

# Powerwave PV Inverters

## Powerwave Warranty Terms & Conditions

### Administered by Powerwave Pty Ltd.

This policy governs the exchange program for Powerwave PV inverters (“**inverters**”) covered by Powerwave’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. Powerwave 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 supplied in Australia is **60 months**.

PLEASE NOTE, THIS WARRANTY POLICY COVERS POWERWAVE INVERTERS ONLY. WHERE BATTERIES ARE SUPPLIED WITH A POWERWAVE INVERTER PLEASE REFER TO THE TERMS OF THE WARRANTY PROVIDED BY THE RELEVANT MANUFACTURER. THIS WARRANTY IS LIMITED TO THE POWERWAVE INVERTER RANGE ONLY AND DOES NOT COVER ANY EXTERNAL OR ANCILLIARY PARTS. ANY ANCILLIARY PARTS OR ADD-ON DEVICES SUPPLIED BY POWERWAVE (INCLUDING BUT NOT LIMITED TO: POCKET-WIFI, POCKET-LAN, NFI, SMART PLUG, EPS BOX, BREAKERS AND METERS) ARE COVERED BY A SEPARATE 12 MONTHS PRODUCT REPLACEMENT WARRANTY.

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.

The warranty period commences from the date on which the inverter is commissioned by the installer or customer’s agent. An extended warranty period may be available for purchase within 36 months from commissioning for an **additional 180 months** (see Section 9 for information relating to the warranty extension). For non-registered products, the warranty effective after the date of invoice commencing, 6 month after the production date or starting from the day of the successful completion of the commissioning, whichever comes earlier. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable.

This warranty policy is NOT transferable and will apply only to inverters installed from new by a suitably qualified professional. The warranty policy will be rendered invalid where inverters are sold second hand through unlicensed sales channels.

Please note: If you are a private end-user, please contact your installer in the first instance. Powerwave will work directly with the installer to replace a faulty inverter if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning (beyond the compensation scheme available to installers outlined in section 6). If the original installation company has ceased trading, please contact a suitably qualified installer to arrange an on-site inspection.

The Powerwave SP5H Hybrid Inverter is a grid-tied inverter range with off-grid functionality. Where this inverter is installed in a completely off-grid setting, owing to unpredictable and potentially irregular operating patterns, Powerwave require that off-grid installations are inspected annually by a suitably qualified technician and that documented evidence of the inspection is kept on record. Failure to adequately maintain the equipment in the manner described may invalidate any warranty claims.

## **2. Limited Liability**

Subject to the conditions set out below Powerwave warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

2.1 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 Powerwave's warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use.
  - c. Improper installation, commissioning, start up or operation (contrary to the guidance detailed in the installation manual supplied with each product).
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- e. Installation in a corrosive environment
- f. Damage during transportation
- g. Unauthorized repair attempts
  - h. Failure to adequately maintain the equipment. An on-site inspection by a suitably qualified technician is required following sixty months of continuous use. Warranty claims made beyond 60 months from the date of commissioning may be declined if it cannot be demonstrated that the equipment has been maintained adequately.
  - i. Failure to register the warranty as required under this policy (outlined in section 10). Warranties must be registered no more than six weeks from the date of commissioning. Any attempt to register the warranty beyond the six-week registration period (without written consent from Powerwave) will invalidate any warranty claims. Powerwave may request to see documented evidence where they suspect that a warranty was registered more than six weeks following the commissioning date.
  - j. In the event that the inverter display (a standard feature on certain Powerwave products) ceases to function, but where the inverter is otherwise operating normally, Powerwave may not issue a replacement product where the display/programming features available on the display can be viewed/set on external devices using software supplied by Powerwave.

This warranty does not extend to parts materials or equipment not manufactured by Powerwave in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to Powerwave.

Powerwave shall be under no liability under this warranty (or any other warranty condition or guarantee) if the total price for the goods has not been paid by the due date for payment.

