

## **Renac Power Inverter Warranty Terms and Conditions**

### **Factory Warranty**

The factory warranty period for Renac Power inverters is 66 months (5.5 years) from the date of production from Renac Power Technology Co., LTD. Block6, No.2, West Jinzhi Rd, Suzhou National Hi-Tech District, Suzhou, China

You can also purchase an extension of Renac Power factory warranty within 24 months from the data of manufacturing.

### **Warranty Conditions**

In case of a faulty inverter during the agreed Renac Power factory warranty period, please report defective inverters with a brief error description to our service hotline for logging and send your warranty card to our service department by fax or email to process the warranty claim if you use the inverter for purposes of your self-employed business or professional activity. You may also contact your specific dealer or installer if your unit is defective or faulty.

If you are a private end-user, please contact your installer, or any Renac Power authorized Dealer or Distributor.

To make a claim under the warranty terms of Renac Power, you will need to supply us with the following information and documentation regarding the faulty inverter:

- Product Model No ( e.g. NAC50K-LV) and the serial Number (e.g. 110211480784634100023).
- Copy of the invoice and warranty certificate for the inverter.

Add: Building 6,No.2, West Jinzhi Rd,High Tech District, Suzhou City, Jiangsu , China

Tel: 0086-(0)512-66677278

Web: [www.renacpower.com](http://www.renacpower.com)

- Error message on LCD screen and additional information regarding the fault/error.
- Detailed information about the entire system (modules, circuits, etc.).
- Documentation of previous claim/exchanges ( if applicable)

If an inverter fails while it is under Renac Power factory warranty, it will be:

- Repaired By Renac Power, or
- Repaired on-site, or
- Exchanged with a refurbished inverter that includes all firmware updates.

If the inverter needs to be exchanged, the remaining factory warranty entitlement will be transferred to the replacement unit, i.e. the warranty period of 66 months from production of the original device will continue. In this event, you will not receive a new warranty certificate, as this replacement will be registered by Renac Power. If the remaining warranty period is less than one year, you will automatically receive a full year warranty for the remaining warranty period of the replacement unit.

This factory warranty includes the cost to Renac Power for work and material necessary to regain faultless functioning. All other costs, particularly transport-, travel- and accommodation cost of Renac Power personnel as well as costs of our own staff are not include in the factory warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by this factory warranty.

For return transportation, inverter or components must be packed in their original or equivalent packaging.

Renac Power keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works.

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## Scope of the Manufacture Warranty

To provide excellent service to Renac Power's end users, all Renac Power authorized dealers or distributors are requested to respond to your warranty claim. Renac Power will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by Renac Power for the following investigation:

- "Warranty card" not being sent back to distributor/dealer or Renac Power;
- The product has been modified, its design has been changed or parts have been replaced by parts not approved by Renac Power;
- Changes have been made, or repairs been attempted by non Renac Power technician, or series number or seals has been erased;
- The product has been installed or commissioned incorrectly;
- You or another user have failed to comply with the safety regulations (VDE standards or equivalent);
- The device has been used improperly or misused;
- Insufficient ventilation of the device;
- The maintenance procedures relating to the product have not been followed to an acceptable standard;
- The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.)
- The damage is only cosmetic and has no impact on the functioning of the device;

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This factory warranty is without prejudice to your rights under statutory law, including but not limited to warranty rights in relation to the seller, i.e., if applicable rectification, reduction of the price, rescission of the sale damages.

All demands from or in connection with this factory warranty are subject Chinese law, Shanghai is the exclusive place of jurisdiction and all disputes arising from or in connection with this factory warranty should be submitted for arbitration to the China International Economic and Trade Arbitration Commission.

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.

### **Extension of Warranty Period**

For Renac Power inverters, you may apply for a warranty extension up to 24 months from the date of production from Renac Power by providing the serial number of the unit. Renac Power may reject any application received which does not meet the date requirement. Extended warranty can be purchased for 10, 15 or 20 years. For more details please refer to the warranty extension order form.

Once the purchase of the warranty extension has been processed, Renac Power will send the warranty extension certificate to the customer confirming the extended warranty period.

Latest information on the terms of warranty and local service hotline can be obtained from our website [www.renacpower.com](http://www.renacpower.com).

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