Sinexcel Isuna Limited Warranty for Inverter System

Overview

Shenzhen Sinexcel Isuna Energy Technology Co.,Ltd (hereinafter referred to as Sinexcel Isuna) warrants that, subject to the following provisions, the standard inverters and accessory products supplied by Sinexcel Isuna will be in good working condition for the following periods of time

1. 5-year limited warranty, including all hybrid inverter models.
2. 1-year limited warranty for accessory products including: communication dongles, smart meter and etc.

Warranty start on the date of manufacture marked in the series number.

Product Model: Isuna D6K-SL-AU, Isuna D8K-SL-AU, Isuna D9.9K-SL-AU, Isuna D10K-SL-AU, Isuna D12K-SL-AU, Isuna D6K-SL-S-AU, Isuna D8K-SL-S-AU, Isuna D9.9K-SL-S-AU, Isuna D10K-SL-S-AU, Isuna D12K-SL-S-AU

Business License No.:
ACN:647416322
ABN:37647416322
Importer Company Name: Solar Panel Install Pty Ltd
Website: https://autrabatteries.com
Trading Address: 7/41-43 Higginbotham Road, Gladesville NSW 2111
Contact Person: Jin Fan
Phone (For Warranty Claims/Tech Support): 0413 426 686
Email (For Warranty Claims/Tech Support): customerservice@autrabatteries.com

Manufacturer Company Name: Shenzhen Sinexcel Isuna Energy Technology Co.,Ltd
Address: 1002, Songbai road, Nanshan district, Shenzhen, Guangdong, China
Website: https://www.sinexcel-isuna.com/.
Phone (For Warranty Claims/Tech Support): 134 2138 7740
Email (For Warranty Claims/Tech Support): hes@sinexcel.cn

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.

How to Make a Claim Under The Sinexcel Isuna Limited Warranty

If the claimant needs to make a warranty claim, they should contact the local distributor of the purchased product or the installer who installed the inverter. If the claimant is unable to obtain service from them, or is not satisfied with the service, the claimant can escalate the service request by creating a service ticket and filing a claim by contacting Sinexcel Isuna via https://www.sinexcel-isuna.com/.

In order to provide friendly and timely service, Sinexcel Isuna works with multiple distributors and installers worldwide. Therefore, please consider them as Sinexcel Isuna's default service channels and use them for warranty claims; Sinexcel Isuna

supports and audits service channels to ensure good customer service.
Please have the following information ready as it may be required when contacting your local distributor.

1. Contact information of claimant, including name, company name, phone number, email address, and shipping address.
2. Information on all defective products including the model number, serial number, installation date and failure date. Any claim should be made within one month of failure date to be considered under the warranty.
3. Installation information, including brand, model and number of PV panels, brand model and number of battery.
4. Error messages displayed on the Isuna APP (if there is a reading condition) and other information about the fault/error.
5. Describe the operation prior to the failure and details of previous claims (if applicable). Sinexcel Isuna may arrange an on-site inspection to find out what caused the failure. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Sinexcel Isuna or an authorized third-party company. Sinexcel Isuna reserves the right not to enter the site should the Sinexcel Isuna technician consider it unsafe to do so.

Remedies

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, Sinexcel Isuna may, at its sole discretion, elect to

1. Fix the issue by changing the configuration or updating the firmware/software.
2. Repair the product by replacing it with a spare part.
3. Exchange the product for a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the device is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replaced unit. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. For every inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following Sinexcel Isuna's RMA template) to Sinexcel Isuna to confirm the RMA request before the inverter being exchanged.
4. If it is proven that the problem was caused by faulty installation, Sinexcel Isuna reserves the right to contact the original installer and request that they provide a solution to fix the issue before Sinexcel Isuna’s intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

All parts of the product or other equipment that Sinexcel Isuna replace shall become Sinexcel Isuna’s property. If the product is found not to be covered by this Limited Warranty, Sinexcel Isuna reserves the right to charge a handling fee. When repairing or replacing the product, Sinexcel Isuna may use products that are new, equivalent to new or refurbished.

What is Covered and Not Covered?

Unless there is a special/unique agreement between Sinexcel Isuna and the customer, Sinexcel Isuna's limited warranty repairs only include the cost of hardware and materials required to make equipment damaged due to non-human factors or force majeure re-operation.

Warranty Exceptions

The following circumstances may cause device defects, but are NOT covered by Sinexcel Isuna's limited warranty.