### 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 made available to Powerwave for an exchange to be effected under this policy:

Inverter data including:

1. Product model
2. Product serial number
3. Failure code
4. Failure comment Documentation including:
  1. Copy of original purchase invoice.
  2. Valid warranty certificate
  3. Detailed information about the entire systems (e.g. systemschematic)
  4. Documentation of previous claims/exchanges (if applicable)

**Powerwave reserves the right to refuse exchange requests where adequate information is not provided.**

To request the replacement of an Inverter, you must contact the Powerwave Service Center.

Email: [service@Powerwavepower.com](mailto:service@Powerwavepower.com)

Call: 1300 476 529 Monday to Friday from 8:30am to 5:30pm (excluding public holiday).

### 4. Powerwave Responsibility

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance, Powerwave will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the exchange. Powerwave will dispatch a replacement inverter within 3 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. Powerwave 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 original (faulty) inverter.

### 5. Installer Responsibility

In the event of an equipment failure or fault, it is the responsibility of the installer to work directly with the Powerwave Service Center in order to limit the return of non-faulty equipment. The Powerwave Service Center will work with the

installer to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further compensation and a replacement unit, the installer must first contact the Powerwave Service Center and fulfill the installer's responsibilities under Section 3 of this document.

## **6. Compensation for Installer**

If faulty equipment is exchanged by an installer within the warranty period, Powerwave will make a onetime payment to the installer of AUD 150.00 as compensation (payable for each site). During inspection by Powerwave, if the allegedly faulty inverter is found by Powerwave to be ineligible for exchange under this policy, the compensation payment will not be made and the installer may be charged for the repair of the unit as noted in clause 7 below. In order to receive the compensation payment, the installer must provide proof of a valid warranty for the inverter, a correctly issued and fully completed invoice (as provided by Powerwave with the replacement inverter), and a valid case number for the inverter (as provided by the Powerwave Service Center). The claim for compensation must be made no more than 3 months from date that the case number was issued. Claims made beyond this 3-month period will be invalid. The installer must ensure the return of the suspect equipment prior to reimbursement from Powerwave. In all instances, the installer must send these items to:

Powerwave Pty Ltd. 58 Kingston Drive, Helensvale QLD 4212, Australia

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

If an allegedly faulty Inverter is returned to Powerwave pursuant to this Policy, and is found by Powerwave to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in clause 2, Powerwave reserve the right to apply a flat-rate inspection charge for each Inverter of AUD 150.00, plus shipping and packaging costs.

## **8. Inverter Replacement Procedure**

Powerwave 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 Powerwave Service Centre and supply the required information as shown in Section 3. As outlined in Section 5, the installer will liaise with Powerwave Service Centre to try and find a solution without the need to exchange the inverter.
- b. If the inverter is deemed faulty and is eligible for the Exchange Program, Powerwave will raise and create a case number for the inverter and communicate this with the installer.
- c. Powerwave will dispatch a replacement inverter within 3 working days of the case number being created. The inverter will be shipped to the specified customer or installer location at Powerwave's cost.
- d. The installer will install the replacement inverter and use the packaging to repack the faulty inverter.
- e. Powerwave will cover the costs of collection and shipment of the faulty inverter back to Powerwave as detailed in

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Section 4. The customer or installer must assist with this shipping. If the faulty inverter is not returned within 10 working days of receiving the replacement inverter installation, Powerwave will invoice the relevant installer for the cost of the inverter.

f. Powerwave will facilitate Section 6 of this document and pay the rebate to the installer.

## 9. Warranty Registration

It is a requirement that all inverters are registered in order that they qualify under the terms of the Exchange Program. It is a requirement that all suppliers/installers provide the private end-user with the relevant warranty registration certificate, and it is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Powerwave website (as specified on the registration certificate), at which point a full warranty certificate is issued. Warranties must be registered **no more than six weeks** following the date of commissioning. The information required at the point of registration is as follows:

- i. Inverter model
- ii. Inverter serial number
- iii. Installation date
- iv. Customer name
- v. Installation post code
- vi. Full installation address
- vii. Name of installation company

In the case of extended warranties, in addition to the information required above, it is also necessary to enter a unique identifier found on the extended warranty registration certificate. Without this reference number, it will only be possible to register the inverter for the standard 60 months' warranty period.

Upon receipt of the registration request, Powerwave will issue a full warranty certificate to the customer by email within seven working days.