
This document sets out the terms and conditions of genZ Energy Pty Ltd ACN 612014589 (genZ) manufacturer's warranty for genZ LFP Rack mountable 2 kWh and 3 kWh battery products ("the **Product**") when used in a domestic, Home Energy Storage System.

1. Limited Pro-Rated Product warranty coverage

The genZ Scalable Rack mounted battery series (2kWh and 3 kWh) as supplied and sold by genZ, is warranted (limited warranty) by genZ against manufacturing defects in materials and workmanship for a period of ten (10) years (limited warranty period) or up to 10,000 cycles on a pro-rated basis (whichever comes first) when installed and operated within the specified parameters per the product manual and the installation manual.

The term of this limited warranty begins on the original date of the purchase of the product and continues through the limited warranty period. This warranty applies only to the original end-use purchaser of the genZ power product and is transferrable only if the genZ power product remains installed in the original location. Failure to comply with the operating parameters in the Product Manual will void the Warranty.

Subject to the limitations set out below, genZ warrants each Product manufactured by genZ and sold by genZ (or by its authorised distributor) to the initial purchaser of the Product ("Customer") will be free from defects in materials and workmanship.

2. Remedies offered by genZ under this Warranty

To the extent permitted by law, in the event that a justified claim for breach of this Warranty is submitted in accordance with the procedures described in this Warranty, genZ will, at its discretion:

- a) Replace defective components in the Product which is the subject of the warranty claimor
- b) Replace the defective Product with an equivalent or refurbished Product (or, if genZ has discontinued manufacture of the Product, a mutually acceptable alternative); or
- c) Refund the current market price of an equivalent Product at the time of the Warranty claim.

3. Limitations to the warranty

GenZ's warranty shall not cover defects which are caused by normal wear and tear, inadequate maintenance, transportation, storage or faulty repair, misuse, neglect, accident or abuse, failure to observe the maintenance or operating instructions provided by genZ, or improper installation.

The warranty shall not apply to defects caused by external influences or acts of god including unusual physical stress (including, but not limited to, lightning, flood, fire, accidental breakage), which are not the responsibility of genZ's claims process.

The warranty applies only to genZ Energy power product purchased from an authorized distribution partner or dealer/reseller and installed by a licensed professional.

GenZ Energy does not warrant or guarantee workmanship performed by any other person or entity installing the genZ power product. This limited warranty does not cover the

installation, removal, shipping or re-installation. This limited warranty does not cover faults in design or installer error such as reverse polarity or mis-use of system wide equipment or inaccurate programming of ancillary equipment in the installed system.

The Product must be checked for visible defects on purchase or delivery (whichever is applicable). Any defects discovered must be reported to genZ immediately. To claim under this warranty for defects discovered on purchase or delivery, or for defects please contact:

GenZ Energy Pty Ltd

Email: info@genz.com.au

Telephone: 1300 979 760

Address: 1/21 Oxleigh Drive, Malaga, Western Australia 6090, Australia.

4. No extension of Warranty period

If the Product is repaired or replaced under this Warranty, the remainder of the Product Warranty Period shall apply to the repaired or replacement product. Under no circumstance shall the Product Warranty Period be extended on account of any component replacement or product replacement.

5. Consumer Law

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

6. Limitation of Liability

To the greatest extent limited by law, genZ shall not be liable for any consequential, incidental, indirect, special, exemplary or punitive damages arising out of, or related to this warranty, regardless of the form of action and regardless of whether genZ has been informed of, or otherwise might have anticipated, the possibility of such damages. To the greatest extent permitted by law, genZ's liability arising out of a claim under this warranty shall not exceed the amount you paid for battery system. Some countries do not allow or restrict the exclusion of limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

This warranty does not change or take away your rights under the Australian Consumer Law. Your right to claim under this warranty for the benefits covered is in addition to other rights and remedies you have under the law in relation to the Product you have purchased. However, you can choose to make a claim under this warranty even if you have rights under the law.