



APsystems APstorage PCS Limited Warranty Terms & Conditions

Australia, New Zealand

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.

The APstorage PCS ELS Series, ELT Series (the "Products") supplied by APsystems, and installed after Jan 1, 2024 are eligible to this APsystems APstorage PCS Limited Warranty ("Limited Warranty") only if they are continuously connected to the internet.

The "Product" are designed to withstand normal operating conditions when used for their originally intended purpose in compliance with the APsystems User Manual supplied with the system. This APsystems Limited Warranty ("Limited Warranty") covers:

1. APstorage PCS ELS Series, ELT Series for a period of ten (10) years (the "Warranty Period");
2. Communication Module for a period of two (2) years (the "Warranty Period").

The Warranty Period begins on the earlier of (i) three months after the date of original purchase of the Product from APsystems or (ii) the date the Product is registered in APsystems EMA portal.

Upon reception of the Product, the Buyer shall make without delay any observations and reservations that would be appropriate and inform APsystems in writing. In the absence of written notification sent to the Supplier at least fifteen (15) calendar days after the receipt of the Products by the Buyer, it shall be presumed that the Products were provided to the Buyer in perfect condition and correspond to the needs of the Buyer.

A Product is defective if it is inoperable because of defects in material and workmanship, provided that APsystems, through inspection, establishes the existence of that defect ("Defective Product").

To obtain service under this Limited Warranty, the holder of the Warranty must comply with the Return Merchandise Authorization ("RMA") procedures, which can be found at www.APsystems.com.

During the Warranty Period, APsystems will, at its option, either (1) repair or replace the Defective Product free of charge, or (2) provide a refund to the holder of the Warranty of an amount equal to the actual value of the Defective Product at the time of the discovery of the defect. APsystems may, at its option, use new and/or reconditioned parts, and/or parts of the original or a subsequent design, in repairing or replacing the Defective Product. If APsystems repairs or replaces the Defective Product, APsystems will also cover the cost of shipping the replacement Product from APsystems to the customer, but not the cost of any import duties or taxes. (Other exclusions may apply, and are listed in the RMA procedures). This Limited Warranty does not cover shipping cost of the Product to APsystems, or labor costs related to removing the Defective Product or re-installing the repaired or replacement Product, or any shipping damage. If APsystems repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement Product for the remainder of the original Warranty Period.

The Limited Warranty does not apply to, and APsystems will not be responsible for, any defect in, or damage to, any Product that (1) has not been purchased from APsystems or an entity expressly authorized by APsystems to resell the Product, or (2) has been purchased on a non-authorized third-party shop, or (3) is not connected to the internet through an ECU within 45 consecutive days following the date the PV system has received permission to operate by authorities having jurisdiction, and continuously connected there after, or (4) has been purchased in other countries or regions, but has been installed in a territory where local grid profile or frequency is not compatible with the products' default grid settings, or (5) has been moved from its original installation location, or (6) normal wear and tear, including discoloration and scratches, or (7) has been disassembled, tampered with, or modified in any way, or (8) has been misused, neglected, improperly installed, or (9) used under conditions for which the product was not designed to be used or used differently than outlined in the APsystems User Manual, or (10) has been subjected, directly or indirectly, to circumstances beyond reasonable control, including, without limitation, acts of God; earthquakes; fires; floods; typhoons; war; civil or military disturbances; acts of terrorism; sabotage; riots; any such circumstances beyond its reasonable control as may cause interruption, loss of function, communication disruption or performance issues (hardware or software); water intrusion; corrosion; infestations; or input voltage outside the parameters listed in the Product specifications, whether from the grid, generators, or lightning strikes, or (11) has been impacted by incidental or consequential damage caused by other components of the electrical system within which it is installed, or (12) has been subject to any attempt to alter or remove the original identification markings (including trademark, model number, or serial number), or (13) has been installed with the Batteries that are not listed on the *APstorage Battery Compatibility List*, which can be found at Documents Library on APsystems website.

This Limited Warranty does not cover costs related to the removal, installation or troubleshooting of any components of the customer's electrical systems. During the Warranty Period, this Limited Warranty may be transferred to subsequent owners of the Product upon completion of a "Warranty Transfer Form" available from the APsystems website, and payment of the nominal transfer fee as shown on that form.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY ALTENERGY POWER SYSTEM INC. OR ANY OF ITS AFFILIATES, AND, WHERE PERMITTED BY LAW, IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE, QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY, OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION. IN NO EVENT WILL APsystems BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS, OR EXPENSES, HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY.

Some jurisdictions do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of certain damages, so the above limitation(s) or exclusion(s) may not apply. This Limited Warranty gives the customer specific legal rights, and the customer may have other rights that may vary from jurisdiction.

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