

## POWER-ONE AUSTRALIA

### Exchange Program Policy for STRING Inverters under Warranty

This Policy governs the exchange program for Power-One Solar String Inverters (“**Inverters**”) covered by Power-One’s warranty (the “**Exchange Program**”). Parties wishing to participate in the Exchange Program must abide by the procedures and requirements set forth in this Policy. Power-One may, in its sole discretion, reject the exchange of any Inverter not returned in accordance with this Policy.

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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have any goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### 1. Warranty Claims

The standard warranty period for Inverters is **60 Months for Single Phase String and 120 months for Three Phase String**, starting from the date on which the Inverter is commissioned by the installer or customer’s agent or a maximum of 6 months from the production date. An extended warranty period is available for purchase within 36 months after commissioning, and for an additional 180 months for both Single Phase and 120 months for three Phase inverters. Exchange services apply only to inverters within their warranty period or extended warranty period, as applicable. Consult the Power-one customer service department to determine the applicable warranty period.

#### 2. Limited Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Any other claims are subject to Power-One’s applicable warranty terms and our Terms and Conditions of Sale, as effective at the time of sale. Claims made after the warranty period has ended will not be acknowledged or accepted.

Claims that relate to defects that are caused by the following factors are not covered by Power-One’s warranty obligations:

1. Act of God (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
2. Improper or noncompliant use, installation, commissioning, start up or operation
3. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
4. Abnormal amounts of pollution, dirt or dust intrusion into the inverter
5. Installation in a corrosive environment
6. Damage during transportation
7. Unauthorized repair attempts
8. Aspects of an Inverter not affecting its function, including but not limited to cosmetic aspects, such as damaged or illegible type plates
9. Reimbursement for labor, transportation, removal, installation, temporary power, loss of production (including any rebate, refund, or other benefit associated therewith), or any other expenses that may be incurred in connection with repair or replacement
10. Consumable components of any Inverter, including but not limited to fuses, filters, fans, etc.

#### 3. Exchange Service

Any Inverter qualifying for exchange within the warranty period will be replaced with a new or refurbished Inverter, subject to the terms and conditions detailed within this document being adhered to.

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The following items must be provided to Power-One in order for an exchange to be effected under this policy:

### A. Technical requirements

Inverter name plate data (Aurora INFO sheet) including:

1. Product code
2. Serial number
3. Date code
4. Failure code
5. Failure comment

**Power-One reserves the right to refuse exchange requests for lack of proper documentation and information.**

To request a replacement of an Inverter, you must contact the Power-One Customer Information Center.

Hotline: +61 2 9735 3111

Fax: +61 2 9763 2422

E-mail: [Service.au@power-one.com](mailto:Service.au@power-one.com)

Mondays to Fridays from 8 am to 5 pm (standard business days excluding holidays)

### 4. Power-One Responsibility:

Upon receipt of the required information listed in Section 3, and after attempts to correct the problem with the customer's assistance, Power-One will assign a unique case number and RMA to the customer. This number shall be used in reference for all communications regarding the exchange.

Power-One will dispatch a replacement Inverter within 2 working days to the specified customer or distributor location. Power-One will use standard ground transportation; any expedited transportation requirements will be billed to the customer.

Following the receipt of the replacement Inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement Inverter. Power-One will supply all labels, documentation and freight details for the return of the allegedly faulty Inverter. All allegedly faulty Inverters must be returned within 10 (ten) working days of the receipt of the replacement Inverter. Inverters not returned within this time period will be invoiced to the distributor. All standard transportation costs incurred in the shipment of the faulty inverter back to Power-one will be paid by Power-One.

A qualified installer must be available for the Inverter exchange and re-commissioning. The replacement Inverter will be covered by the original warranty terms of the faulty Inverter for the remaining warranty period of the faulty Inverter.

