



# iStore PV Products Warranty and Service Conditions

as at September 2024

# Solar Inverter

## Warranty and Service Conditions

These warranty and service conditions apply to the following products:

IS-HYB-5000-1PH
IS-HYB-6000-1PH
IS-HYB-5000-3PH
IS-HYB-6000-3PH
IS-INV-29900-3PH
IS-INV-40000-3PH
IS-HYB-10000-1PH
IS-HYB-10000-3PH
IS-HYB-12000-3PH
IS-HYB-15000-3PH
IS-HYB-17000-3PH
IS-HYB-20000-3PH
IS-HYB-25000-3PH
IS-BATT-5000-ES
IS-BATT-5000-BMS
IS-DONGLE-WLAN
IS-LOGGER
IS-BUB-1PH
IS-BUB-3PH
IS-DDSU666-H
IS-DTSU666-H

The Australian Consumer Law (**ACL**) protects consumers by giving them certain guaranteed rights when they buy goods and services. These rights are called 'Consumer Guarantees'. 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. 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. Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect given factors including the cost and quality of the product or any representations made.

The Warranty described in this document is subject to any rights you may have under the Consumer Guarantees.

## Warranty period:

### 2.1 Warranty Specification for Smart String inverter and Auxiliary Product

Product	Warranty Period
iStore Solar Inverters	120 months Warranty commenced from the 180 <sup>th</sup> day from the date of product shipment from iStore or the product installation date, whichever is earlier.
iStore Smart Meter	60 months
Other iStore Accessories (Back up box and dongle etc.)	24 months

*iStore may in addition to the above warranties offer a promotional warranty extension. This is usually subject to purchase; however, during promotion may be offered free of charge. The extension will be subject to the same warranty exemptions detailed in this document. An extended warranty may be applicable based on a promotional purchase date, it may be for parts only or include parts and labour, it may be subject to registration but this will be specified in the promotional flier. Promotional warranties are for parts only and exclude any labour and freight costs.*

### 2.2 Warranty Specification for Smart String Battery

Product	Warranty Period	Life Cycle Power During Warranty Period (Only for 5kWh battery pack)
iStore Battery	10 years	18.25MWh@70% EOL

#### Notices:

- Battery warranty definition; when the battery module reaches the warranty period or the life cycle discharge is completed, the remaining capacity EOL meets the specification requirements, and the first comes into effect; the power module DCDC only involves the warranty period and has nothing to do with the battery performance. The battery pack and power module provide independent warranty.
- Capacity test conditions: at an ambient temperature of 25°C±3°C, after charging to 100% SOC, let it stand for 10 minutes, and discharge the tested battery cell at a set current of 0.2C to the discharge termination voltage, and record the amount of electricity released in the process.
- It is a requirement of warranty that the battery is connected to the iStore monitoring platform.
- After the battery is purchased, the installation must be completed within 31 days. Any battery failure must be reported to iStore within two weeks. Any battery cell damage caused by the negligence of not charging or cycling the battery for prolonged periods of time is not covered by the warranty.

5. The operation and service life of battery are related to the working temperature. Please install the battery at a temperature equal to or better than the ambient temperature. The recommended working temperature for battery is 15~30°C.
6. The battery must be installed in accordance with the installation manual or the warranty may be void.

## Warranty services:

Huawei provides remote support and hardware support for solar inverter.

Warranty Services			
	Service Classification	Service Content	Availability
Service	Remote Support	Help Desk	Email: support@istore.net.au
		Operating Hours	09:00 to 19:00 Monday to Friday WAST (Business Days only)
		Online Technical Support	Www.istore.net.au/warranty-rma/
	Hardware Support	Hardware support (Inverter and accessories)	10 business days for shipment
		Hardware support (Battery)	20 business days for shipment
		Replacement Fee	\$150ex. GST fixed rate rebate, subject to change with notice. Paid 30 days End-Of-Month.

