



AU FoxESS Warranty Policy

1. Scope of Warranty

FoxESS provides the following limited and extended warranty for inverters and charge controllers (herein referred to as the Product(s) unless explicitly stated otherwise) produced/provided by FoxESS. FoxESS under its own discretion has the right to decline the replacement of the device if the terms and conditions on the Policy is breached. This FoxESS Warranty Policy (herein referred to as the Policy) is applicable in all the countries where the product is sold through recognised FoxESS partners. The Product(s) included in this Policy are:

S series: S700, S1000, S1500, S2000, S2500, S3000

E/F series: E3000, E3600, F4600, F5000, F6000

T series: T3000, T4000, T5000, T6000, T8000, T10000, T12000

AC series: C3000, C3700, C4600, C5000

Important:

Please note, this warranty policy covers FoxESS Products as specified herein. Where batteries are supplied separately with a FoxESS inverter or charger please refer to the relevant warranty policy document. This warranty is limited to the FoxESS inverter/charger range only and does not cover any external or ancillary parts. Any ancillary parts or add-on devices supplied by FoxESS may be covered by a separate warranty policy.

This Policy shall not be held as a guarantee of the product durability nor does it include any product ability.

This Policy is limited only to the parties listed as per section 2.

2. Contracting Parties

This Policy is only provided to the original purchaser of the product from FoxESS (Purchaser), where the Purchaser is a distributor, solar retailer or an accredited electrician (Installer), who on-supplies the product to another party, or to that other- party (End-User) where the product is installed.

3. Warranty Period and Warranty Extension

The Policy provides warranty cover as outlined below:

Standard Warranty

The Product will be free from defects in materials and workmanship for a period of sixty (60) months from the date of installation, but no more than sixty-five (65) months from the date of manufacture of the Product (whichever comes first).

FoxPlus Warranty

If the registration of the Product (see section 8) is successfully completed via the FoxESS website before the end of thirty-six (36) months from the date of manufacture of the Product, an additional sixty (60) months of warranty will be provided for S, E, F and T series models **only** beyond the sixty (60) standard warranty period. This warranty is called the *FoxPlus* warranty. The *FoxPlus* warranty will cover the cost of repairing the Product only. It will not cover transportation costs or be eligible for service rebates/compensation as outlined in section 5.

FoxPro (Extended Warranty)

For full warranty coverage beyond the standard warranty period of sixty (60) months, the Product may be eligible for a warranty extension (*FoxPro Warranty*) of an additional sixty (60) months. The *FoxPro* warranty extension is available for purchase up to thirty-six (36) months from the commissioning date of the Product.

On account of the product being replaced, the unexpired warranty is transferred to the replacement product, applicable to both the standard and extended (*FoxPro*) warranty.

4. Policy Claim Eligibility

The only person(s) eligible to claim warranty under this contact are the Installer and FoxESS authorized personnel. If the Installer has gone into administration or insolvency or if the site is in a remote area, the End-User/Installer at their discretion and expense may appoint a Local Installer to carry out the functions of the original Installer. Eligibility of a Service Rebate is in accordance with sections 5 and 6 of this Policy.

5. Service Rebate

The Installer may be eligible for a service rebate for the service and replacement of the Product, which has been returned to FoxESS and deemed defective in workmanship or materials upon testing and inspection by FoxESS.

If multiple on-site visits are required, the Installer must contact FoxESS prior to the site visit. The service rebate should be claimed within three (3) months from the date of when the warranty claim is approved. Any claims made on account of the following reasons will not be eligible for the service rebate:

- Travel and subsistence expenses as well as on site installation, modification and maintenance costs;
- Where the replacement Product(s) offers improved features/functionality not compatible with the remaining components of the PV system;
- Compensation for power that was not fed into the grid or consumed;
- Delay in receiving the product due to transportation costs or costs incurred due to issues beyond the control of FoxESS.

