

5 Year Limited Warranty Conditions

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 for 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.

The benefits given by this warranty are separate to any other rights and remedies you may have under laws in relation to the goods or services to which this warranty relates.

Congratulations on choosing your Clenergy Inverter. Please fill out the warranty registration form, make a copy for your own records and send the original to Clenergy, the address is given below. We will register your inverter to ensure that you are provided with prompt and professional service.

If any problems arise please contact the company you purchased your product from. Please retain a copy of the warranty registration form and proof of payment for any future warranty claim.

If you are unable to locate the details of your Installer, please contact Clenergy our details are listed below and we will endeavour to assist you.

The standard Warranty Period is 60 months and applies from the date the inverter is installed.

Clenergy will replace or repair the unit during the warranty period if and subject to the following conditions:

- The product does not perform in accordance with its design specifications.
- The unit fails during the warranty period as long as it is installed correctly and by an authorised installer.
- During the warranty period, Clenergy will repair or replace the faulty unit if this is considered to be the most appropriate course of action.
- Any and all costs for repair or replacement outside the warranty period are the responsibility of the Customer.
- The customer is responsible for the cost to remove the faulty inverter from the installation, the costs to ship to us and the reconnection once the repaired or replacement inverter is returned. If on inspection by our technical team the inverter is found to be faulty due to a manufacturing failure then the customer maybe entitled to a remedy. If Clenergy chooses to replace the faulty unit then the faulty unit will be replaced with an inverter that is of equivalent condition to the customer's faulty unit.
- Clenergy can provide an optional onsite replacement agreement for details and costs please contact your supplier or Clenergy directly.
- For customers who have taken out an onsite replacement agreement with Clenergy, we will cover the labour and transport costs.
- Where Clenergy attends a site and finds that the inverter is not faulty, the costs for the visit will be payable by the customer, charges for the initial attendance and travel time can be obtained by contacting Clenergy or its service agents.
- The replacement unit provided will be covered for the remainder of the warranty period applicable to the customer's original agreement.
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- Clenergy holds stock in Australia expressly for the purpose of warranty repairs or replacements.
- If there are any questions or concerns regarding the conditions of this warranty please write or email us at the address below.

The warranty does not apply if:

- The Inverter warranty period is expired.
- Damage is caused by incorrect installation or use outside its design application.
- Damage is caused due to incorrect transportation
- If the warranty card has been altered or adjusted.
- The model and serial number in the warranty card does not match the installed inverter.
- If the product seal is broken or has been tampered with.
- Damage caused by fire, natural disaster or abnormal voltages.
- Insufficient ventilation of the device.
- Incorrect installation not performed in accordance with our installation manual.
- Installation performed by non-accredited or unauthorised person.
- Found to have unauthorised modifications, testing or repairing.
- Connected to the Grid if the Grid voltages are outside of the regulations or the Inverters specifications.

How to make a warranty claim.

To make the claim You should always contact who you purchased your system through in the first instance, they will advise you of any extended level of cover you have in addition to your warranty, your warranty form should have the date of installation so you can determine if you are still under warranty. If you are unsure how to make a claim, or are out of the Warranty period or don't know who you purchased your Clenergy Inverter through, then contact Clenergy Australia for support at the address below.

When making the claim you should provide to your service provider the serial number of your inverter along with the date of purchase/installation, proof of the installers registration and accreditation and the error message that will be displayed in the window located on the front of the inverter.

Claims can be made by phone, Letter or by emailing to;

Clenergy Australia
Unit 11 /20 Duerdin Street
Clayton VIC 3168
Phone: 03 9017 6688
Fax: 03 9017 6668
Email: service@clenergy.com.au

- If you are unsure if it's your Inverter that is at fault, you should first contact your supplier who may be able to provide an initial assessment, if it's still unclear you should phone Clenergy on the number below or email us if that's more convenient stating the serial number of the inverter and the installation configuration if you know it along with the fault error which will be displayed in the information window of the inverter.
- If the Inverter requires a field service visit and you have a service agreement then Clenergy will arrange for the inverter to be serviced or replaced at no extra charge.
- The limited warranty is for 5 years from the date of commissioning, Onsite service agreements are paid annually if you choose to take it out.
- The limited warranty will continue with the replaced/repaired inverter up to the original date of expiration.

Our Contact details:

Clenergy Australia
Unit 11 /20 Duerdin Street
Clayton VIC 3168
Phone: 03 9017 6688
Fax: 03 9017 6668
Email: service@clenergy.com.au