agent provides information for claim submission.
- (4) Complete the warranty card in full, including proof of purchase and provide a copy of the following: invoice, receipt or bank statement. Please refer ACCC requirements.
- (5) The claim will be reviewed and accepted if all criteria can be met and a fault found.
- (6) Action to be taken will depend on fault found or part/s required.
- (7) The installer to return to site to undertake repair or replacement.

Please note: You may lodge a warranty claim directly with Redback or with a Redback approved agent.

Send claims to:

Post: Redback Technologies Pty Ltd
PO Box 1059
Indooroopilly, Qld 4068 Australia

Email: warranty@redbacktech.com

Web: www.redbacktech.com/contact-us

Phone: 1300 240 182 (+61) 7 3346 0723

- 6.2 All warranty claims require the below information to be completed on the warranty card.
- (a) serial number of affected unit;
 - (b) proof of purchase, installation report;
 - (c) type of battery and quantity installed (if applicable);
 - (d) failure date; and
 - (e) refer to the claim form for more information.

Contact your installer, supplier or Redback with any claims, DO NOT attempt to repair the Redback System yourself or return the Redback System without authorisation as the claim will be denied.

7. Costs

- 7.1 If a claim is accepted, any costs associated with an installer attending site, to investigate, repair or replace a component; will be reimbursed by Redback a maximum of two site visits at a rate of \$150.00 ex GST per visit.
- 7.2 If in a region with geographical obstacles, Redback may negotiate with a local installer to attend site.
- 7.3 If the claim is rejected after the defective inverter has been tested, the consumer or installer will be required to reimburse Redback all costs associated with the claim. Redback will issue the consumer or installer with an invoice.

8. What if the consumer is not satisfied with the outcome of claim?

- 8.1 If the consumer is not satisfied with the outcome of the claim, a request for review may be lodged with Redback by contacting them using any of the methods set out in Clause 6, explaining grievance and providing any further evidence to support the grievance.
- 8.2 On receipt of any requests for review Redback will review any additional information that is provided by consumer or installer and respond within 14 business days, with the outcome and / or any proposed action.

Inverter warranty card

Note: Items marked with '**' are required for a claim to be proceed. Redback has no obligation for applications submitted that are incomplete or have incorrect information.

Customer end user

Inverter model: _____ Serial number:** _____

Company (if applicable): _____

Contact person:** _____ Phone number:** _____

Contact email:** _____

Installation address:** _____

Date of purchase:** _____

Invoice number: _____

Issue and fault description

LED indicator status at time of fault: _____

Type of battery/ies:** _____

Battery capacity:** _____ Make: _____ Model: _____

On or off grid:** _____

Detailed description/s: _____

Any action taken: _____

Installation company: _____

Contact person / installer: _____ Phone number:** _____

Contact email: _____

