UZ Energy Battery Warranty

Model: PLPA-L1-10K2
General Terms

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

We warrant that we will repair or replace (at our option) a Product or any part thereof, if such Product is faulty or defective in manufacture or materials for a period of 10 years from the date of purchase.

1. Product Warranty

UZ Energy Warrants that the product will be free of defects caused in improper workmanship or defective materials

This Warrants commences the period of 10 (Ten) years from the earlier of:

1. The date of installation of the Product .Or
2. 6 (Six) Months after the date the product was manufactured.

This warranty does not include any accessories and tool kit items provided with the Product.

UZ Energy will repair or replace the Product if the Product is defective and returned during the Warranty

2. Battery Performance Guarantee

For systems operating under self - consumption mode, we warrant that each battery module retains at least eighty percent (80%) of its usable capacity for 120 months OR 6000 cycles, whichever comes first, from the earlier of (i) the date the battery storage system is installed at the end - user's property or (ii) the date two months after the Product is sold to another business or person.

3. Conditions **(Warranty Period subject to the conditions)**

The warranties in respect of the Product only apply if the Product or Part:

1. Is purchased from UZ Energy directly or an Authorized Reseller in the Territor.

2. Is replaced or repaired under this Warranty, the balance of the original Warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty

3. Is installed in the Territory and indoor environment

4. This Warranty does not extend to any Products that have been completely or partially disassembled or modified, except where such disassembly is carried out by UZ Energy

5. Is installed, operated and maintained in accordance with the Product Manual. and

6. Be used on a daily cycle basis and only for energy storage system,

4.Exclusions

To the extent permitted by law, UZ Energy excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Hybrid inverter or Charger failure

2.The Product being installed with hybrid inverter or charger which have not been certified by UZ Energy

3. The Product being installed in an outdoor environment, or an environment out of the operation temperature range listed in the Product Manual.

4. Battery has not been stored, handed, installed, operated or maintained properly according to the product manual.

5. Treat the Product improperly, negligently or in inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Manual;

6. Transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;

7. Storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than UZ Energy or a UZ Energy's certified installer;

8. Abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of UZ Energy;

9. Any attempt to extend or reduce the life of the product without written confirmation from UZ Energy, whether by physical means, programming or others;

10. Removal and reinstallation at another place from the original installation without the written confirmation from UZ Energy;

11. Water, conductive dust or corrosive gas;

12. The Product has been connected with different type battery modules;

13. Battery have been connected with battery not from UZ Energy;

14. Failure to install, operate or maintain the product in accordance with the Product Manual.

15. Normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product.

16.Theft or vandalism of the Product or any of its components.

17.From the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed;

This Warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

5. Warranty Claim

If a Product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

When contacting us by email, please have the following information to hand:

1.Your name, address, postcode and a telephone number where you can be contacted

2. The model designation

3. Proof of purchase with date and address of the vendor

4. Installation date and installation address

5. Signed commissioning report or protocol

6. Contact details of the installer

7. A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

Deadlines for Submitting Warranty Claims

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring of the warranty failures. It is therefore critical that all claims under this Warranty are promptly submitted to us as soon as the Product fails, and in any event, within three months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

Costs of Submitting a Warranty Claim

For invalid claims under this Warranty, we will not be liable for the end-user’s costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this Warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred

costs or expenses in making valid warranty claims under this Warranty may be claimed from us. Documentary evidence in support of such claim will be required.

Wrong Deliveries and Transit Damage-Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims

6. Returning the faulty unit

Customer’s assistance -Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. UZ Energy will supply all labels, documentation and freight details for the return of the allegedly faulty unit. All allegedly faulty units must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning.

7. Contact Details :

Company(manufacturer):ShenzhenUZEnergyLimited

Address:Room313,3rdfloor,Building2,MeilinDoriIndustrialZone,BeihuanRoad,MeifengCommunity,MeilinStreet,FutianDistrict,Shenzhen,China

Postcode:518049

Tel:8675583128098

Web: https://www.uzenergy.com

Email: marketing@uzenergy.com

Company(agent):Wow Solar Pty Ltd

Address:16/92 Briggs stWelshpool WA 6060

Tel: + 61 8 6142 7371

Web: www.wowsolar.net.au

Email: Info@wowsolar.net.au