The installer may be eligible for transportation costs to include the cost of transportation of the Product through roadways to a single specified address only. It does not include any express delivery charges or charges due to other means of transportation or any onward shipping costs from the original specified shipping address. Any excessive charges above the mentioned charges will not be covered by FoxESS. **Products covered under the FoxPlus warranty are not eligible for any service rebates outlined above.**

6. Limited Liability

Claims that relate to defects that are caused by the following factors are not covered by FoxESS's warranty obligations:

- i. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;
- ii. Improper installation of the Product(s) and/or installation performed by a non-accredited Installer;
- iii. Improper or noncompliant use, installation, commissioning, start up or operation;
- iv. Improper wiring of the Product causing arcing or damage of the Product or its parts;
- v. Improper use or misuse of the Product(s) by the Installer or End-User e.g. damage resulting from dropping the Product during installation;
- vi. Use of improper connectors, e.g. where the Installer has installed the Product with different brand and/or model of connectors other than those supplied with the Product;
- vii. Damage of the Product(s) that originate from other parts of the system;
- viii. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- ix. Damage that occurred during the transportation of the Product(s);
- x. Flaws that do not adversely affect the proper functioning of the product(s), e.g. cosmetic issues, wear and tear;
- xi. Unauthorized repair and reinstallation of the Product(s);
- xii. Where the Installer has not followed the warranty claim process and detailed in section 9, and/or proper evidence of the fault and/or test carried out on site has not been provided to FoxESS;
- xiii. Failure to follow the safety regulations and/or operating instructions in respect to the Product(s) operating manual.

Where authorized FoxESS personnel verify that the claim is valid and the Product is faulty owing to defects from materials and workmanship, FoxESS under its discretion will:

- repair of the product on site or at a designated FoxESS office or service centre;
- provide the closest Product within its current range of products for the replacement of the faulty or damaged Product.

The replacement Product(s) may differ in the specification and size within parameters deemed reasonable by FoxESS. FoxESS may replace parts with refurbished parts.

7. Exclusions

This Policy does not cover the components that were not initially sold by FoxESS as a part of the system. This also includes components of the system sourced by the End-User or Installer that may be of the same manufacturer and/or model as the one provided by FoxESS.

8. Registration

It is recommended that all Products are registered in order that they qualify under the terms of this Policy. Registration is a strict requirement for those seeking coverage under the *FoxPlus* Warranty beyond the standard sixty (60) months of cover. Warranties should be registered within thirty-six (36) months of installation, however it is recommended that they are registered no more than



six (6) weeks following the successful installation and commissioning of the Product where possible. The information required at the point of registration via the FoxESS website is as follows:

- i. Product model
- ii. Product serial number
- iii. Installation date
- iv. Customer name
- v. Installation postal/zip code
- vi. Full installation address
- vii. Name of installation company

9. Warranty Claim Process

It is the duty of the Installer to contact FoxESS in the event of a fault with the following information.

Name of the Installer:
Product Model No:
Fault Code:
Fault Details:
Contact Details:

FoxESS may ask for additional details depending on the fault conditions. FoxESS will run tests on the product and may advise the Installer to take photos for verification purposes. The Installer is required to submit an RMA Form with the evidence and any additional information requested by FoxESS. Once the form is received a unique ticket number is issued which will be used for tracking the progress of the claim. FoxESS is obliged to approve and despatch the Product within 3 working days subject to availability of the product. Once the replacement is completed, the Installer is obliged to arrange the shipping of the faulty product to FoxESS within a maximum of thirty (30) days of the replacement being received. Failure to do so will forfeit eligibility for the service rebate outlined in section 5.

If an allegedly faulty Product is returned to FoxESS pursuant to this Policy, and is found by FoxESS to be free of defects that would qualify it for replacement under this policy, or due to limited liability as stated in section 6, FoxESS will apply a flat-rate inspection charge for each Product and/or will seek to recover the full costs of the replacement Product.

Note: Any Product replacement has to be approved by FoxESS in all cases. Any replacement of the Product issued without the consent of FoxESS will invalidate an associated claim.

10. Further Rights at Law

In addition to the warranty provided by FoxESS, the end-user/Installer have statutory rights that will not be limited or replaced by this warranty.

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.

Contact Information

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