

## **5 Year Warranty Terms & Conditions**

Congratulations on choosing a Clenergy Inverter!

Our Inverters are sold with our standard 5 year warranty, with the warranty period commencing from the date the Inverter is installed. Our Inverters are sold with implied guarantees which cannot be excluded under the Australian Consumer Law. Where our goods are defective during the 5 year warranty period, including where they fail to be of merchantable quality or not fit for their intended purpose, you will be entitled to a replacement or refund for any major failure.

The benefits given by this warranty are separate to any other rights and remedies you may have at law in relation to the purchase of your Clenergy Inverter.

**If any problems arise with your Clenergy Inverter, please contact the retailer you purchased the unit from. Please retain a copy of your proof of payment and installation for any future warranty claim.**

If you are unable to locate the details of your retailer, please contact Clenergy and we will do our best to assist you.

**At our election, we will replace or repair your Clenergy Inverter during the warranty period under the following conditions:**

- The unit does not perform in accordance with its design specifications.  
The unit fails during the warranty period where it is installed correctly and by an authorised installer.
- You or your retailer will be responsible for the cost of removing the faulty Inverter from the installation, as well as any costs incurred to ship the unit to us and/or reinstall the unit once repaired or replaced.
- Where we remedy any defect by replacing your Inverter, the warranty period will continue to apply to that replacement unit for the remainder of the warranty period under the original purchase agreement for the replaced unit.

**The warranty will not apply where:**

- The original 5 year warranty period has expired.
- Damage is caused by incorrect installation or use outside the Inverter's design application. This includes maintaining the Inverter correctly and in accordance with any accompanying guidelines or instructions.
- Damage is caused due to incorrect transportation.
- If any warranty card (where issued with a Clenergy Inverter) has been altered or adjusted by anyone other than Clenergy, or the model and serial number in the warranty card does not match the installed Inverter.
- If any product seal is broken or has been tampered with.
- Damage is caused by fire, natural disaster, abnormal voltages or insufficient ventilation of the Inverter.
- The Inverter is incorrectly installed or installation not performed in accordance with our installation manual or by a non-accredited or unauthorised person.
- The Inverter is found to have experienced unauthorised modifications, testing or repairing.

**How to make a warranty claim:**

To make a warranty claim, you should first contact the retailer you purchased your Inverter from. Your retailer should advise you of any extended warranty coverage you may have in addition to your manufacturer's warranty. You will need to provide evidence of the date of installation of your Inverter.

When making a warranty claim, you should advise your retailer of the serial number of your Inverter along with the date of purchase/installation, proof of the installer's registration and accreditation and details of any error message(s) that may be displayed in the window located on the front of the Inverter.

If you are still unsure about how to make a claim, whether your Inverter is still under warranty, or who the relevant retailer of your Inverter was, please contact Clenergy Australia for assistance at the address below.

**Clenergy Australia**  
**Ground Floor**  
**Unit 1/10 Duerdin Street**  
**Clayton VIC 3168**  
**Phone: 03 9239 8088**  
**Fax: 03 9239 8024**  
**Email: [service@clenergy.com.au](mailto:service@clenergy.com.au)**