



REDX Storage System Warranty Card

Registering online is quick and easy!

- visit www.redx.com.au to access **Warranty Registration**.
- go directly to the registration page at www.redx.com.au/warranty-registration.

Contact us regarding warranty information:

Redx Technology Australia Pty Ltd

Add: U 28 Warehouse Cct, Yatala Qld 4207

Tel: + 61 7 5672 9983

Email: support@redx.com.au

Web: www.redx.com.au

Manufacturer: Guang Dong Redx Electrical Technology Ltd

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4th Ke Ji Road, Songshan Lake Park,
Dongguan, Guangdong, China

Tel: +86 769 2289 9738

Email: support@redxssa.com

Web: www.redxssa.com



Limited Warranty

Redx Technology Australia Pty Ltd gives the following limited standard and extended warranties against defects set out in these terms and conditions. These warranties are applicable only for Australia and New Zealand for the following energy storage systems:

RX-2505AC | RX-2505PU | RX-2505PW

Redx's standard and extended warranties are only provided to the original purchaser of the storage system and accessory from Redx (**purchaser**), or where the purchaser is a distributor, solar retailer or clean energy council accredited electrician (**installer**), who on-supplies the storage system and accessory to another party, to that other-party (**end-user**). Redx's standard and extended warranties are not otherwise transferable.

Redx warrants, on the terms and conditions set out below, that:

The storage system will be free from defects in materials and workmanship of ten(10) years with 70% usable capacity or (4500 full cycles) from the date of purchase of the relevant storage system or the date of installation if date of purchase was earlier, but no more than eleven (11) years from the manufacturing date of that storage system (whichever comes first).

- The end user must provide the valid purchase invoice to verify the date of purchase.
If the end user fails to provide the valid purchasing invoice or fails to register online (within 60 months of purchase date) the standard warranty period for the listed products will be 60 months (5 years) from the date of production from Redx Technology Australia Pty Ltd.
- Device warranty consists of 10 years on site warranty from the date of purchase invoice or the date of installation if date of purchase was earlier.
- The warranty covers the battery within an operating temperature range of -10°C to 50°C and guarantees a minimum cumulative energy throughput equivalent to 2.8 MWh per kWh of usable battery capacity.

*The storage system models in this document are subject to update without notice, please visit <https://redx.com.au/> for the latest information.

Exclusions

Redx will not be obligated to fulfill on a warranty claim, if all or any of the following is true:

All Redx authorized dealers and distributors are required to lodge a Redx warranty claim in the event of a claim, at which point Redx will either (a) replace or repair any products or parts of the product during the warranty period or (b) the original cost of the storage unit, proven defective in design or manufacturing, will be refunded. Redx will not be obligated to fulfill on a warranty claim, if all or any of the following is true:

- (1) Product is modified, the design is changed, or parts are replaced by an unauthorized party not pre-approved by Redx to specifically do so.
- (2) Modifications, changes, or attempted repairs are made or serial numbers/seals/certification marks are erased by an unauthorized technician not pre-approved by Redx to specifically do so.
- (3) The fault is the result of improper installation, operation, commissioning, or transport; failure to heed the safety rules, operating instructions, and installation standards; failure to observe the applicable safety regulations (VOE standards, etc.).
- (4) The product has been improperly stored or was damaged while in possession of the dealer or end user.
- (5) A claim to cover transportation damage or scratches caused by shipping company must be filed with insurance company when containers are unloaded, and enough evidence is gathered to support the claim.
- (6) Failure to observe and follow guidelines in the user manual, installation guide, and maintenance regulations.
- (7) Insufficient ventilation of the device.
- (8) Sub-standard maintenance and service procedures.
- (9) Force majeure (e.g., lightning, overvoltage, storm, fire).
- (10) The fault has been caused by another component in the warranty holder's photovoltaic system.
- (11) The product is used as the component of a product expressly warranted by another manufacturer.
- (12) The product's original identification (trademark, serial number(s), etc.) markings have been defaced, altered, or removed.
- (13) A Redx product is disassembled and rebuilt outside of the replacement process.
- (14) The damage does not impair the function of the Redx storage system ("cosmetic flaws").
- (15) The product was installed outside of Australia.
- (16) The full purchase price of the warranty product has still not been paid to Redx.
- (17) Any consequential losses that are attributable to the product losing power whether by product malfunction, installation error, or misuse.
- (18) The product is removed, disconnected from Internet connectivity for more than 3 consecutive days.
- (19) The product is installed under direct sunlight.

Warranty Claim Process

In the event of a fault, the end-user should contact the installer from whom the product was purchased to arrange preliminary troubleshooting and who will contact Redx if necessary. If the product is suspected to be faulty, the end-user or the installer should lodge a warranty claim (claimant) with the supporting documents via an online warranty claim (redx.com.au) and contact details set out below:

- All the information requested in the warranty claim form.
- Copy of the invoice, receipt, commission report or any other document which provides proof of purchase of the unit.
- Details of how we can contact you.

Applicable 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.

For full Warranty Terms and Conditions, please visit www.redx.com.au/terms-and-conditions