### ➤ Support

During the applicable Warranty Period, iStore-guarantees that all solar inverter hardware, Smart PV Optimizer, Smart Power Sensor, Smart Dongle, Smartlogger, and battery purchased shall be free from defects in material, fabrication and workmanship.

- Solar inverter and battery that are defective in material, fabrication or workmanship or do not meet the published specifications shall be provided free of charge.
- For solar inverters during the Warranty Period, iStore will send the replacement device to the customer within 10 Business Days after device fault being confirmed. For battery products, iStore will send the replacement device to the customer within 20 calendar days after RMA is confirmed. The replacement unit will be the same

age, type and condition as at the time of claim. Where a repaired unit cannot be provided a credit note may be issued for the market value applicable at the time of the warranty claim. After receiving the replacement device, the customer must return the defective device (packed in the packaging from the replacement device) within 15 Business Days of receipt of the replacement device and iStore will cover the cost of postage. Defective devices not returned in time for any reason may be charged to customer.

- The replacement device provided by iStore will be functionally equivalent to the customer's defective device (in features, functions, compatibility, provided with default software version).
- The replacement device provided by iStore will be covered by the remainder of the original device warranty period.
- All products, including replacements, must be exchanged by a CEC accredited installer whom has completed iStore Solar Service training. Installation of any inverters or batteries by a person(s) whom does not hold the appropriate licenses will result in voiding the product warranty.
- Upon inspection of the returned unit, whereby it is determined that the fault pertains to a warrantable issue iStore may pay a fixed rebate of \$AUD150.00 for incident of replacement and \$AUD25 per additional unit where multiple units are replaced at the same site. The customer may be required to evidence that the replacement was completed by an appropriately accredited electrician in order to receive the payment. The fee will be paid by direct deposit within 30 days from End of Month. iStore only pay the replacement fee to verified installer and/or retailers, it cannot be paid to end users. This fee is offered at iStore's discretion and is subject to change without notice.
- To validate a claim, you will be required to provide proof of purchase to evidence the claim is within the warrantable period.
- Upon commissioning, the system is eligible for a free trial of the premium Envision monitoring offer. The premium monitoring platform for iStore products is only available during the standard warranty. After this time a subscription may be payable. To adhere to your local DNSP's requirements, it is iStore's recommendation that where a direct communication (non-cloud) can be wired to the meter, this is done at installation.

### **Disclaimers and Exclusions:**

All above mentioned warranty and support services apply only to the iStore inverter, battery and solar accessories.

- Subject to any rights you may have under the Consumer Guarantees, accessories and consumable parts, including but not limited to cables and connectors, are not covered by the warranties and services set out above.
- If on-site service is required, traveling time is excluded from the SLA time.

- Warranties and services shall not apply in the following circumstances:
- Damage as a result of force majeure (including but not limited to natural disasters, fires, flooding and war).
  - Damage as a result of natural wear and tear i.e. caused by site specific conditions such as vermin.
  
  - Direct damage caused by failure to meet system requirements including site running environment or external electricity parameters.
  - Damage from lightning or surges.
  - Damage to hardware or data due to customer's negligence, inappropriate operation or intentional damage.
  - System damage caused by the customer or third parties, including relocation and installation of the system not in compliance with iStore's requirements or instructions.
  - Damage as the result of lack of maintenance of the system.
  - Damage caused by adjustment, change or removal of identification marks not in compliance with iStore requirements or instructions.
  - Damage caused by transit including transportation and improper storage.
  - Damage caused by isolation faults, earth faults or arcs (due to cabling failures)
  - System damage directly caused by problems in the customer's infrastructure.
  - Damage resulting from installation or exchange whereby the installation guidelines have not been adhered to or the industry standards pertaining to solar installation has not been met. This includes insufficient ventilation around the inverter and/or battery.
  - Any issues which are the result of not updating the software as advised by iStore
  - Any alteration of the product including penetrations to the cover will result in voiding warranty.
  - iStore will not warrant any claims for loss of energy sold to the grid or used for self-consumption.