

TBB WARRANTY TERMS AND CONDITIONS

■ Warranty period

TBB POWER Co., Ltd. (here after TBB POWER) guarantees its products to be free from defects in manufacturing and materials during the applicable Warranty Period:

Warranty period is started from the either of following date which come earlier

- a) 2 months from shipment from TBB POWER;
- b) The date of final sale of the product to the consumer.

Warranty period of all kind of products produced from TBB POWER is decrypted as the following table. (Unless otherwise agreed by both parties)

Device name	Device type	Warranty period without Nova registration
Kinergier Pro CK4.0M / CK5.0M / CK4.0S / CK5.0S / CK6.0S / CK8.0S	Bi-directional inverter	4 Years
Apollo Matrix 3.0S / 5.0S	Solar Hybrid Inverter	4 Years

As soon as the system was registered on the TBB NOVA online portal(nova.tbbpower.com), it will be enjoyed with additional 1 year free warranty for Kinergier Pro, Apollo Matrix respectively, namely:

Device name	Device type	Warranty period with Nova registration
Kinergier Pro CK4.0M / CK5.0M / CK4.0S / CK5.0S / CK6.0S / CK8.0S	Bi-directional inverter	5 Years
Apollo Matrix 3.0S / 5.0S	Solar Hybrid Inverter	5 Years

For a 10% surcharge on the net price for products that came with a 5-year warranty, an additional 5 years of warranty can be purchased, bringing the total warranty to 10 years. Warranty extensions need to be applied for ultimately one year before expiration of the original term.

■ Eligible for warranty

Only the original owner of the product's first installation site is eligible for warranty requirements. Unauthorized resale and reinstallation will result in the product being disqualified from warranty.

■ Warranty coverage

Within the warranty period or extended warranty period, TBB POWER will decide to complete the warranty service by repairing, replacing product parts, or replacing the product as required.

TBB POWER shall not be liable for damages, whether direct, incidental, special, or consequential, caused by negligence or fault, even if having been advised of the probability of such damages.

■ Exception

This warranty does not apply if the Product has been misused, negligently installed, improperly repaired or damaged by any person other than a person authorized by TBB Power.

To qualify for the warranty service, the product must not be disassembled, modified or subjected to any physical change or damage internally or externally.

This warranty does not cover damage caused by improper use, such as:

- a) The product was installed in a wrong environment which does not meet the requirements stipulated in the user manual.
- b) Improperly installed products and/or accessories.
- c) Reverse battery polarity
- d) Operated in inappropriate environments with conductive dust, corrosive steam, high humidity or high temperature etc.
- e) Contact with liquids or oxidation by condensation.
- f) Intrusion by insects, animals or any organism.
- g) Damage caused by surge or lightning strikes of any external reason.
- h) Damage to connection terminals and screws due to misuse or incorrect tightening.
- i) Damage during transport due to careless handling such as ingress of water, inverted, heavy pressure, more than limit of the number of stack layers, impact, etc.
- j) Mechanical shock or deformation.
- k) Force majeure.

■ Warranty service

TBB POWER owns all parts removed from repaired products. TBB POWER uses new or reconditioned parts made by various manufacturers to perform warranty repairs and to build replacement products.

After warranty repair or replacement, the Warranty Period start from either of following date which will last longer

- a) The remaining time of the original Warranty Period.
- b) 2 months from the date of shipment from TBB POWER.

■ Warranty procedure

If a product requires service, the product dealer should be contacted first. If they cannot be contacted, or if they are unable to provide the service, please contact TBB Power directly.

If TBB POWER is required to provide the appropriate services, please complete the Installation Data Collection Form of the device or system and send it to TBB Power.

The warranty claimant should provide all the information necessary to process the warranty claim, including the purchase invoice, product serial number, installing date, and extended warranty certificate if applicable. The damaged product must be sent back to the dealer or TBB POWER at the sender's expense. TBB Power will take charge of transportation back to dealer or user.

Note: Transportation must be organized in a way to avoid extra damage to the product.

■ Warranty service details for dealer

- a) TBB power will provide all kinds of necessary technical training upon the product and product maintenance manual.
- b) TBB power will provide free spare parts at a certain ratio to the bulk order, around 1-2% in the first bulk order. The ownership of spare boards was belonging to TBB Power, TBB Power will evaluate on further providing the spare board in the second order as soon as evaluating the past performance upon the situation of usage of previous spare boards.
- c) The dealer or distributor can repair the product by using free spare parts if the product is under warranty period. It is very necessary to identify in advance if the failure was occurred as of TBB's product reason or any other external reasons, in the meantime, it should be repaired by well-trained authorized engineer. After the replacement was done, the repair report should be sent to TBB by email within 2 weeks with well explanations upon the usage of spare boards.
- d) If the requirement of free spare boards more than the TBB policy, will need to specify case by case and identify the reasons in details, it may need to charge with additional cost if necessary.
- e) For the failure product beyond the warranty period, it will be charged with maintenance cost as per the regulation.
- f) If there is any urgent requirement for the additional spare parts. TBB Power will discuss with the distributor or agent on the cost share of the delivery cost.

■ Life support policy

TBB POWER's Products are not designed for use in life-support application, if there is reason to believe that the product failure or malfunction, can lead to life-support equipment failure or significantly affect its safety or effectiveness, prohibit the use of any TBB POWER products in life-support equipment applications. TBB POWER does not recommend the use of any of its products in direct patient care. TBB POWER will not knowingly sell its products for use in such applications unless it receives written assurance, satisfactory to TBB POWER that the risks of

injury or damage have been minimized, the customer assumes all such risks, and the liability of TBB POWER is adequately protected under the circumstances.

■ Applicable law

The warranty terms and conditions apply to the Australian Consumer Law.

■ For Australia 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.

TBB POWER Australia Contact Information

TBB Power Pty Ltd

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TBB POWER Australian Importer Contact Information

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