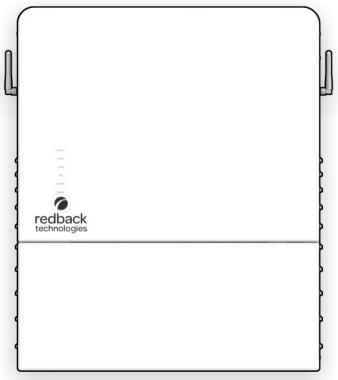
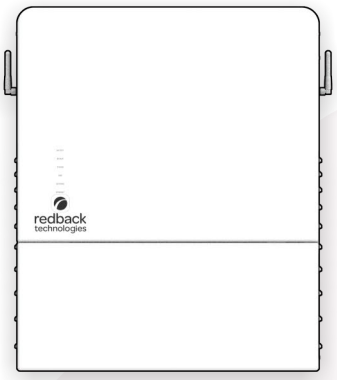
Redback Product Warranty

Hybrid Products

vC401 Effective 10/10/2024



SH5000-G3



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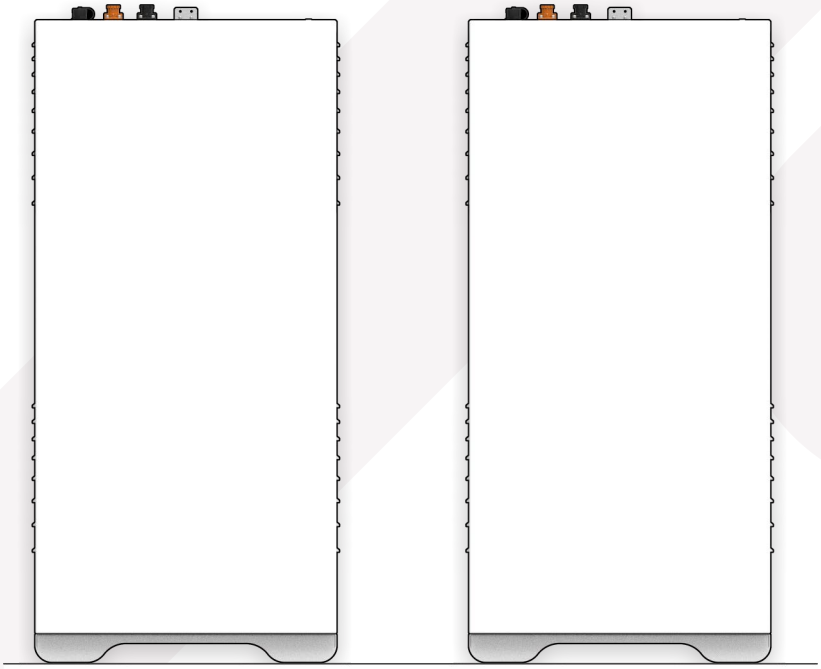

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10 year limited manufacturer warranty

1. Introduction

1.1 This warranty is provided by Redback Operations Pty Ltd (ACN 605 542 541) of Building 1015, 80-120 Meiers Road, Indooroopilly QLD 4068, Australia.

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

1.3 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. These rights apply regardless of anything set out below.

1.4 Redback Operations Pty Ltd (herein known as Redback) makes no other express warranty or condition whether written or oral.

1.5 For the purpose of this warranty document, customer means end-user of the Redback Product.

2. What does our warranty cover?

2.1 This warranty applies to the products listed on the cover page of this document and manufactured on or after 21st August 2024 and installed in Australia by an accredited CEC installer and in New Zealand by a licensed electrician.

2.2 The warranty only covers the Redback Product if it is 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 Redback Product and contained on our website and portal at redback.link/docs.

2.3 This warranty excludes specific causes of failure that are set out below in clause 5 of this document.

3. What is our warranty period?

3.1 The warranty period expires at the earlier of 10 years from date of installation or 11 years from the date of manufacture.

4. Under what circumstances can a warranty be claimed?

4.1 If the Redback Product fails to be of acceptable quality and the failure does not amount to a major failure, Redback will repair or replace the defective Redback Product either:

(a) onsite by a Redback technician or suitably qualified technician;

(b) or offsite at an authorised Redback repair facility.

4.2 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. What is not covered

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

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

(b) failure by the customer to maintain a stable connection to the Redback cloud;

(c) an off-grid installation where there is an installation at a premises that is intentionally unable to receive energy from a low voltage distribution network;

(d) unauthorised repair or alteration of the Redback Product including unauthorised substitution of non-standard parts or repair attempts;

(e) connection of Redback Product to a photovoltaic system that is non-compliant or non-compatible with the Redback Product as per Redback Installation Manuals and Datasheets;

(f) connection of Redback Product to any non-approved third-party products, including but not limited to battery modules, inverters, or charge controllers;

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

(h) failure to provide proper ventilation, or follow maintenance instructions on PV systems which could affect the Redback Product operations;

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

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

(k) normal wear and tear;

(l) environmental factors including, but not limited to, corrosion (whether by exposure to moisture, salt, chemicals, or other corrosive substances), exposure to extreme temperatures, humidity, sunlight, pollution, or other adverse environmental conditions;

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

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

(o) failure to comply with any safety regulations, installation standards and guidelines or CEC standards and guidelines;

(p) 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 Product or packaging is avoided); or

(q) transport damage (including cosmetic damage, such as paint scratches, caused by movement inside packaging during shipping);

(r) the warranty claim is not lodged within the Claim Period; or

(s) failure to install or operate any relay in accordance with the Installation Manuals or Guidelines.

6. Warranty transfer

6.1 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 installation 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 removed and reinstalled at a new location without Redback's prior, written approval.

6.2 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.

7. How to lodge a warranty claim?

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

(1) You must lodge your warranty claim within a reasonable time after the failure or defect occurs ("Claim Period"). The Claim Period may vary depending on the type of fault or defect and will be determined at Redback's reasonable discretion. If you do not lodge your claim within the Claim Period, Redback reserves the right to reject your claim.

(2) In the first instance, you should contact your installer for support.

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

(4) In the event a warranty claim is required, your installer will lodge a claim on your behalf directly with Redback Customer Support.

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

7.2 All warranty claims require information to be provided to Redback upon request. Information required may include:

(a) customer name and address;

(b) serial number of affected unit;

(c) proof of purchase and proof of installation by a qualified installer;

(d) type of battery and quantity installed (if applicable);

(e) failure date;

(f) complete details relating to the failure to allow technical assessment to be carried out;

(g) photos of the alleged defect in the Redback Product and/or photos of any error message displayed on it; and

(h) inverter data and analytics (requires internet connection).

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

8. What costs are payable in case of a rejected claim?

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

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

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

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

Contact us

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Indooroopilly QLD 4068,
Australia
Email: warranty@redbacktech.com
Website: www.redbacktech.com

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