



Official Website



WARRANTY

1.warrantor.

warrantor is Hinen,located at No.24 Dongkang Road,Dalingshan Town,Dongguan City , Guangdong Province, China

2.Products.

The following limited warranty terms and conditions ('Factory Warranty') apply exclusively to Hinen's products of the following types('Covered Products'):



LifePO₄ Battery model: SA5KWL-BG1-UV、 B5000

which:

- ▶ were manufactured by and bear the original manufacturing label of Hinen.
- ▶ were sold by Hinen directly or through a certified Hinen dealer('Authorised Dealer') as new products in the world;
- ▶ were installed and commissioned by an Authorised, Certified Dealer in the world.

3.Product Warranty.

For the Covered Products,Hinen covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions.The Product Warranty is not intended to be a durability warranty, as end-user conditions and usage is variable. Hinen specifically disclaims any warranty to include specific components in any product or service.

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.

4.Performance Warranty.

Hinen guarantees that the actual storing capacity of the original battery pack included in the Covered Product ('Battery Pack') will be not less than 70% of the labelled storing capacity.

5.Warranty Obligations.

(a) During the Warranty Period,Hinen will, at its sole discretion,repair the defective parts (if economically feasible) or replace the defective parts free of charge, provided that you properly notify Hinen of the product defect within the Warranty Period, and provided that Hinen, through inspection, establishes the existence of a defect covered by this Limited Warranty.

(b) Hinen will, at its sole discretion, use new and/or reconditioned parts in building replacement parts. Hinen reserves the right to use parts or products of original or improved design in the repair or replacement of your product. If Hinen repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or ninety (90) days from the date of the repair or replacement, whichever is greater.

(c) This Factory Warranty covers Hinen costs for materials necessary to reestablish trouble free operation of the Covered Product. This Factory Warranty does NOT cover, however, costs of installation, cost of removal, cost of labour for repair, cost of shipping or cost of reinstallation of a Covered Product or parts thereof.

(d) In the event of a defect of products or services supplied by Hinen, Customer's sole remedy shall be, at Hinen's cost and expense up to 100% of the cost of the equipment, (i) repair or replacement of defective product at Hinen's discretion, or(ii) re-performance of defective services.

(e) Except for visible defects of products and services, for which Customer shall provide notice to Hinen immediately, as defined in Hinen's Terms & Conditions, Customer shall provide written notice of any defect to Hinen within TEN(10) days after discovery of such defect.

(f) Should Hinen be unable to repair or replace defective products or re-perform defective services to the agreed-upon standard within thirty (30) days after written notice from Customer of such defect, Customer shall grant Hinen a 10-day cure period in writing. Should Hinen fail to replace defective products or re-perform defective services to the agreed-upon standard within such 10-day cure period after written notice from Customer, Customer shall have the right to rescind the contract and Hinen shall promptly reimburse Customer for all invoices paid to Hinen on account of such defective product(s) or service(s).

(g) Hinen's liability with respect to any product, including without limitation Hinen's obligation to repair or replace defective products or to re-perform defective services, shall be excluded if (1) Customer fails to inspect products or services as required as defined in Hinen's Terms & Conditions or elsewhere in those Terms,(2) Customer fails to inform Hinen about defects as required defined in the Terms& Conditions or section (e) or (f) above or elsewhere in this Warranty document, (3) Customer fails to observe product operating and maintenance instructions provided by Hinen, (4) any product or product part has been opened, modified, repaired, processed, replaced or installed, or any other work has been performed in relation to or that affects any product, by a non-certified or otherwise unauthorised person, (5) any other act or omission has occurred that otherwise has resulted in a loss of product warranty.

(h) In the event Hinen determines that an alleged product or services defect did not exist or, if existed, was excluded from Hinen's liability by Hinen's Terms& Conditions, Customer shall reimburse Hinen for all costs and expenses incurred by Hinen as a result of Hinen's attempt to repair, replace or re-perform.

(i) Hinen is not liable for product(s) damaged through installer error or installation error regardless of the installer's status of having attended or not attended the Hinen provided Certified Installer Training.- Determination of warranty coverage is as set out in this Warranty document, and at the discretion of the Hinen's Service team.

(j) Except as otherwise provided by applicable law, the foregoing remedies state Hinen's sole and exclusive obligation and your sole and exclusive remedy for a breach of the foregoing limited warranty.

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6. Product Suitability.

Hinen's products are designed to meet stated European and Australian Safety Standards and Regulations. Because local safety standards and regulations vary significantly, Hinen cannot guarantee that products meet all applicable requirements in each locality. Customer assumes responsibility for compliance with such safety standards and regulations in the localities in which a product will be shipped, sold, or used. Before purchase and use of any product, Customer shall review the product application, and national and local codes and regulations, and must verify that the use and installation of the product will be in compliance therewith.

