



## Max Power Solar Inverter Warranty Policy

### 1. Scope of Warranty

Max Power Solar provides the following limited and extended warranty for inverters and charge controllers (herein referred to as the Product(s) (unless explicitly stated otherwise) produced/provided by Max Power Solar. Max Power Solar under its own discretion has the right to decline the replacement of the device if the terms and conditions of the Warranty Policy are breached. This Max Power Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognized Max Power partners. The Product(s) included in this Policy are:

#### MPS-5000

#### Important:

Please note, this warranty policy covers Max Power Solar Products as specified herein. This warranty is limited to the Max Power Solar inverter range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by Max Power Solar may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

### 2. Contracting Parties

This Policy is only provided to the original purchaser or end user of the product, where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

### 3. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

#### Standard Warranty

The Product will be free from defects in materials and workmanship for a period of seventy-two (72) months from the date of installation, but no more than seventy-seven (77) months from the date of manufacture of the Product (whichever comes first).

#### Plus Warranty

An additional seventy-two (72) months of warranty will be provided **only** beyond the seventy-two (72) standard warranty period. This warranty is called the *Plus* warranty. The *Plus* warranty will cover the cost of repairing the Product only. It will not cover transportation costs or be eligible for service rebates/compensation as outlined in section 5.

#### Pro (Extended Warranty)

For full warranty coverage beyond the standard warranty period of seventy-two(72) months, the Product may be eligible for a warranty extension (*Pro Warranty*) of an additional forty-eight (48) months. The *Pro* warranty extension is available for purchase up to thirty-six (36) months from the commissioning date of the Product.

On account of the product being replaced, the unexpired warranty is transferred to the replacement product, applicable to both the standard and extended (*Pro*) warranty.

### 4. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and Max Power Solar authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 5 and 6 of this Policy.

### 5. Service Rebate

The Installer may be eligible for a service rebate for the service and replacement of the Product, which has been returned to Max Power Solar and deemed defective in workmanship or materials upon testing and inspection by Max Power Solar.



If multiple on-site visits are required, the Installer must contact Max Power Solar prior to the site visit. The service rebate should be claimed within three (3) months from the date of when the warranty claim is approved. Any claims made on account of the following reasons will not be eligible for the service rebate:

- Travel and subsistence expenses as well as on site installation, modification and maintenance costs;
- Where the replacement Product(s) offers improved features/functionality not compatible with the remaining components of the PV system;
- Compensation for power that was not fed into the grid or consumed;
- Delay in receiving the product due to transportation costs or costs incurred due to issues beyond the control of MaxPower Solar.

The installer may be eligible for transportation costs to include the cost of transportation of the Product through roadways to a single specified address only. It does not include any express delivery charges or charges due to other means of transportation or any onward shipping costs from the original specified shipping address. Any excessive charges above the mentioned charges will not be covered by Max Power Solar. **Products covered under the Plus warranty are not eligible for any service rebates outlined above.**

## 6. Limited Liability

Claims that relate to defects that are caused by the following factors are not covered by Max Power Solar's warranty obligations:

- i. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- ii. Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- iii. Improper or noncompliant use, installation, commissioning, start up or operation;
- iv. Improper wiring of the Product causing arcing or damage of the Product or its parts;
- v. Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- vi. Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- vii. Damage of the Product(s) that originate from other parts of the system;
- viii. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- ix. Damage that occurred during the transportation of the Product(s);
- x. Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- xi. Unauthorized repair and reinstallation of the Product(s);
- xii. Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to Max Power Solar;
- xiii. Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

Where authorized Max Power Solar personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, Max Power solar under its discretion will:

- repair of the product on site or at a designated Max Power office or service centre;
- provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by Max Power Solar. Max Solar Power may replace parts with refurbished parts.

## 7. Exclusions

This Policy does not cover the components that were not initially sold by Max Power Solar as a part of the system. Nor does it cover any financial losses caused by faulty products.

## 8. Warranty Claim Process

It is the duty of the Installer to contact Max Power Solar in the event of a fault with the following information.

Name of the Installer:  
Product Model No:  
Fault Code:  
Fault Details:  
Contact Details:



Max Power Solar may ask for additional details depending on the fault conditions. Max Power Solar will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an Return Material Authorisation (RMA) Form with the evidence and any additional information requested by Max Power Solar. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. Max Power Solar is obliged to approve and dispatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to Max Power Solar within a maximum of thirty (30) days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 5.

If an allegedly faulty Product is returned to Max Power Solar pursuant to this Policy, and is found by Max Power Solar to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, Max Power Solar will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by Max Power Solar in all cases. Any replacement of the Product issued without the consent of Max Power Solar will invalidate an associated claim.

### 9. Further Rights at Law

In addition to the warranty provided by Max Power Solar, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty.

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.

### Manufacture and Importer Contact Details

Company Name	Oz Power Products Pty Ltd ABN 35 641 561 686
Trading Name	Max Power Solar
Street Address	11 Progress Circuit Prestons NSW 2171
Website	<a href="http://www.maxpowersolar.com.au">www.maxpowersolar.com.au</a>
Email	<a href="mailto:info@maxpowesolar.com.au">info@maxpowesolar.com.au</a>
Phone	02 9607 2440

To lodge an online warranty claim visit [www.maxpowersolar.com.au](http://www.maxpowersolar.com.au)