

- (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 circumstance, 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 Each 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 Each Energy which cannot be lawfully excluded is limited to any one or more of the following:

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

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

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Each Energy Warranty and Service

Terms and Conditions

Each Energy Technology (Suzhou) Co., Ltd.

1. Warranty Scope and Period

Each Energy Technology (Suzhou) Co., Ltd. (hereafter referred to as 'Each Energy', 'we' or 'us') sells Each 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"). Each Energy guarantees that all Products shall be free of defects in material, manufacturing, and workmanship. A standard warranty of 10 year for inverters and batteries and a warranty for accessories are provided with Products purchased. The warranty applies to the following applies to inverters and battery models:

PHS3K/3.6K/4K/4.6K/5K/6K/8K-M1,
PHS3K/3.6K/4K/4.6K/5K/6K/8K-M1A,
PHS5K/6K/8K/9.9K/10K/12K-M2,
PHT5K/6K/8K/10K/11K/12K/15K/18K/19.5K/20K-M1,
PHT5K/6K/8K/10K/11K/12K/15K/18K/19.5K/20K-M1A,
PHT25K/29.9K/30K/35K/40K/45K/50K/55K/60K-M1,
H4/H8/H12/H16/H20/H24/H28/H32-M1 ,
H5-F2/F3/F4/F5/F6/F7/F8/F9/F10/F11/F12,
H6-F2/F3/F4/F5/F6/F7/F8/F9/F10/F11/F12,
M10,
L16,
L28,

And

Wifi Stick loggers, 4G Stick loggers, CTs(current transformer), Meters
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 Each 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 Each Energy, it is recommended to contact Each Energy to make a claim. However, if a end user is unable to reach the distributor, installer or retailer, you can also contact Each Energy. In order to make a claim under this document, you must notify Each Energy of the defect within 30 days after the time that the defect first became apparent to you at one of the following:

Manufacturer: Each Energy Technology (Suzhou) Co., Ltd.
Tel: +86 051266171088
Email: service@eachenergy.com
Website: www.eachenergy.com/support/warranty
Address: Building 4, Modern Industrial Park, Wuzhong
Technology City, Suzhou City, Jiangsu P.R. China

Importer: Solar System Pty Ltd
Tel: 1800975270
Email: sales@solarsystemaus.com.au
<https://www.solarsystemaustralia.com.au>
Address: Unit 4,142 James Ruse Drive
Parramatta NSW 2150

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 (Fault code on inverter LCD, 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 Each 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 Each Energy, including but not limited to stolen Products.
- (2)A Product is installed in a region beyond the country where it is sold.
- (3)A defect is not reported to Each Energy within the stipulated time under this Document.
- (4)Normal wear and tear.
- (5)Damage caused by faulty installations by an unqualified installer, or by operations or maintenance carried out against Each Energy User Manual.
- (6)Disassembly, repair or modifications performed by a third-party not authorized by Each Energy.
- (7)Product modifications, design changes or part replacements not approved by Each Energy.