

# Warranty Compensation Statement

## OVERVIEW

1. Prior to undertaking any warranty-related work on PowerPlus Energy products, you must obtain a Return Material Authorisation (RMA) from PowerPlus Energy including estimated travel and time on site costs. It is essential that you have read and understood these Terms and Conditions. If you do not agree to these Terms and Conditions, please do not proceed.
2. These Terms and Conditions do not override any rights you may have under the Australian Consumer Law (ACL).
3. PowerPlus Energy reserves the right to appoint an alternative contractor to perform warranty work.
4. To be eligible for reimbursement of costs associated with warranty work, prior approval must be obtained from PowerPlus Energy. This involves raising a problem (RMA) number and supplying all relevant details, including:
  - Product information and serial numbers
  - Photographs of the installation
  - Screenshots of programmed settings in connected equipment
  - Performance data downloads
  - Any other supporting documentation as requested by PowerPlus Energy technical support team

This information ensures efficient resolution and a streamlined claims process.

## LIMITATIONS OF WARRANTY

1. This warranty excludes accidental damage, general wear and tear, and misuse;
2. Cosmetic elements such as paint and glass are not covered for blemishes or imperfections resulting from normal use, neglect, or unauthorised repairs;
3. Failures due to incorrect installation or operation outside the manufacturer's guidelines;
4. Workmanship or installations not performed by PowerPlus Energy or not approved in writing;
5. Damage to third-party equipment or costs associated with removal, shipping, or reinstallation by others;
6. PowerPlus Energy may, at its discretion, repair or replace products with new or refurbished items of similar age and condition;
7. Claims must include installation photos, maintenance history, and configuration settings of connected equipment;
8. This document may be updated at any time, with the latest version superseding all previous versions.

**Table 1: Allowances for authorised site visits**

\* ALL prices are in Australian Dollars including GST.

Description	Rate
Travel time – total paid inclusive of vehicle and people (verified via Google Maps, max 8 hours return)	\$110 per hour
On-site time – 1st person (licensed electrician or authorised technician)	\$150 per hour
On-site time – 2nd person	\$100 per hour

**Payment terms:** 30 days from the end of month from confirmation of a valid warranty claim.

**Identification:** Invoices must itemise all costs and reference the assigned problem number (RMA).

## WARRANTY CLAIMS

1. No compensation will be paid until:
  - The faulty equipment is returned and assessed.
  - Rectification works are completed.
  - The system is confirmed to be operating correctly.
2. Installer compensation is not applicable for firmware updates.
3. Systems must be installed and commissioned in accordance with PowerPlus Energy's installation and technical manuals.
4. Warranty work must be carried out by a Licensed Electrical Contractor or a technician accredited by the Clean Energy Council (CEC) or Solar Accreditation Australia (SAA) for battery storage. All wiring must be performed by a Licensed Electrical Contractor.
5. Warranty work carried out by system owners, consumers (DIY), or unauthorised persons is not eligible for compensation.
6. If no fault is found or the issue is outside warranty coverage, PowerPlus Energy may charge the installer for repair, freight, and service costs.
7. The warranty must be registered with PowerPlus Energy for the installer to be eligible for compensation.