

3 Year Warranty for Array Energy Product

Our products come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement of the product or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure (see „Major Failures“).

1. Warranty Period

- a) This warranty is for a period of 36 months from the date of purchase of the product. („Warranty Period“).
- b) This warranty is the complete warranty for the product and supersedes all other warranties and representations regarding the product provided by Array Energy and its related bodies corporate (as this term is defined in the Corporations Law) or their Local Agents.
- c) The benefits under this warranty are in addition to other rights and remedies available to the customer under law in relation to the products to which the above warranty relates.
- d) Array Energy reserves the right to change the terms of this Array Energy Warranty which (a) enable Array Energy to offer enhanced warranty services to customers, (b) enable compliance with legislative, regulatory or other changes at law, or (c) if technology changes require consequential changes to these terms.

2. Major Failures

- a) the product acquired by the customer would not have been acquired by a reasonable consumer fully acquainted with the nature and extent of the failure; or
- b) the product departs in one or more significant respects from description or sample if supplied by description or sample; or
- c) the product is substantially unfit for a purpose for which products 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 product is unfit for a disclosed purpose that was made known to Array Energy or a person who made any prior negotiations before the purchase was made and the cannot, easily and within a reasonable time, be remedied to make the product fit for such a purpose; or
- e) the product is not of acceptable quality because it is unsafe.

3. Non-Major Failures

A „non-major failure“ occurs where the product does not comply with the product manual supplied with the product (which may also be made available by Array Energy on its website at the following web address: www.arrayenergy.com.au or as otherwise notified by Array Energy) but does not otherwise result in a major failure of the product.

4. Warranty Procedure

To make the claim, in the first instance the customer must contact directly the original seller or installer of the system as they will advise the customer of any extended level of cover the customer may have in addition to standard warranty.

When submitting a claim, the customer should always provide to the original seller or installer the serial number of the inverter along with the original purchase invoice, date of purchase/installation and the error message that is displayed in the window located on the front of the inverter

If necessary, get in contact with Array Energy. The procedure for a warranty claim can be coordinated with Array Energy employee at the below mentioned address in section 5.

If the product is replaced, the remainder of the Warranty Period will be transferred to the replacement product supplied by Array Energy. In such an event, the original warranty as documented by Array Energy will continue to apply for the original Warranty Period from when the product was originally purchased by the customer.

5. Limited Warranty Conditions

Array Energy reserves the right that products subject for repair will be replaced with refurbished goods of the same type under the following conditions:

- a) The customer must submit proof of purchase of the product in the form of a tax invoice or purchase receipt and a copy of the warranty certificate supplied with the product if applicable;
- b) The customer must provide the identification label on the product, which must be legible to Array Energy employees or third party repairers;
- c) The customer's provider/installer must then report the failure of the product to Array Energy Pty Ltd by:
 - i. Via a written letter or intent of warranty to the Array Pty Ltd at the following address: Array Energy Pty Ltd, 3/14 Ramly Dr, Burleigh Heads 4220, Queensland Australia.
 - ii. or contacting Array Energy by telephone: 1300 857 176
 - iii. or contact Array Energy on line: www.arrayenergy.com.au
- d) After approval, the product should be packed for return transport to Array Energy by mail to the following address: Array Energy Pty Ltd, 3/14 Ramly Dr, Burleigh Heads 4220, Queensland Australia.

and any reasonable transport costs incurred will be covered by Array Energy via Array Energy transport arrangement.
- e) Array Energy may request the customer to forward the faulty product to its branch office, service partner or designer, in Australia ("Local Agent"), who is authorized to send the faulty product to Array Energy. If the customer proceeds to transport the product to Array Energy directly even after it has been advised by Array Energy to forward the faulty product to the Local Agent, Array Energy may in its discretion elect to not to cover the customer for any such unauthorized transport costs in which the customer will need to pay for.

6. Non-compliance to Warranty Conditions

Array Energy reserves its right to not comply with the warranty if the Customer does not comply with the requirements:

- a) damage caused to the product through transportation of the product by the Customer or a contractor (being a qualified registered electrical engineer or registered electrical contractor in a State or Territory of Australia who is proficient in the installation of the product ("Contractor") who is engaged by the Customer),
- b) Incorrect installation or commissioning of the product by the customer or a Contractor
- c) The Customer or Contractor not observing the installation, maintenance and operational requirements for the product in accordance with the product manual,
- d) Modifications, changes or attempted repairs by the customer or Contractor.
- e) Incorrect use or inappropriate operation of the product by the customer or a Contractor outside of the terms of the product manual,
- f) Insufficient ventilation or storage of the device which does not meet requirements set out in the product manual,
- g) The customer or Contractor failing to observe the applicable safety regulations in the country in which the product is installed and operated,
- h) Force Majeure (i.e. any event outside the control of Array Energy including but not limited to lightning, over voltage, storm, fire, flood and tempest), or
- i) Damage to the exterior or casing of the product which does not influence or affect the operation of the product, or the supply of energy from the product.

