



## SolaX Power PV Inverters

### Exchange Program Policy under Warranty

This policy governs the exchange program for SolaX Power PV Inverters ( '**Inverters**' ) covered by SolaX Power's warranty (the '**Exchange Program**' ). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this Policy. SolaX Power may, in its sole discretion, reject the exchange of any Inverter not returned in accordance with this Policy.

#### 1. Warranty Claims

The standard warranty period for Inverters is **60 months**, starting from the date when the purchase invoice date is marked. An extended warranty period is available for purchasing within 36 months after invoice issued, and for an additional 180 months for SolaX Power inverters. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.

#### 2. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by SolaX Power's warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use, installation, commissioning, start up or operation
- c. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- d. Installation in a corrosive environment
- e. Damage during transportation
- f. Unauthorized repair attempts



### **3. Exchange Service**

Any Inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished Inverter, subject to the terms and conditions detailed within this document being adhered to. The following items must be provided to SolaX Power in order for an exchange to be effected under this policy:

#### **A. Technical Requirements**

Inverter data (User Manual) including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment

#### **B. SolaX Power reserves the right to refuse exchange requests for lacking of proper documentation and information.**

To request a replacement of an Inverter, you must contact the SolaX Power Service Center.

E-mail: Service.au@solaxpower.com

Monday to Friday from 8 am to 5 pm (standard business days excluding holidays)

### **4. SolaX Power's Responsibilities:**

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance, SolaX Power will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. SolaX Power will dispatch a replacement Inverter within 2 working days to the specified customer or Installer location. Following the receipt of the replacement Inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement Inverter. SolaX Power will supply all labels, documentation and



freight details for the return of the allegedly faulty Inverter. All allegedly faulty inverters must be returned within 10 (ten) working days of the receipt of the replacement Inverter. A qualified installer must be available for the inverter exchange and re-commissioning. The replacement inverter will be covered by the original warranty terms of the faulty inverter for the remaining warranty period of the faulty inverter.

## **5. Distributor's Responsibilities**

In the event of an equipment failure or fault, it is the Distributor's responsibility to work directly with SolaX Power Service Center in order to limit the return of non-faulty equipment. SolaX Power Service Center will work with the Distributor to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement unit, the distributor/installer must first contact SolaX Power Service Center and fulfill the distributor/installer's responsibilities under Section 3 of this document.

## **6. Compensation for Distributors**

If faulty equipment is exchanged by a Distributor/Installer within the warranty period, SolaX Power will make a onetime payment to the distributor of \$150AUD as compensation for each site. In the course of inspection by SolaX Power, if the allegedly faulty inverter is found by SolaX Power to be ineligible for exchange under this Policy, the compensation payment will not be made and the Distributor will be charged for the repair of the unit as noted in Clause 7 below. In order to receive the compensation payment, the distributor must provide proof of a valid warranty for the alleged faulty inverter, a correctly issued and fully completed invoice (as provided by SolaX Power with the replacement Inverter), and a valid case number for the allegedly faulty Inverter (as provided by SolaX Power Service Center) as well as warranty card. Distributor must ensure the return of the suspect equipment prior to reimbursement from SolaX Power. Installer or distributor must send these items to SolaX Power Pty Ltd.

## **7. Inspection Charge for Inverters Not Found Defective**



If an alleged faulty Inverter is returned to SolaX Power pursuant to this Policy, and is found by SolaX Power to be free of defects that would qualify it for replacement under this Policy, or due to limited liability as stated in Clause 2, SolaX Power will charge a flat-rate inspection fee for each Inverter of \$150.00 AUD, plus shipping and packaging costs.

## **8. Inverter Replacement Procedure**

SolaX Power must be provided with the relevant documentation as shown in Section 3. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

- a.** The Installer must contact the SolaX Power Service Centre and supply the required information as shown in Section 3. As shown in Section 5, the Installer will liaise with SolaX Power Service Centre to try and find a solution without having to exchange the Inverter.
- b.** If the inverter is deemed faulty and is eligible for the Exchange Program, SolaX Power will raise and create a case number for the inverter and communicate this with the Distributor.
- c.** SolaX Power will dispatch a replacement inverter within 2 working days of the case number being created. The inverter will be shipped to the specified customer or distributor location at SolaX Power's cost.
- d.** The Installer will install the replacement Inverter and use the packaging to repack the faulty inverter and inform SolaX Power.
- e.** SolaX Power will organize and cover costs of picking up and shipping of faulty Inverter back to SolaX Power. The customer or installer must assist with this shipping. If the faulty Inverter is not returned within 10 working days of replacement inverter installation, SolaX Power will invoice the relevant Distributer for the cost of the inverter.
- f.** SolaX Power will facilitate Section 6 of this document and pay the rebate to the Distributor. It is the Distributor's responsibility to pass this rebate on to the correct Installer. Installer details will be supplied by SolaX Power.