1. Normal wear and tear which does NOT affect the major function of the product (e.g. color fading, scratches on top cover/machine body).
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Faults or damages due to faulty installations or operations, maintenance carried out against Sinexcel Isuna instructions by an unauthorized installer, e.g. insufficient isolation caused by broken DC cable.
4. Disassembly, repair or modifications performed by a third-party company/person not authorized by Sinexcel Isuna. Product modifications, design changes or part replacements not approved by Sinexcel Isuna.
5. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force including but not limited to stormy weather, flooding, over voltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
6. For the products equipped with the SPD module, if lightening is beyond the SPD's protection range, it will not be able to protect the inverter and the Sinexcel Isuna limited warranty shall be void.
7. Vandalism, engraving, labels, irreversible marking or contamination or theft.
8. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
9. Faults or damage caused by other factors not related to product quality issues.
10. Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without Sinexcel Isuna's written confirmation/approval prior to the installation.
11. Accidents and external influences.
12. Combining Sinexcel Isuna's storage product with a lead acid battery pack or any other lithium battery pack which is out of our list of compatible batteries. Please refer to the link below for a detailed list of compatible battery packs. https://www.sinexcel-isuna.com/.
13. Unless a special agreement exists between Sinexcel Isuna and the battery manufacturer, for all the battery packs NOT listed in our 'Compatible Battery List', but which have completed the compatibility test with the Sinexcel Isuna inverter, it is the responsibility of installer/system integrator to check the battery safety as well as system performance and reliability. Sinexcel Isuna shall guarantee the performance

of the inverter under the normal working conditions within the limited warranty term and provide limited technical support if applicable. However, Sinexcel Isuna shall assume no liability for system malfunctions and any incurred loss or damages whatsoever.

14.Product failure is not reported to Sinexcel Isuna within one month of appearance.

15.Please kindly notice that if any Sinexcel Isuna products are used for the purpose of an anti-reverse solution, the user manual must be read in advance to ensure the operating principle of anti-reverse has been fully understood. It shall be thoroughly understood that in the process of actual use, a tiny amount of power may still be sent to the power grid, which cannot be completely avoided by the current technical solution of Sinexcel Isuna anti-reverse products. Any photovoltaic plants in which Sinexcel Isuna products have been used must be reported to the competent local authority with the corresponding jurisdiction. Should the photovoltaic plants fail to report such use, Sinexcel Isuna shall not be liable for any and all risks and penalties arising from or in connection to the unreported or unauthorized use of Sinexcel Isuna products. In the event that the photovoltaic plants have reported the use of Sinexcel Isuna products, the liability of Sinexcel Isuna shall not exceed the total amount of the Purchase Order of the relevant products.

16. For the purpose of fixing firmware vulnerabilities and eliminating potential risks, Sinexcel Isuna is going to provide service of remote upgrades of firmware to improve the performance of our products. Sinexcel Isuna strongly recommends the customer connect the Sinexcel Isuna products to our Iot management system or provide us with access to the remote upgrade path of the third-party's monitoring system. Please kindly notice that, in the event that Sinexcel Isuna is unable to perform the remote upgrade due to the customer's failure to provide Sinexcel Isuna with the aforementioned connection or access, the customer shall be solely liable for the adverse or negative consequences concerning from vulnerabilities or other risks, and Sinexcel Isuna Standard Limited Warranty may not apply.

Out of Warranty-Case

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by Sinexcel Isuna as out-of-warranty cases. For all out-of-warranty cases, Sinexcel Isuna may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to Sinexcel Isuna or/and repaired products are sent from Sinexcel Isuna to the user.

Warranty Extension Options

In addition to the default 5-year limited warranty on inverter products, Sinexcel Isuna offers a warranty extension option for all inverters purchased through authorized distribution channels.

Extended 5 or 10 years limited warranties can be purchased from Sinexcel Isuna's authorized distributor before the earlier one of the following two dates:

1. 12 months after the date of product first installed.
2. 18 months after the date of manufacture.

Unless a special/unique agreement exists between Sinexcel Isuna and the customer, the extended warranty covers only the cost of hardware materials required to get the equipment back into operation. It does not cover any inbound/outbound shipping costs or labour costs for replacement/field service.

All other costs, including but not limited to compensation for direct or indirect damages caused by faulty equipment or other installations of the PV system, or loss of power generated during product downtime, are not included in Sinexcel Isuna's warranty extension options.

Geographical Scope

The terms and conditions of the Sinexcel Isuna Limited Warranty apply only to equipment originally purchased from a channel authorized by Sinexcel Isuna, unless the terms and conditions of the warranty are specifically set forth between Sinexcel Isuna and the direct purchaser. The warranty will be void for any equipment sold and installed outside of the identified area without written confirmation/approval from Sinexcel Isuna.

Limitation of Sinexcel Isuna's Liability

This limited warranty applies to products sold and installed after September, 2023. It is the end user's sole and exclusive remedy from Sinexcel Isuna and Sinexcel Isuna's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other Sinexcel Isuna warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and were permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), Sinexcel Isuna does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, Sinexcel Isuna's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of Sinexcel Isuna or in case of death or personal injury resulting from Sinexcel Isuna's proven negligence.

*Limited warranty is a basic warranty promise from Sinexcel Isuna to the end users. In certain countries/regions, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer’s warranty) which is provided by Sinexcel Isuna’s local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this Sinexcel Isuna limited warranty statement may NOT be the latest version, please refer to the latest version of the Sinexcel Isuna limited warranty by visiting our global website via https://www.sinexcel-isuna.com/.