

# APS5000 SERIES

## WARRANTY TERM

[www.aesonpower.com.au](http://www.aesonpower.com.au)



## Aeson Power Limited Product Warranty

The warranty letter applies to the 'Covered Products' purchased and installed in Australia and New Zealand on or after January 1st, 2024.

This Limited Product Warranty covers the "Covered Products" defined in the table below, is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Covered Products	Warranty Period	EOL
APS5000	10 years or 6000 complete cycles whichever occurs first	70% of design capacity

### Notices:

1. The warranty period begins on the earlier of (i) 6 months from the date of manufacture of the Covered Product or (ii) the date the Covered Product is activated at the Original Location.
2. Battery warranty is defined as when the battery pack reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets 70% of the design capacity.
3. Capacity test conditions: at an ambient temperature of  $25^{\circ}\text{C} \pm 3^{\circ}\text{C}$ , after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
4. After the battery is purchased, the installation needs to be completed within one month. If the battery fails, it needs to be reported within two weeks. The battery cell damage caused by the negligence of the battery that cannot be charged for a long time is not covered by the warranty.
5. The operation and battery's service life are related to the working temperature. The recommended working temperature for the battery is  $15 \sim 30^{\circ}\text{C}$ .
6. Detailed Performance Warranty:
  - 7 Year Full warranty, warranty start day is the sale date recorded in the seller's invoice to the Original Buyer.
  - 7 Year Pro Rata from 85 months to 120 months, as per

<b>85 months to 96 months</b>	30% of the original purchase price
<b>97 months to 108 months</b>	20% of the original purchase price
<b>109 months to 120 months</b>	10% of the original purchase price

## **Consumer Law:**

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 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. If you acquire the Product from an Authorised Reseller and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the Consumer Guarantees Act 1993.

## **Claiming Under the Warranty:**

To claim under this Limited Product Warranty Customer shall promptly after discovery of a non-conformity or defect in workmanship or materials in the Covered Products, report the non-conformity or defect to Aeson Power by contacting the original place of purchase or the authorized representative of Aeson Power (contact details as below) and providing the following information:

1. a short description of the non-conformity or defect; including but not limited to input & output parameters, alarm ID, reason ID, and data exported from the Inverter or PC;
2. Aeson Power product serial number;
3. records and photos;

Claiming under this Limited Product Warranty is conditional upon such information being provided. The balance of the original warranty will apply to the repaired or replaced battery.

## **Product Repair and Replacement:**

1. Remote support; if the system or equipment failure is found, we will offer the technical support to testing the system and equipment by the relevant data and technical analysis.
2. Repair on-site; After remote support, if the failure is still not solved, we will provide on-site testing or maintenance services by an authorized representative of Aeson Power.
3. The faulty equipment or product will be arranged to sending back to Aeson Power warehouse repair by Aeson Power or an authorized representative of Aeson Power;
4. Exchange for a replacement or refund of equivalent value according to the module and age by the testing result or the evidence caused product faulty.

## **Exclusions:**

This Limited Product Warranty does not cover defects or damage resulting from:

1. damages incurred as a result of the incorrect installation or use of the equipment with regards to the user manual provided by Aeson Power;
  2. failure by the Customer to install and operate the Covered Product by the Aeson Power product specifications;
  3. the Covered Product being used other than in its normal manner.
  4. unauthorized disassembly, repair, alteration, or modifications.
  5. misuse, abuse, intentional damage, negligence, or accidental damage.
  6. Improper testing, Operation, Maintenance, or Installation including without limitation.
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- (1) failure to meet the system requirements provided in writing for a safe operating environment or external electric parameters; failure to operate the Covered Products in compliance with the operation manual and/or user guides of the Covered Products;
  - (2) relocation and installation of the system other than in compliance with Aeson Power's requirements.
  - (3) damage due to the use of incorrect voltage.
  - (4) directly caused by problems in system infrastructure; improper storage, shipping, handling, or usage of the Covered Products.
  - (5) force majeure events (including but not limited to acts of public enemy, acts of governmental bodies or agencies foreign or domestic, sabotage, riot, fire, floods, typhoons, explosions or other catastrophes, epidemics or quarantine restrictions, labor unrest, or labor shortages, accident, freight embargoes, or any other event beyond the control of Aeson Power) for the period of time occasioned by any such occurrence.

The Limited Product Warranty does not cover cosmetic damage or superficial defects, dents, marks or scratches that do not influence the proper functioning of the Covered Product.

## **Limitation of Liability:**

The overall liability to pay for warranty claims shall be limited to the purchase price payable by the warrantee. This Limited Product Warranty shall be instead of all other warranties, conditions, or guarantees as to description, quality, fitness for any particular purpose, satisfactory or merchantable quality of the Covered Products or any other warranty, condition, or guarantee whether express or implied. Aeson Power shall not be under any liability whether in contract, tort, or otherwise in respect of any non-conformity of or defect in the Covered Products or for any injury, damage, or loss resulting from such non-conformity or defect or for any loss of contracts, loss of revenue, loss of use or profits or business, business interruption or for any extra operating expense or any indirect, consequential, or economic damages or losses whatsoever and howsoever caused. The remedies specified in this Limited Product Warranty shall be the Customer's sole and entire remedy in respect of any non-conformity of or defects in the Covered Products.

Notwithstanding the foregoing, nothing in this Limited Product Warranty shall limit Aeson Power's liability for:

1. death or personal injury;

2. fraud or fraudulent misrepresentation;
3. any other liability that cannot be limited or excluded as a matter of law.

## **General Terms:**

1. no one other than an authorized representative of Aeson Power may make any modification, extension, or addition to this Limited Product Warranty.
2. if any provision of this Limited Product Warranty is held by any court or award in arbitration to be invalid or unenforceable, the validity or enforceability of such provision shall not affect the other provisions of this Limited Product Warranty which shall remain in full force and effect.

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## **Contact Us**

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