

Opal Storage Box Warranty Terms & Conditions

This policy governs the replacement program for the Opal Storage Box 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 Opal Storage Box not returned in accordance with this policy.

OpalSolar is responsible to all warranty claims of not only Opal Storage Box, but also the inverter and battery/batteries inside Opal Storage Box. However, the Solax SK-TL5000E, Solax BMU5000 and LG Chem modular battery/batteries used in the Opal Storage Box have separate warranty terms and conditions and can be provided if necessary. This warranty terms and conditions only applies to Opal Storage Box. The LG Chem modular batteries, besides, must only be installed with Opal Storage solutions as part of the Opal Storage so that the warranty claims can be effective.

1. Warranty Claims

The standard warranty period for Opal Storage Box is either:

- i. 12 months starting from the date of installation (with referring to the submitted warranty registration form).
- ii. 6 months after the Manufacturing Date If the Opal Storage Box is not registered within 3 months after the date of installation. Proof of installation needs to be provided.

The manufacturing year and month can be specified from the serial number of the Opal Storage Box. The manufacturing day cannot be found from it, so the first day of the following month is specified as the "**Manufacturing Date**". The example of the serial number below shows that the "17" is year 2017 & "06" is the month of June. Therefore, we honour the warranty from the 1st of July 2017.

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Please note, this warranty is limited to the Opal Storage Box only, including all components supplied with the Opal Storage Box package. Other products need to be installed into the Opal Storage Box, such as inverter, battery charging unit, batteries and/or others, will be covered by each of their respective manufacturer's warranty.

Replacement service applies only to Opal Storage Box within its warranty period as applicable.

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

2. Replacement Service

Any Opal Storage Box qualifying for replacement within the warranty period will be replaced with a new or refurbished Opal Storage Box, subject to the terms and conditions detailed within this document being adhered to. The following items must be made available to **OpalSolar** for full replacement to be affected under this policy:

Opal Storage Box data including:

1. Opal Storage Box serial number
2. Description of Damage

Documentation including:

1. Copy of original purchase invoice.

2. Valid warranty certificate (applicable to registered Opal Storage Box and warranty extensions)
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 Opal Storage Box, the customer must return the allegedly faulty Opal Storage Box in the same packaging material as the replacement Opal Storage Box. **OpalSolar** will supply all labels, documentation and freight details for the return of the allegedly faulty Opal Storage Box. All allegedly faulty Opal Storage Box must be returned within 10 (ten) working days of the receipt of the replacement Opal Storage Box. A qualified installer must be available for the Opal Storage Box replacement and re-commissioning. The replacement Opal Storage Box will be covered by the original warranty terms of the faulty Opal Storage Box for the remaining warranty period of the original (faulty) Opal Storage Box.

4. Customer Responsibility

In the event of an Opal Storage Box 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 Opal Storage Box. 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 Opal Storage Box, 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 may be discovered by the owner of the Opal Storage Box, by the technician in the field or during the analysis of the Opal Storage Box in **OpalSolar's** appointed repair facility. If a warranty exclusion is confirmed by **OpalSolar**, the incurred costs may be invoiced to the customer.

Due to the progression and evolution of technology, the replacement Opal Storage Box or new device provided 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 configure, retrofit or adapt the Opal Storage Box to the installation.

OpalSolar will not provide financial reimbursement for energy that has not been fed into the grid by the installation during any service activity.

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

6. Opal Storage Box 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 Opal Storage Box.
- b. If the Opal Storage Box is deemed faulty and is eligible for the **Replacement Program**, **OpalSolar** will raise and create a case number for the Opal Storage Box and communicate this with the claimant.
- c. The Opal Storage Box will be shipped to the specified customer or distributor location at **OpalSolar's** cost.
- d. The installer will install the replacement Opal Storage Box and use the packaging to repack the faulty Opal Storage Box.
- e. **OpalSolar** will cover the costs of collection and shipment of the faulty Opal Storage Box back to **OpalSolar** as detailed in Section 3. The customer or installer must assist with this shipping. If the faulty Opal Storage Box is not returned within 10 working days of receiving the replacement Opal Storage Box, **OpalSolar** will invoice the relevant distributor/installer for the cost of the Opal Storage Box.

7. Warranty Registration

It is a requirement that all Opal Storage Box are registered in order that they qualify under the terms of the **Replacement Program**. It is a requirement that all suppliers/installers provide

the private end-user with a relevant warranty registration certificate, and 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 registration certificate), at which point a full warranty certificate is issued. Warranties must be registered using the warranty registration form in the Opal Storage Box packaging or via our online services at no more than three 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. Opal Storage Box serial number
- iv. Installation date with proof of installation
- v. Name and licence number of installer

For any unregistered Opal Storage Box past the point of 3 months from the installation, the warranty period will be applied on 6 months after the Manufacturing Date automatically.

This warranty is provided in addition to the other rights and remedies held by a consumer at law. Our goods will comply with guarantees the come under the Australian Competition and Consumer Commission (ACCC). The consumer is entitled to a replacement of refund for a major failure and for compensation for any other reasonable foreseeable loss or damage.

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

Email: support@opalsolar.com.au

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