

## Opal Switch PV Inverters Warranty Terms & Conditions

This policy governs the replacement program for Opal Switch PV inverter (“Inverter”) covered by Solar Juice Pty Ltd’s warranty (the “**Replacement Program**”). Parties wishing to participate in the Replacement Program must abide by the procedures and requirements set forth in this policy.

OpalSolar is a business name of Solar Juice Pty Ltd (“**OpalSolar**”). **OpalSolar** has a range of products under its name, including Opal Solar module, Opal Switch Inverter and Opal Storage etc. **OpalSolar** may, in its sole discretion, reject the replacement of any OpalSolar product not returned in accordance with this policy.

This policy is only valid for the following Opal Switch Inverters:

O1-1100S-TL , O1-1500S-TL , O1-2000S-TL ,  
O1-2500S-TL , O1-3000S-TL , O1-3300S-TL ,  
O1-3000D-TL , O1-3300D-TL , O1-3600D-TL ,  
O1-4200D-TL , O1-4600D-TL , O1-5000D-TL ,  
O2-3000D-TL , O2-3600D-TL , O2-4000D-TL ,  
O2-4600D-TL , O2-5000D-TL , O2-6000D-TL

### 1. Warranty Period

- i. For registered Opal Switch Inverters, the standard warranty period is 60 months from the date of installation/commissioning as per warranty registration PLUS 60 months additional warranty for Opal Switch Inverters that are sold and installed after 1<sup>st</sup> February 2020 until revised.
- ii. For Opal Switch Inverters that are not registered within 6 months from the date of installation and proof of installation cannot be provided, the standard warranty period will be 66 months after the **Manufacturing Date** PLUS 60 months additional warranty for Inverters that are

sold and installed after 1<sup>st</sup> February 2020 until revised.

### 1.1 Standard Warranty

During the standard 5 years warranty period, OpalSolar will provide technical assistance, replacement part or an equivalent new/refurbished Inverter for each approved warranty claim at no cost to the warranty holder. OpalSolar will cover the labour costs for removing and installing the replacement part or replacement inverter as per Warranty Reimbursement Program. Other costs, such as travel expenses, customs duties or costs incurred for any other services etc will not be covered by OpalSolar.

### 1.2 Additional Warranty

During the additional 5 years warranty period, OpalSolar will provide technical assistance and replacement part as priority. If problem still exists, OpalSolar will provide an equivalent new or refurbished Inverter for each approved warranty claim at no cost to the warranty holder. OpalSolar will not cover the labour costs for removing and installing the replacement part or replacement inverter as per Warranty Reimbursement Program. Other costs, such as travel expenses, customs duties or costs incurred for any other services etc will not be covered by OpalSolar.

Please note, the **Manufacturing Date** can be specified from the serial number of the Inverter:

For models “O1-XXXXX-TL”, the “**Manufacturing date**” is the first day of the following month. Example 1.0 of the serial number below shows that the digits “17” is year 2017 and “6” is the month of June. Therefore, we honour the warranty from the 1<sup>st</sup> of July 2017.

Example 1.0: XXXXX176XXXXXX

The month will range from “1-9” (Jan. - Sept.) and “a, b, c” (Oct., Nov. & Dec.)

For models "O2-XXXXX-TL", the "**Manufacturing date**" can be identified via the serial number's configuration. Example 1.1 below shows that the letter "L" is the year 2020 and the digits "65" means 5<sup>th</sup> of June.

Example 1.1: XXXXXXXXL65XXX

The year will range from L, M, N, P, Q, R... up to Z (excluding I and O), it means the year 2020, 2021, 2022, 2023, 2024.... up to 2033. The month will range from "1-9" (Jan. - Sept.) and "a, b, c" (Oct., Nov. & Dec.)

Please note, this warranty is limited to the Inverters only, all accessories including the Ethernet/LAN & WIFI dongle will only be covered for a 12-month warranty effected from the commissioning date.

Replacement services apply only to Inverters within their warranty period as applicable.

Please note, if you are a private end-user, please contact your installer to report any suspected Inverter faults in the first instance. **OpalSolar** will work directly with the installer/distributor to replace a faulty Inverter if deemed eligible under the terms of the "Replacement Program".

## 2. Replacement Program

Any Inverter qualifying for Replacement within the warranty period will be replaced with an equivalent new or refurbished Inverter, subject to the terms and conditions detailed within this document being complied with. The following items must be made available to **OpalSolar** for full replacement to be affected under this policy:

- Inverter data including:

1. Inverter model number
2. Inverter serial number
3. Failure code
4. Failure description

- Documentation including:

1. Copy of original purchase invoice.
2. Valid warranty certificate (applicable to registered Inverters).
3. Detailed information about the entire systems (e.g. system schematic).
4. Documentation of previous claims/replacements (if applicable).

