



AISWEI Warranty and Service Conditions

These AISWEI Warranty and Service Conditions (“Warranty Conditions”) will apply solely to the products (“Products”) purchased from AISWEI within the territory of Australia, including inverters and monitoring devices.

Notwithstanding the above, if AISWEI and customers enters into any special agreement on warranty in writing, such agreement shall prevail.

Factory Warranty

Except that is otherwise agreed by and between AISWEI and customers, AISWEI grants customers a 5-years Factory Warranty for all inverter and a 2-years Factory Warranty for all monitoring devices. The Factory Warranty covers the warranty services and spare parts for the Products within the Factory Warranty period, which begins from the earlier date of the following two:

- First installation date or
- 6-months after the shipment dispatch date from AISWEI.

Extended Warranty

For inverters purchased from AISWEI, the Extended Warranty can be purchased for another period of 5/10/15 years within 48 months (4 years) from the effective date of Factory Warranty. The purchased Extended Warranty is uniquely bound to the corresponding inverter and cannot be transferred. There is a discount price for purchase of the Extended Warranty within 24 months (2 years) from the effective date of the Factory Warranty. The Extended Warranty price list and further service requirements are available from AISWEI sales.

Factory Warranty and Extended Warranty are collective referred to as AISWEI Warranty and shall both be subject to the below specified conditions.

Conditions for AISWEI Warranty

If a Product exhibits a defect within the agreed AISWEI Warranty period, AISWEI will, at its sole discretion and according to the actual circumstance, provide warranty services for such Product by taking one or more of the following measures:

- Repair of the Product by AISWEI(Jiangsu), or
- Repair of the Product on-site, or
- Exchange of the Product with replacement Product of equivalent value, including refurbished Product.

The warranty includes the costs of AISWEI for work and material for the restoration of faultless functioning in AISWEI’s factory or for on-site repair work by AISWEI personnel and the shipment costs of defective Products and replacements. The costs of taxes, customs and duties, travel and accommodation costs of AISWEI personnel for on-site repairs as well as costs of the customer’s own employees are also included in the warranty.

If the customer intends to apply for warranty services, it shall report defective Products with a brief error description to AISWEI Service Line, return the defective Product (if applicable) and submit relevant evidencing documents required by AISWEI, including but not limited to a copy of the purchasing invoice or

the extended warranty invoice issued by AISWEI. The type plate on the defective Product shall be completely legible. Otherwise, AISWEI(Jiangsu) is entitled to refuse to provide warranty services.

If AISWEI agrees to provide the replacement service, it will generally send an equivalent replacement device, packaged appropriately for transport. The defective Product shall be appropriately packed in this transport packaging for return to AISWEI.

If the customer is in arrears of any payment for Products or the defective Product is not returned, AISWEI is entitled to refuse to provide warranty services until the arrears are paid or the defective Product is returned.

Please note that, the warranty period of all repaired or replacement Products will share the remaining warranty period of the former defective Products. If the remaining warranty period is less than one-year after the repaired or replacement, it will be extended to a full one-year period.

All warranty services under AISWEI Warranty are free of charge only if the course of action is agreed with AISWEI in advance.

Scope of the Warranty

The warranty does not cover damages that occur due to the following reasons:

- Transport of lifting damage
- Incorrect installation or commissioning
- Failure to observe the user manual, maintenance regulations and intervals
- Modifications, changes, or attempted repairs
- Incorrect use of inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g. lighting, overvoltage, storm, fire)

Neither does it cover cosmetic defects that do not influence the energy production

Claims that go beyond the rights cited in these Warranty Conditions; in particular claims for compensation for direct or indirect damages arising from the defective Products, for compensation for costs arising from disassembly and installation, loss of profits or loss of reputation are not covered by AISWEI Warranty, insofar AISWEI is not subject to statutory liability under laws of Australia.

Service after Warranty Expiration

AISWEI provide lifelong free consulting service for customers. For Products which are out of AISWEI Warranty, AISWEI only charges for actual cost that includes but is not limited to on-site service charges, material costs, labor costs, transportation costs for defective Product and replacement Products.

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.

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