



REDX storage system Warranty Card

Registering online is quick and easy!

- Visit www.redxenergy.com.au to access **Warranty Registration**; or
- Go directly to the registration page at www.redxenergy.com.au/warranty-registration.html

Contact us regarding warranty information:

Redx Technology Australia Pty. Ltd.

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Tel: +61 7 5502 6801

Email: service@redxenergy.com.au

Web: www.redxenergy.com.au



Limited Warranty

Redx Technology Australia Pty Ltd gives the following limited Standard and Extended Warranties against defects set out in these Terms and Conditions. These Warranties are applicable only for Australia and New Zealand for the following energy storage systems:

RX-2505AC

Redx's Standard and Extended Warranties are only provided to the original purchaser of the storage system and Accessory from Redx (**Purchaser**), or where the Purchaser is a distributor, solar retailer or

Clean Energy Council accredited electrician (**Installer**), who on-supplies the storage system and Accessory to another party, to that other-party (**End-User**). Redx's Standard and Extended Warranties are not otherwise transferrable.

Redx warrants, on the terms and conditions set out below, that:

- The storage system will be free from defects in materials and workmanship for a period of five (5) years from the date of installation of the relevant storage system, but no more than six (6) years from the manufacturing date of that storage system (whichever comes first).

* Your limited warranty rights will not be affected if it is not registered.

** The storage system models in this document is subject to update without notice, please visit www.redxenergy.com.au for the latest information

Eclusions

Redx will not be obligated to fulfill on a warranty claim, if all or any of the following is true:

All Redx authorized Dealers and Distributors are required to complete a Redx Warranty Card in the event of a claim, at which point Redx will either (a) replace or repair any products or parts of the product during the Warranty Period or (b) the original cost of the storage unit, proven defective in design or manufacturing, will be refunded.

Redx will not be obligated to fulfill on a warranty claim, if all or any of the following is true:

- 1) "Warranty Card" is not returned to Distributor/Dealer or Redx.
- 2) Product is modified, the design is changed, or parts are replaced by an unauthorized party not pre-approved by Redx to specifically do so.
- 3) Modifications, changes, or attempted repairs are made or serial numbers/seals/certification marks are erased by an unauthorized technician not pre-approved by Redx to specifically do so.
- 4) The fault is the result of improper installation, operation, commissioning, or transport; failure to heed the safety rules, operating instructions, and installation standards; Failure to observe the applicable safety regulations (VDE standards, etc.).
- 5) The Product has been improperly stored or was damaged while in possession of the Dealer or end user.
- 6) A claim to cover transportation damage or scratches caused by shipping company must be filed with insurance company when containers are unloaded, and enough evidence is gathered to support the claim.
- 7) Failure to observe and follow guidelines in the user manual, installation guide, and maintenance regulations.
- 8) Insufficient ventilation of the device.
- 9) Sub-standard maintenance and service procedures.
- 10) Force majeure (e.g., lightning, overvoltage, storm, fire).
- 11) The fault has been caused by another component in the warranty holder's photovoltaic system.
- 12) The product is used as the component of a product expressly warranted by another manufacturer.

- 13) The product's original identification (trademark, serial number(s), etc.) markings have been defaced, altered, or removed.
- 14) A Redx product is disassembled and rebuilt outside of the replacement process.
- 15) The damage does not impair the function of the Redx storage system ("cosmetic flaws")
- 16) The product was installed outside of the country.
- 17) The full purchase price of the warranty product has still not been paid to Redx.
- 18) Any consequential losses that are attributable to the product losing power whether by product malfunction, installation error, or misuse.

Warranty Claim Process

In the event of a fault, the End-User should contact the Installer from whom the product was purchased to arrange preliminary troubleshooting and who will contact Redx if necessary. If the product is suspected to be faulty, the End-User or the Installer should lodge a warranty claim (**Claimant**) with the supporting documents via an online warranty claim (redxenergy.com.au) and contact details set out below:

- All the information requested in the warranty claim form.
- Copy of the invoice, receipt, commission report or any other document which provides proof of purchase of the unit.
- Details of how we can contact you.

Applicable 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.

For full warranty Terms and Conditions, please visit www.redxenergy.com.au.