7. Warranty Term.

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by Hinen, and then Hinen warrants that the Products are free from defects in material and workmanship for five (5) years from the Warranty Commencement Date for free of charge.

10 Year Limited Performance Warranty:

The performance warranty guarantees that the Battery maintains at least 80% of the initial Battery's Capacity (5.0KWh) over the period of ten years (120 months) from the installation date (no more than ten years and six months (126 months) from the manufacturing date) or until the end of 4,000 cycles of the product, whichever comes first, under the standard capacity test conditions (see below).

Standard capacity test conditions:

- ambient temperature: 25 °C;
- charging the Battery at 0.33 C CC/CV (constant voltage 57.6 V and cut-off current 0.05 C);
- discharge the Battery at 0.33 C CC (cut-off voltage 44.0 V);
- measurement of current and voltage at battery DC terminals.

Product Repair Service (5 Year Limited Product Warranty)

If the Battery is defective due to material and workmanship within a period of five years (60 months) from the date of installation (no more than five years and six months (66 months) from the manufacturing date) or if the Battery can operate but fails to comply to its Performance Warranty under the standard capacity test conditions, Hinen will provide the Warranty Repair Service, which is covered by 5 year limit product warranty for free of charge.

If the Battery cannot operate after a period of five years (60 months) from the date of installation (no more than five years and six months (66 months) from the manufacturing date) although comply to its Performance Warranty under the standard capacity test conditions, Hinen will provide the Standard Repair Service applies for paid service, which means 5 year limit product warranty has expired and cannot be covered by 10 year limited performance warranty either.

The definition and the process of the repair service for the defective product is described as following: Warranty Repair Service: Hinen will provide the material (replacement parts or an equivalent replacement) via standard freight and standard service rebates to cover the labour costs of repair.

Standard Repair Service: The Purchaser may contact Hinen to organise this paid repair service. Hinen will offer a quotation that covers the inspection, labour, freight, material, waste disposal and management costs to conduct the repair service. Hinen warrants the workmanship of the repair for 6 months.

For any Battery repaired or replaced under the Warranty, the remaining warranty period of the original Battery will be transferred to the replacement Battery. will register the transfer of the warranty entitlement.

8. Claim Notice.

(a) If you believe that you have a justified claim covered by this Factory Warranty, you must submit the claim in writing ('Claim Notice') to Hinen within the applicable Warranty Period to Hinen's address set forth above, or such future address as Hinen may provide from time to time. Any Claim Notice must include the following information:

- ▶ the serial number of the Covered Product for which a Claim Notice is being sent;
- ▶ a copy of the dated purchase receipt for the Covered Product;
- ▶ a copy of the installation protocol for the Covered Protocol signed by an Authorised Dealer;
- ▶ information about the use of the Covered Product in reasonable detail;
- ▶ information about the defect in reasonable detail.

(b) Upon receipt of your Claim Notice Hinen may ask for further information or claim verification from you, receipt of which will be required prior to processing the claim.

(c) Upon acceptance of your warranty claim, Hinen may require that you send the Covered Product at your own costs to a Hinen warranty claim centre located in the world.

WARRANTY LIMITATIONS

Excluded Warranty Claims

(a) Hinen makes no warranties, either expressed or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated in this limited Factory Warranty.

(b) The Factory Warranty does not cover damages that occur due to:

- ▶ Transport damage;
- ▶ Installation or commissioning through any person which is not an Authorised, Certified Dealer;
- ▶ Failure to observe the user manual, maintenance regulations and intervals;
- ▶ Modifications, changes, or attempted repairs, except as conducted by an Authorised Dealer;
- ▶ Incorrect use or inappropriate operation;
- ▶ Insufficient ventilation of the Covered Product;
- ▶ Failure to observe the applicable safety regulations;
- ▶ Force majeure.

(c) This factory warranty does not cover cosmetic defects which do not directly influence energy production, or degrade form, fit, and function.

(d) Claims that go beyond the scope of this limited Factory Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this Factory Warranty.

(e) In no event will Hinen be held responsible or liable for any personal injuries resulting from the use of the system, or for any other damages, whether direct, indirect, incidental, or consequential, even if Hinen has been advised of such damages.

Please fill the required information in and send to Hinen to apply for the Warranty.

End User Information

Name/Company name:	
Detailed address:	
Phone number:	
Email address:	
System location:	

Product Information

Inverter Model:	
Serial No (S/N):	
Invoice number:	
Purchase date:	
Dealer:	
Commissioning data:	

Australian Authorized Importer:

Company name: HINEN AUSTRALIA PTY LTD
Contact Person: Steve
Address: Level 5, Tenancy 3, 107 Mount Street, North Sydney.
Phone: +61 478175078
Email: service@hinen.com.au
Website: <https://www.hinen.com>