

## CSE Warranty Policy

(For Australia Market Only)

### LIMITED WARRANTY

CSE Energy & Technology Co., Ltd. (referred to as CSE), CSE provides a limited warranty period of 126 months from delivery date for the AIO1-PCS-3K-G1, AIO1-PCS-5K-G1, AIO1-PCS-5K-G1-L hybrid inverter model.

### CLAIMS PROCESS

End Users who want to make a warranty claim shall contact their local distributor where they purchased the battery system from, or the installer who installed the battery for them.

End users can also log in to the manufacturer's official website to contact after-sales service <https://www.solarcse.com/services>.

Please prepare the following information as it may be required when contacting the local distributor.

1. Your name, address, postcode and a telephone number where you can be contacted.
2. Proof of purchase with date and address of the vendor.
3. Installation date and installation address.
4. Information regarding all defective battery system, including model No., serial number, installation date and failure date.
5. Installation information, including brand, model, and number of PV panels.
6. Error message on APP screen (if applicable) and additional information regarding the fault/error.
7. Description of actions before the failure and detailed information of previous claims (if applicable).
8. Please make the claim within one month from the failure date (based on the communication history of the malfunction), otherwise CSE will treat it as you have waived the right to make a warranty claim.

CSE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from CSE or an authorized third parties company. CSE reserves the right not to enter the site should the CSE technician consider it unsafe to do so.

### REPLACE OR REPAIR

If a claim is received during the warranty period and an hybrid inverter system malfunction is found within the warranty scope, CSE may decide at its own discretion.

1. fix the issue by changing configurations or updating software; or
2. repair the battery system by replacing with spare parts; or
3. Offer a replacement device of equivalent value according to model and age.

In the case of an exchange, the remaining portion of the original warranty period will be transferred to the replacement device.

### WARRANTY EXCEPTIONS

The following circumstances may cause device defects, but are NOT covered by CSE's limited warranty.

1. Normal wear and tear.
2. Any defects that occur when the hybrid inverter warranty period has expired (excluding additional agreements of warranty extension).
3. The installation of products must be carried out by qualified installation personnel who have received CSE training and authorization. If it's proven that the problem was caused by faulty installation, the faults or damages are NOT covered by CSE's limited warranty.
4. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
5. Malfunctions or damages caused by improper installation, operation, and maintenance by qualified installation personnel without CSE training and authorization, in violation of CSE instructions.
6. Damage caused by End User deliberately or by willful act.
7. Disassembly, repair or modifications performed by a third-party company/person not authorized by CSE. Battery system modifications, design changes or part replacements not approved by CSE.
8. Faults or damages due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
9. Vandalism, engraving, labels, irreversible marking or contamination or theft.
10. Faults or damage caused by other factors not related to inverte quality issues.
11. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without CSE's written confirmation/approval prior to the installation.
12. Damage caused during transport, incorrect product installation, removal, exceedance of temperature range during use and improper use.
13. End User fails to provide correct product serial number or product serial number is undecipherable or has been modified without permission by CSE.
14. Defects of Product arise due to renewal of the national or regional laws or regulations.
15. Product failure is not reported to CSE within one month of appearance.

### Service after warranty expiration

Charge the claimant on-site service fees, parts fees, labor costs, and logistics fees, including but not limited to the following expenses.

1. On site service expense: Travel and time costs of technicians present at the site.
2. Parts expense: Cost of replacement parts (including any freight/management fees).
3. Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.
4. Logistics expense: Logistics costs for delivery of defective products from customer to CSE and replacement products from CSE to customer, including customs duties and other derivative charges.

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.

### Note:

1. The delivery date shall be based on the date specified in the OQC inspection pass seal of the quality assurance card.
2. Production date: The 13th to 14th digits of the S/N code on the product nameplate represent the year, the 15th to 16th digits represent the month, and the 17th to 18th digits represent the day.

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