**OpalSolar** reserves the right to refuse replacement requests where adequate information is not provided.

## 3. OpalSolar Responsibility

Upon receipt of the required information listed in Section 2, and after attempts to correct the problem with the customer's assistance, **OpalSolar** will assign a unique case number to the customer. This number shall be used in reference for all communications regarding the Replacement Program. Following the receipt of the replacement Inverter, the customer must return the allegedly faulty Inverter in the same packaging material as the replacement inverter.

**OpalSolar** will supply all labels, documentation and freight details for the return of the allegedly faulty Inverters. All allegedly faulty Inverters must be returned within 10 (ten) working days of the receipt of the replacement Inverter. A qualified installer must be available for the Inverter replacement 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 original (faulty) Inverter. Warranty period does not restart from date of replacement inverter being installed.

## 4. Customer Responsibility

In the event of an Inverter failure or fault, it is the customer's responsibility to work directly with the Opal Solar support team in order to limit the return of non-faulty Inverters. The Opal Solar support team will work with the consumer 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 Inverter, the distributor/installer must first contact the Opal Solar support team and fulfil the distributor/installer's responsibilities under Section 2. of this document.

## 5. Exclusions from the Warranty

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by **OpalSolar's** warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use, installation, commissioning, start up or operation
- c. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow
- d. Installation in a corrosive environment
- e. Damage during transportation
- f. Unauthorized repair attempts
- g. Failure to register the warranty as required under this policy
- h. Warranty has expired

The warranty exclusions must be previewed by the owner of the Inverter, by the technician in the field or during the analysis of the inverter in **OpalSolar's** appointed repair facility. If a warranty exclusion is confirmed by **OpalSolar**, any costs may be invoiced to the customer.

Due to the advancement of technology, the replacement Inverter or new Inverter supplied may not be compatible with the installed system. In this case, the warranty will not cover the expenses or any costs which may be incurred to reconfigure, retrofit or adapt the Inverter to the installation.

**OpalSolar** will not provide financial reimbursement for energy that has not been fed into the grid exported due to the failure of an inverter.

Preventive maintenance parts and consumables are not covered by this warranty.

## 6. Inverter Replacement Procedure

**OpalSolar** 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 Replacement Program:

- a. The installer must contact the Opal Solar support team and supply the required information as shown in Section 2. As outlined in Section 4, the installer will liaise with Opal Solar support team to try and find a solution without the need to replace the Inverter.
- b. If the Inverter is deemed faulty and is eligible for the Replacement Program, **OpalSolar** will raise and create a case number for the Inverter and communicate this with the claimant.
- c. The Inverter will be shipped to the specified customer or distributor location at **OpalSolar's** cost.
- d. The installer will install the replacement Inverter and use the packaging to repack the faulty Inverter.
- e. **OpalSolar** will cover the costs of collection and shipment of the faulty Inverter back to **OpalSolar** as detailed in Section 3. The

customer or installer must assist with this shipping. If the faulty Inverter is not returned within 10 working days of receiving the replacement Inverter, **OpalSolar** will invoice the relevant distributor/installer for the cost of the Inverter.

## 7. Warranty Registration

It is a requirement that all Inverters are registered in order that they qualify under the terms of the Replacement Program. It is a requirement that the end-user (or the installer on behalf of their customer) register the warranty at the relevant address on the Opal Solar website (as specified on the warranty registration card) and it is a requirement that all suppliers/installers provide the private end-user with a relevant warranty registration certificate, at which point a full warranty certificate is issued. Warranties must be registered by completing the warranty registration card included in the Inverter carton or via our online channel: <http://opalsolar.com.au/warranty/> at no more than six months after the date of installation. The information required at the point of registration is as follows:

- i. Customer name
- ii. Full installation address with postcode
- iii. Inverter model number
- iv. Inverter serial number
- v. Installation date with proof of installation
- vi. Name and licence number of installers

For any unregistered Inverters past the point of 6 months from the installation, the warranty period will be limited to 66 months after the **Manufacturing Date**.

This warranty is provided in addition to the other rights and remedies held by a consumer at law. Our goods will comply with guarantees covered

by Australian Competition and Consumer Commission (ACCC). The consumer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

To request the registration or warranty replacement of an Inverter, you must contact the Opal Solar support team.

Website: [opalsolar.com.au/warranty/](http://opalsolar.com.au/warranty/)

Email: [support@opalsolar.com.au](mailto:support@opalsolar.com.au)

Call: 02 9725 1111 Monday to Friday from 8:30am to 5:30pm (excluding public holiday).

## 8. ACCC consumer 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.