

Commercial and Industrial Pre-assembled Integrated Battery Energy Storage Systems

Registering online is quick and easy!

- Visit <http://www.powerplus-energy.com.au> to access Warranty Registration.
- Go directly to the registration page at <http://www.powerplus-energy.com.au/warranty-registration>

Contact us regarding warranty information:

- PowerPlus Energy Pty Ltd
- Address: 2 Koornang Road, Scoresby, VIC, 3179
- Tel: 03 8797 5557
- Email: support@powerplus-energy.com.au
- Website: <http://www.powerplus-energy.com.au>

LIMITED WARRANTY

PowerPlus Energy Pty Ltd gives the following limited standard and extended warranties against defects set out in these terms and conditions. These warranties are applicable for the following energy storage systems:

- ESCAPE215-R
- ESCAPE1000-R
- ESCAPE2000-R

PowerPlus Energy warrants, on the terms and conditions set out below, that:

- The storage system will be free from defects in materials and workmanship for the period shown in the table below.
- The end user must provide a valid purchase invoice to verify the date of purchase.
If the end user fails to provide a valid purchasing invoice or fails to register online (within 60 months of the purchase date), the standard warranty period for the listed products will be 60 months (5 years) from the date of production by PowerPlus Energy Pty Ltd.
- Device Warranty: PowerPlus Energy provides the warranty period from the date of the purchase invoice.

Parts	Period
Battery Warranty	10 Years or 6000 Cycles @ 70% SOH
PCS / Inverter Warranty	5 Years
Parts (Cooling System, Protection Devices, etc.)	5 Years

EXCLUSIONS

The installer is required to notify PowerPlus Energy within 30 days of first becoming aware of the defect or fault.

PowerPlus Energy will request information to assist with fault finding including serial numbers and other identifying details of the equipment, location, description of the fault, full contact details, if the unit is connected to the internet and access and other relevant information.

PowerPlus Energy will either (a) repair any products or parts of the product during the warranty period or (b) the original cost of the storage unit, proven defective in design or manufacturing, will be refunded. PowerPlus Energy will not be obligated to fulfil a warranty claim if all or any of the following are true

1. "Warranty Registration" is not completed on the PowerPlus Energy Warranty Registration website.
2. The product is modified, the design is changed, or parts are replaced by an unauthorised party not pre-approved by PowerPlus Energy to do so specifically.
3. Modifications, changes, or attempted repairs are made, or serial numbers/seals/certification marks are erased by an unauthorised technician who has not been pre-approved by PowerPlus Energy to do so specifically.
4. The fault results from improper installation, operation, commissioning, or transport; failure to heed the safety rules, operating instructions, and installation standards; failure to observe the applicable safety regulations, codes of conduct, or other applicable rules.
5. The product was improperly stored or damaged while in possession of the dealer or end user.
6. A claim to cover transportation damage or scratches caused by the transport company.
7. Failure to observe and follow guidelines in the user manual, installation guide, and maintenance regulations.
8. Insufficient ventilation of the device.
9. Sub-standard maintenance and service procedures.
10. Force majeure (e.g., lightning, overvoltage, storm, fire).
11. The fault has been caused by another component in the system (eg. solar system).
12. The product is used as a product component expressly warranted by another manufacturer.
13. The product's original identification (trademark, serial number(s), etc.) markings have been defaced, altered, or removed.
14. PowerPlus Energy product is disassembled and rebuilt outside the replacement process.
15. The damage does not impair the function of the PowerPlus Energy storage system ("cosmetic flaws").
16. The product was installed outside of Australia
17. The full purchase price of the warranty product has still not been paid to PowerPlus Energy.
18. Any consequential losses that are attributable to the product losing power, whether by product malfunction, installation error, or misuse.
19. The product is removed, disconnected from internet connectivity for more than 30 days.

CONSUMER PROTECTION

1. Australia - 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.
2. Except as set out in this warranty or arising under the Australian Consumer Law, to the maximum extent permitted by law:
 - All other express or implied warranties are excluded;
 - PowerPlus Energy's maximum aggregate liability (whether in contract, tort (including negligence) or under statute) will not exceed the purchase price paid for the relevant product; and
 - In no event will PowerPlus Energy be liable for any consequential, indirect or special damages.

WARRANTY CLAIMS

1. Contact original place of purchase or PowerPlus Energy.
2. Battery model number, battery serial number and original purchase receipt clearly showing purchase date must be supplied when making a claim.
3. A full description of battery fault, battery location address, your full contact details and additional relevant information should be included.
4. PowerPlus Energy will contact you to determine the fault.
5. A Return Materials Authority (RMA) form is required prior to any system or part thereof being returned to PowerPlus Energy for assessment under warranty.
6. Any product being returned to PowerPlus Energy must be freighted in either its original packaging or a suitable substitute capable to protect the product from damage in transport.
7. PowerPlus Energy Pty Ltd will repair or replace the faulty battery at their discretion.
8. The balance of the original warranty will apply to the repaired or replaced battery.