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### 5. Installer Responsibility

In the event of an equipment failure or fault it is the Distributors/Installers responsibility to work directly with the Power-One technical support team in order to limit the return of non faulty equipment. The technical support team will work with the installer to rectify the fault or fault message through telephone support or with direct PC links.

Note: In order to qualify for further compensation and a replacement unit, the Distributor/installer must first contact the Customer Information Center and fulfill the Distributor/Installer's responsibilities under Section 4 and 5 of this document.

### 6. Compensation for Distributors

If faulty equipment is exchanged by a Distributors Installer within the warranty period, Power-One will make a onetime payment to the distributor of \$150AUD for each site and \$25AUD for each additional inverter on the same site, as compensation. This is a voluntary payment with no liabilities acknowledged by Power-One. In the course of inspection by Power-One, if the allegedly faulty Inverter is found by Power-One to be ineligible for exchange under this Policy, the compensation payment will not be made and the Distributor will be charged for the repair of the unit as noted in clause 7 below.

In order to receive the compensation payment, the distributor must provide proof of a valid warranty for the allegedly faulty Inverter, a correctly issued and fully completed invoice (as provided by Power-One with the replacement Inverter), and a valid RMA number for the allegedly faulty Inverter (as provided by the Customer Information Center). Distributor must ensure the return of the suspect equipment prior to reimbursement from Power-One. Installer or distributor must send these items to:

POWER-ONE, Energy Solutions Pty Ltd  
Unit 3/4 Avenue of America  
NEWINGTON NSW 2127  
Sydney, Australia  
Tel.: +61 2 9735 3111  
Fax: +61 2 9763 2422

### 7. Inspection Charge for Inverters Not Found Defective

If an allegedly faulty Inverter is returned to Power-One pursuant to this Policy, and is found by Power-One to be free of defects that would qualify it for replacement under this Policy, or due to limited liability as stated in clause 2, Power-One will charge a flat-rate inspection charge for each Inverter of \$150.00 AUD, plus shipping and packaging costs.

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### 8. Charges Post Warranty Period

A faulty Inverter where the warranty period has expired can be sent to Power-One for repair or exchange at a fixed repair charge, as determined by Power-One in its sole discretion. Any faulty Inverter to be repaired or exchanged under this Section must be returned directly to Power-One, who will evaluate the Inverter and provide the Installer and/or Distributor with a summary of its findings. Power-One will then provide the Distributor with a quote stating the cost of the out of warranty repairs. The Distributor/Installer must then provide Power-One with a completed and authorized purchase order for the repairs prior to Power-One's commencement of the repairs.

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### 9. Inverter Replacement Procedure

Power-One must be provided with the relevant documentation as shown in Section 3. This procedure must be followed for a warranty claim to be applicable under this Exchange Program.

1. The Installer must contact the Power-One Customer Information Centre and supply the required information as shown in Section 3 (including the Aurora INFO Sheet). As shown in Section 5, the Installer will liaise with Power-One Technical Support to try and find a solution without having to exchange the Inverter.
2. If the Inverter is deemed faulty and is eligible for the Exchange Program, Power-One will raise and create an RMA for the Inverter and communicate this with the relevant Distributer.
3. Power-One will dispatch a replacement Inverter within 2 working days of the RMA being created. The Inverter will be shipped to the specified customer or distributor location at Power-One's cost.
4. The Installer will install the replacement Inverter and use the packaging to repack the faulty inverter and inform Power-One.
5. Power-One will organise and cover costs of pick up and shipping of faulty Inverter back to Power-One. The customer or installer must assist with this shipping. If the faulty Inverter is not returned within 10 working days of replacement Inverter installation, Power-One will invoice the relevant Distributer for the cost of the inverter.
6. Power-One will facilitate Section 6 of this document and pay the rebate to the Distributer. It is the Distributors responsibility to pass this rebate on to the correct Installer. Installer details will be supplied by Power-One (through Aurora INFO sheet).

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ADDENDUM 1  
Aurora Info Sheet

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ADDENDUM 1  
Terms and Conditions