

Warranty Statement – XESS ONE

XESS Energy Pty. Ltd. (XESS) provides the warranties as outlined in this document to the original purchaser (end consumer) of the XESS ONE product range.

Limited Warranty

1. The warranty starts from the date as outlined.
 - a. The original purchase documents (receipts) provided by the end consumer (date of installation/purchase).
 - b. The original manufacture date as provided by XESS.
 - c. The date as registered by return warranty or registration online at www.xess.energy.
2. XESS warranty the products to be free from defects for the period as set out in Table 1 below.

Table 1: Warranty Performance when installed with XESS ION

Part No	Standard Warranty Period	Extended Warranty Period
		(When Warranty is registered online, installed with XESS ION batteries and data access to XESS.Cloud, or when warranty registered online, installed with XESS ION batteries and extended warranty is purchased)
XESSONE-1P2	7 Years	+3 Years
XESSONE-1P3	7 Years	+3 Years
XESSONE-2P3	7 Years	+3 Years
XESSONE-2P4	7 Years	+3 Years

Warranty Conditions

The Warranties concerning the products only apply if the product:

1. The XESS ONE power system has been designed by a suitably qualified person to meet the consumer load requirements.
2. The XESS ONE product shall have been installed by a suitably qualified person or an Authorised XESS installer or service agent.
3. The XESS ONE product shall have been installed, operated, and maintained per the manufacturer's installation and operation manual.
4. The XESS ONE extended warranty only applies if the XESS ONE installation is registered online via the XESS warranty registration process, connected to XESS.Cloud monitoring portal and installed with an XESS ION battery,
5. When remote site data is not available (cannot be connected to XESS.Cloud at the original time of installation or for duration or installation) an extended warranty can be purchased. This extended warranty will only apply if the XESS ONE installation is registered online via XESS warranty registration process and installed with an XESS ION battery.
6. Warranty applies to the original purchaser and original installation only.

Exclusions and Limitations

1. Extended warranty applies when the warranty is registered online, installed with XESS ION batteries, and connected to XESS.Cloud for remote monitoring.
2. To the extent permitted by law, the warranties provided are the only express warranty given for the products.
3. Except as provided in this warranty, and to the maximum permitted by law, in no event shall XESS's liabilities, if any in damages or otherwise, exceed the purchase price paid by the consumer of the product.
4. Warranty does not cover normal wear and tear, or damages caused in installation or over normal use of the product.
5. Exposure to the product moving or shaking after installations have been finalised.
6. Product exceeding temperatures exceeding +50°C or less than -20°C.
7. Consumer failing to advise XESS within 30 days of defect or deterioration.
8. Modification or repair of the product without XESS approval
9. A force event outside of XESS control (example: natural disasters, such as flooding, fires, earthquakes, lightning or other abnormal conditions, war, etc).
10. If the consumer does not provide XESS with the necessary photos, data, and system installation to assess the warranty.
11. Reasonable wear and tear to the product that does not affect the operation of the product.
12. If the serial number has been modified or can't be identified.
13. XESS at their discretion will, replace or repair the product with new, used, or refurbished products or parts of similar age and condition.
14. Should the products no longer be available or unable to be repaired, XESS will reimburse the consumer the value of the remaining unused original price portion.
15. XESS may require the below information to assess any warranty.
 - a. Product model number/code.
 - b. The serial number of the product.
 - c. Invoice or purchase receipt.
 - d. A full description of the fault.
 - e. Recent installation photos clearly showing the product's location, environment, and installation quality.
 - f. Connected battery details.
 - g. Charge/discharge settings and system performance history.
 - h. Product location address and consumer contact details

Warranty Claims

1. Consumers are should contact their original place of purchase or XESS directly.
2. All information as outlined under Section 17 "Exclusions and Limitations" is to be provided to XESS.
3. XESS will liaise with technical contact accordingly to determine the fault.
4. Any materials being returned to XESS will require a Return Materials Authorisation (RMA) number and supporting documentation.
5. If a fault under warranty is determined XESS will replace, repair, or reimburse monies at their discretion and as advised in this document.
6. The balance of the original warranty will apply to any repaired or replaced product.