

# GOODWE SPARE PARTS AVAILABILITY WARRANTY (5+5)

## TERMS AND CONDITIONS

### FOR AUSTRALIA MARKET ONLY

#### STANDARD WARRANTY (5-YEAR)

JIANGSU GOODWE POWER SUPPLY TECHNOLOGY Co., Ltd (hereinafter referred to as GOODWE) NS SS XS DNS DS DT SDT LVDT SMT MT HF ES EM ET EH BH BP SBP series inverters come standard with a manufacturer's warranty of 60 months (5 years) from the earlier one between the following two dates: 1) first installation date; 2) 6-month after the shipment dispatch date from GOODWE as well as the accessory products include Antenna, WIFI Kit, EzConverter, EzMeter and EzLogger, EzLogger Pro come standard with a manufacturer's warranty of 24 months (2 years) under the same conditions.

#### SPARE PARTS AVAILABILITY WARRANTY (+5 YEAR)

GOODWE provides optional 5-year (60 months) Spare Parts Available Warranty after manufacturer warranty for all inverter products. During the period, only the hardware costs of the spare inverter to replace the fault inverter will be borne by GOODWE. The extra costs, including but not limited to shipments, direct and indirect labor costs of inverter owner, installer, or any third-party, on-site labor costs of GOODWE, taxes and duties, will not be covered by the Spare Parts Availability Warranty.

#### WARRANTY CONDITIONS

Only the buyers who buy GOODWE's products and put them into operation for the first time and the ones who acquire the whole site of installations from the first buyers, or their technical representatives can claim against GOODWE under this Warranty and Extended Warranty. The ones who acquire second-hand individual GOODWE's products cannot raise claims anymore.

If the device malfunctions or becomes inoperative due to a defect in workmanship or material under

normal operation as specified in product instruction within warranty period, the claimant report defective devices with a brief error description report as the standard claim form required by GOODWE or enough information to help GOODWE's service team to complete the claim form to local GOODWE service centers via phone/fax/email, which can be found in the website of GOODWE [www.goodwe.com](http://www.goodwe.com), the claim form can be also downloaded there, to process the warranty claim.

The following information or documentation regarding defective device should be provided to help GOODWE to start a qualified claim case under warranty terms of GOODWE:

- Contact information of claimant, including name of the person, name of the company, phone number, email, contact address and shipment address
- All defective product(s) information, including product(s) model(s), serial number(s), installation date and the failure date
- Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also necessary
- Error message on LCD screen (if available) and additional information regarding the fault/error
- Description of actions before the failure
- Detailed information of previous claims (if applicable)

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant has the responsibility to grant the access, time, and safety of the inspection by technician from GOODWE or authorized third-party. GOODWE reserves the right not to enter the site should GOODWE technician consider it unsafe to do so. A failed inspection due to the claimant's fault in access, time, or safety will be charged to the claimant.

While a device fails under GOODWE standard

*Where the sun shines there is GoodWe*

warranty or extended warranties period, it will be

- ♦ Returned to GOODWE and repaired;
- ♦ On-site repaired by GOODWE or authorized third-party;
- ♦ Replaced with a refurbished device that includes the latest firmware (if original model is not available, GOODWE reserves the right to provide an equivalent value replacement).

If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than one-year after the replacement, it will be extended to a full one-year warranty.

Purchase invoices should be properly kept for further warranty claim. For return transportation of devices or components, it must be packed in their original or equivalent packaging. GOODWE keeps the right to arrange the warranty service by using third parties for performing warranty works. Before GOODWE's forwarder collects the replaced device, the claimant has the responsibility to keep it up to one-month. In some areas, the duration may be required longer. A lost replaced device during the period will be charged to the claimant.

GOODWE standard warranty and extended warranties should not be understood as a guarantee of durability or same-model-device availability.

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.

In territory of Commonwealth of Australia, excluding its associated islands and overseas territories, the transportation costs, including shipments, taxes, customs and duties, of defective devices and replacements, travelling and accommodation cost of GOODWE personnel or third party authorized by GOODWE are covered by GOODWE Manufacturer Warranty and Extended Warranty, excluding Spare

Parts Availability Warranty.

## **WARRANTY EXCEPTION**

The following circumstances may cause devices be defective, it will not be covered by GOODWE's standard warranty or extended warranties:

- ♦ Product warranty period is expired (excluding additional agreements of warranty extension)
- ♦ Faults or damages due to installations, operations, maintenances against GOODWE instructions
- ♦ Disassembly, repair or modified by non GOODWE authorized person
- ♦ Faults or damages due to unpredictability factors, man-made factors, or force majeure examples including but not limited to stormy weather, flood, lightning, overvoltage, pests and fire etc.
- ♦ Product modified, design changed or parts replaced not approved by GOODWE
- ♦ Vandalism, engraving, labels, irreversible marking or contamination or theft.
- ♦ Normal wear and tear
- ♦ Failure to comply with the safety regulations (VDE, IEC, etc.)
- ♦ Faults or damages caused by other reasons not related to product quality problem
- ♦ The defect is caused during transportation
- ♦ The rust appeared on device's enclosure caused by harsh environment
- ♦ Faults or damages caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions
- ♦ Accidents and external influences

If there is any overdue payment of purchasing products or previous service charge under the claimant, all claims from claimant and its representative will be looked as uncovered by the manufacturer warranty and extended warranties until the payment is done. In that case, the claimant may be required a deposit in advance for claims in the future.

## **SERVICE AFTER WARRANTY EXPIRATION**

For devices which are out of warranty, GOODWE may charge an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

- ♦ On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- ♦ Parts: Cost of replacement parts (including any

shipping/admin fee that may apply).

- ♦ Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- ♦ Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to GOODWE or/and repaired products are sent from GOODWE to user.

### **GEOGRAPHICAL SCOPE**

These Warranty Terms and Conditions only apply for the devices originally purchased from GOODWE for selling and installation in the defined destination within Commonwealth of Australia market, unless there are specially stipulated warranty terms and conditions between GOODWE and direct purchaser.

### **FURTHER LEGAL INSTRUCTIONS**

In addition to the warranty given by GOODWE, ordering parties have statutory warranty claims that are not adversely affected by this manufacturer warranty and extended warranties. The warranties shall not cover any claims going beyond the rights specified in the Standard Warranty Terms or Extended Warranties unless the mandatory statutory provisions provide for a liability on the part of GOODWE.

### **LOCAL CONTACT INFORMATION**

GoodWe Australia Pty. Ltd.

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Email: [service.au@goodwe.com](mailto:service.au@goodwe.com)