

Warranty Statement

Whispr Series

LIMITED WARRANTY

PPE Whispr Division Pty Ltd (PowerPlus Energy) gives the following limited standard and extended warranties against defects set out in these terms and conditions. These warranties are applicable only for Australia and New Zealand for the PowerPlus Energy Whispr Series (Renox: RX-7013Plus/ RX-5013Plus).

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 **10-years** from the date of installation, but no more than 11-years from the manufacturing date of that storage system.

- Warranty consists of 10-years on-site from the date of installation. Installation must commence within 12 months of purchase.
- The warranty covers the battery within an operating temperature range of -10°C to 55°C and guarantees a minimum cumulative energy throughput equivalent to 2.8MWh per kWh of usable battery capacity. Expected End of Life capacity of 70%.
- In-field technical support and up-to-date monitoring requires an Internet connection.
- All warranty claims will be assessed at the sole discretion of PowerPlus Energy.

EXCLUSIONS

All installers are required to lodge a PowerPlus Energy warranty claim. In the event of a claim, PowerPlus Energy will either replace or repair the product or product components during the warranty period.

PowerPlus Energy will not be obligated to fulfill a warranty claim, if all or any of the following is true:

1. Product is modified, the design is changed, or parts are replaced by an unauthorised party not pre-approved by PowerPlus Energy to specifically do so.
2. Modifications, changes, or attempted repairs are made or serial numbers / seals / certification marks are erased by an unauthorised technician not pre-approved by PowerPlus Energy to specifically do so. The storage system models in this document is subject to update without notice, please visit www.powerplus-energy.com.au for the latest information.
3. The fault is the result of improper installation, operation, commissioning, or transport; failure to heed the safety rules, operating instructions, and installation standards; failure to observe the applicable safety regulations.
4. The product has been improperly stored or was damaged while in possession of the dealer or end user.
5. Failure to observe and follow guidelines in the user manual, installation guide, and maintenance regulations.
6. Insufficient ventilation of the device.
7. Sub-standard maintenance and service procedures.
8. Force majeure (e.g., lightning, over-voltage, storm, fire).
9. The fault has been caused by another component in the warranty holder's photo-voltaic system.
10. The product is used as the component of a product expressly warranted by another manufacturer.
11. The product's original identification (trademark, serial number(s), etc.) markings have been defaced, altered, or removed.
12. A PowerPlus Energy product is disassembled and rebuilt outside of the replacement process.

13. The damage does not impair the function of the PowerPlus Energy storage system ("cosmetic flaws").
14. The product was installed outside of Australia or New Zealand without prior approval by PowerPlus Energy to specifically do so.
15. The full purchase price of the warranty product has still not been paid to PowerPlus Energy.
16. Any consequential losses that are attributable to the product losing power whether by product malfunction, installation error, or misuse.
17. If Internet connectivity is lost for more than 100 consecutive days, monitoring data will be unavailable and this will impact in-field technical support and warranty claims.
18. Product installation is not compliant with installation instructions provided in *Section 3.1* of the *Whispr Installation & Operation Manual (V1.1)*.

WARRANTY CLAIM PROCESS

In the event of a fault, the end-user should contact the installer from whom the product was purchased to arrange preliminary troubleshooting and who will contact PowerPlus Energy if necessary.

If the product is suspected to be faulty, the end-user or the installer should lodge a warranty claim (claimant) with the supporting documents via an online warranty claim (www.powerplus-energy.com.au) and contact details set out below:

- All the information requested in the warranty claim form.
- Copy of the invoice, receipt, commission report or any other document which provides proof of purchase of the unit.
- Contact details of claimant.

APPLICABLE LAW

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.