

1. Warranty Scope and Period

Jiangsu Juncess Energy Co., Ltd. (hereafter referred to as 'Juncess Energy', we' or 'us') sells Juncess Energy Products (hereafter referred to as 'Product' or 'Products') either directly itself or through an authorized distributor to a customer (hereafter referred to as "Customer" or "you"). Juncess Energy guarantees that all Products shall be free of defects in material, manufacturing, and workmanship. A standard warranty of 10 years for inverters and batteries and a warranty for accessories is provided with Products purchased. The warranty applies to the following applies to inverters and battery models:

JFL16/JCL16

And accessories covered in the warranty include:

Wi-Fi Stick loggers

The warranty commences from the earlier one of following two dates:

- (1) The date on which the product was first installed,
- (2) 6 months from the date of the product shipment from Juncess Energy factory.

2. How to make a claim

For an end user, it is recommended to contact the distributor, installer or retailer of your Products for a more efficient warranty service. For a customer purchasing goods directly from Juncess Energy, it is recommended to contact Juncess Energy to make a claim. However, if an end user is unable to reach the distributor, installer or retailer, you can also contact Juncess Energy. To make a claim under this document, you must notify Juncess Energy of the defect within 30 days after the time that the defect first became apparent to you at one of the following:

Manufacturer:

Jiangsu Juncess Energy Co., Ltd.

Tel: +86 051265986039

Email: sales@juncess.com

Website: www.juncess.com

Importer:

Solar System Pty Ltd

Tel: 1800975270

Email: sunny@solarsystemaus.com.au

Website: www.solarsystemaustralia.com.au

Address: Room 901-16, 9/F, W02 BusinessAddress: Unit 4, 142 James Ruse Drive Parramatta
Building, No. 11, Yangfu Road, Suzhou IndustrialNSW 2150

Park, Jiangsu, China

When making a claim, you are required to provide the following information:

- (1) Product model
- (2) Product Serial Number (S/N No.)
- (3) Order No. (if available)
- (4) Detail of product defect (pictures and description of defect)
- (5) Customer name and contact
- (6) Installation date

A warranty claim may be rejected should you fail to provide the above information.

3. Warranty Service

If a claim is received within the warranty period and a defect of the Product covered under the warranty is confirmed by Juncsess Energy, we may elect to

- (1) Provide remote support by changing configurations or updating software
- (2) Repair the Product by replacing spare parts
- (3) Replace the Product with a new one functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product.

If a product is replaced within the warranty period, the new Product will have the benefit of a warranty period equal to the remaining period of the original warranty period or three months, whichever is greater.

4. Disclaimer

- (1) A Product is not originally purchased from channels authorized by Juncsess Energy, including but not limited to stolen Products.
- (2) Product is installed in a region beyond the country where it is sold.
- (3) A defect is not reported to Juncsess Energy within the stipulated time under this Document.
- (4) Normal wear and tears.
- (5) Damage caused by faulty installations by an unqualified installer, or by operations or maintenance carried out against Juncsess Energy User Manual.
- (6) Disassembly, repair or modifications performed by a third-party not authorized by Juncsess Energy.

- (7) Product modifications, design changes or part replacements not approved by Juncess Energy.
- (8) Damage caused by force majeure, including but not limited to stormy weather, flooding, pests, fire, or other acts of nature.
- (9) A defect does not impede the normal performance of a Product, including but not limited to any external scratch or stain, or natural mechanical wearing.
- (10) A defect is caused by other circumstances, event or issue beyond a Product, including but not limited to other component in the Customer's photovoltaic system, or any other component, device or appliance at the installation site.
- (11) A Customer has not paid in full amounts of the cost of a Product.
- (12) Damage caused by using nonstandard components or software, or components or software that are not in the scope of delivery of the product of Juncess Energy.

5. Costs and Expenses

(1) Subject to any rights that a customer may have under consumer law of the customer's country, any cost or expense that may incur in making a warranty claim, including but not limited to transport and customs clearance, shall be borne by the claimer.

Any liability of Juncess Energy which cannot be lawfully excluded is limited to any one or more of the following:

- the payment of the cost of replacing the Juncess Energy Product or of acquiring equivalent Product; or
- the payment of the cost of having the Juncess Energy Product repaired.
- the cost of labour to have the equipment replaced.

(2) A customer should, at his or her cost, return to Juncess Energy any replaced Product or part in the original packaging or equivalent. If the Juncess Energy Product or the part replaced is not returned to Juncess Energy within 60 days from the date of its replacement, the customer will be charged for the Juncess Energy Product or the part at the current price for a new part/device.

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.

JIANGSU JUNCCESS ENERGY CO., LTD

Tel: +86 51265986039

E-mail: sales@juncsess.com