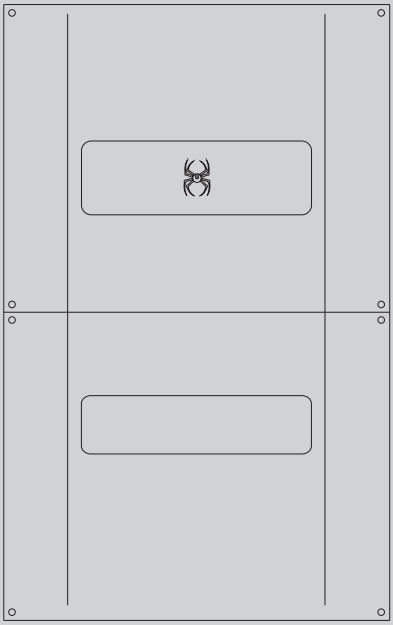
REDBACK TECHNOLOGIES

Consumer Warranty
Smart Hybrid Inverter SH5000

Effective July 2018



Contact information

Phone:	1300 240 182
International phone :	+61 7 3180 2325
Address:	Building 1015, 80 Meiers Rd, Indooroopilly QLD 4068, Australia
Email:	warranty@redbacktech.com
Website:	redbacktech.com

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Privacy notice

Redback will use the information provided only for warranty purposes. Without this information we will not be able to process your warranty claim. If you require further information about our privacy policy please visit our website at redbacktech.com.

60 months limited manufacturer warranty

1. Introduction

1.1 Nothing in this document is intended to limit your rights or remedies under the Statutory Guarantees of the Australian Consumer Law, or any equivalent laws in New Zealand.

1.2 Note for Australian consumers only: 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.

1.3 Redback Technologies Limited (herein known as Redback) makes no other express warranty or condition whether written or oral.

1.4 For the purpose of this warranty document, customer means end-user of the Redback System.

2. What does our warranty cover?

2.1 This warranty applies to Redback Systems installed in Australia by an authorised CEC installer and in New Zealand by a licensed electrician.

2.2 The warranty only covers the Redback System if they are installed and used in accordance with the terms and conditions set out in Redback's Installation Manuals and Guidelines. Redback's Installation Manuals and Guidelines include all documentation supplied with the inverter and contained on our portal.

2.3 This warranty excludes specific causes of failure that are set out below in clause 6 of this document.

3. What is our warranty period?

The warranty period is 60 months from the date of installation.

4. Warranty claim

4.1 If the Redback System fails to be of acceptable quality and the failure does not amount to a major failure, Redback may repair the defective Redback System either:

(a) onsite by a Redback technician or authorised CEC installer; or
(b) offsite at a Redback facility.

4.2 If Redback System has a 'major failure' Redback will either:
(a) replace the Redback System; or
(b) refund the amount paid.

4.3 What is considered a 'major failure'?

A major failure is defined as noncompliance with the relevant Australian Consumer Law guarantees and includes:

(a) the goods would not have been acquired by a reasonable consumer fully acquainted with the nature and extent of the failure; or
(b) the goods depart in one or more significant respects:
    (i) if they were supplied by description—from that description; or
    (ii) if they were supplied by reference to a sample or demonstration model—from that sample or demonstration model; or

(c) the goods are substantially unfit for a purpose for which goods of the same kind are commonly supplied and they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose; or

(d) the goods are unfit for a disclosed purpose that was made known to:

(i) the supplier of the goods; or

(ii) a person by whom any prior negotiations or arrangements in relation to the acquisition of the goods were conducted or made; and

(iii) they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose; or

(e) the goods are not of acceptable quality because they are unsafe.

5. Warranty transfer

5.1 This warranty is transferable to a new owner provided the Redback System remains installed at the original location. This means, if the customer sells their property which has a Redback System installed, the new owners of the property will continue to enjoy the benefit of the remaining warranty protection from the original date of purchase until its expiry. In order to receive this protection and to keep the warranty valid, the new owner of the property must register as the new owner of the Redback System by contacting Redback. The warranty will only apply in respect to the normal application and installation in accordance with Redback's Installation Manuals and Guidelines. The warranty will be invalid if the Redback System is reinstalled at a new location.

5.1 If any components are replaced under warranty, they receive the benefit of the remaining warranty period from the original date of installation of the Redback System until its expiry.

6. What are the exclusions?

6.1 This warranty does not cover any direct or indirect loss or damage to the Redback System or any other appliance, equipment, service or property caused by:

(a) failure to install or operate the Redback System in accordance with the Installation Manuals or Guidelines;

(b) an off-grid installation which is defined to be an installation at a premises that is intentionally unable to receive energy from a low voltage distribution network;

(c) unauthorised opening, repair or alteration of the Redback System including unauthorised substitution of non-standard parts or repair attempts;

(d) incorrect design or installation of any grid-connected photovoltaic system installed at premises; Redback Technologies

(e) force majeure events (including war, acts of terrorism, nuclear accident, industrial action, earthquake, flood, fire, cyclone, storm, lightning or other physical natural disaster);

(f) failure to provide proper ventilation, or follow maintenance instructions on PV systems which could affect the inverter or battery enclosure operations;

(g) abuse, misuse or negligent acts, voltage variations, power surges, overvoltage;

(h) pest or other vermin damage, insect infestation, accidental breakage, actions of third parties and other events or accidents outside Redback's reasonable control which are not arising from normal operating conditions;

(i) failure to carry out all AC/DC wiring in accordance with relevant wiring rules and standards;

(j) incorrect or inadequate packaging (if removed from standard packaging materials);

(k) failure to comply with any safety regulations or CEC standards;
(l) improper storage, (if the unit is to be stored prior to installation it must be kept in dry clean conditions so damage to the Redback System or packaging is avoided);
(m) failure resulting from the acts or omissions of a third-party; or
(n) transport damage (including cosmetic damage, such as paint scratches, caused by movement inside packaging during shipping).

7. How to lodge a warranty claim?

In the event of a claim, the following steps should be taken:

(1) In the first instance, the customer should contact their installer for support.

(2) The installer will attend, investigate and diagnose issues and, if necessary, contact Redback for assistance.

(3) If not resolved, the installer should contact Redback for support. Redback Customer Service will raise a new case and allocate a new unique case identification reference, the issue will then be escalated for technical support and resolution.

(4) A warranty claim will be accepted if all criteria can be met and a fault found.

(5) Action to be taken will depend on fault found or part/s required.

7.2 All warranty claims require the below information to be provided to Redback upon request.

(a) serial number of affected unit;
(b) proof of purchase and proof of installation;
(c) type of battery and quantity installed (if applicable);
(d) failure date;
(e) refer to the claim form for more information; and
(f) complete details relating to the failure to allow technical assessment to be carried out.

You are required to contact your installer, supplier or Redback with any claims. DO NOT attempt to repair the Redback System yourself or return the Redback System without authorisation as the claim will be denied.

8. Costs

If the claim is rejected after the inverter has been tested, the customer may be required to reimburse Redback all costs associated with the claim. Redback will issue the customer with an invoice.

9. What if the customer is not satisfied with the outcome of claim?

9.1 If the customer is not satisfied with the outcome of the claim, a request for review may be lodged with Redback by contacting Redback directly, explaining grievance and providing any further evidence to support the grievance.

9.2 On receipt of any requests for review, Redback will review any additional information that is provided by customer and respond within 15 business days, detailing the outcome and / or any proposed action.