



## Warranty Registration Form

Thank you for purchasing the Clenergy SPH (SolarPowerHouse) inverter. To register your inverter and activate your 5 years (60 Months) standard warranty, register online at <http://www.cleenergy.com.au/registration.php> **OR** complete and return this form.

Inverter Details											
<b>Installation Date</b>				<b>Serial Number</b>	S/N:						
<b>Product Name</b>	SPH15		SPH20		SPH30		SPH40		SPH50		SPH60

Installer Details			
<b>Installer Name</b>			
<b>Company</b>			
<b>Address</b>			<b>State</b>
<b>Suburb</b>			<b>Postcode</b>
<b>Phone Numbers</b>			
<b>Email address</b>			

Installation Details			
<b>Customer Name</b>			
<b>Address</b>			<b>State</b>
<b>Suburb</b>			<b>Postcode</b>
<b>Phone Numbers</b>			
<b>Email address</b>			

Solar Panel Details								
<b>Brand and model of solar panels</b>								
<b>Number of solar panels installed</b>								
<b>Number of strings</b>	1		2		3		4	

If you want to purchase or need a quote for an additional 60 months warranty (total 120 months), please indicate in the box below:

Please provide me a cost for 60 months extended Warranty

If you choose the extended warranty option, Clenergy will contact you with payment details, please note that the extended warranty will not take effect until payment is received.



## 5 Year Limited Warranty Conditions

**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 for 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 benefits given by this warranty are in addition to other rights and remedies you may have under laws in relation to the goods or services to which this warranty relates.**

Congratulations on choosing your Clenergy Inverter. Please fill out the warranty registration form, make a copy for your own records and send the original to Clenergy, the address is given below. We will register your inverter to ensure that you are provided with prompt and professional service.

If any problems arise please contact the company you purchased your product from. Please retain a copy of the warranty registration form and proof of payment for any future warranty claim.

If you are unable to locate the details of your Installer, please contact Clenergy our details are listed below and we will endeavour to assist you.

The standard Warranty Period is 60 months and applies from the date the inverter is installed, for customers who have taken an extended warranty the period is 120 months. Your extended warranty information is sent to you once we have received the payment.

**Clenergy will replace or repair the unit during the warranty period if and subject to the following conditions:**

- The product does not perform in accordance with our specification.
- The unit fails during the warranty period as long as it is installed correctly by an authorised installer.
- During the warranty period, Clenergy will repair or replace the faulty unit if this is considered to be the most appropriate course of action.
- Any and all costs for repair or replacement outside the warranty period are the responsibility of the Customer.
- The customer is responsible for the costs to ship to our repairer; Clenergy will pay the return freight costs if you do not have this as part of your agreement with your supplier, your supplier can confirm if they cover this on your behalf.
- The customer is responsible for the cost to remove the faulty inverter from the installation and the reconnection once the repaired or replacement inverter is returned unless the customer has an onsite replacement agreement in place either with Clenergy directly or through your purchase arrangements with the supplier who provided your system.
- If Clenergy chooses to replace the faulty unit then the faulty unit will be replaced with an inverter that is of the same condition or newer than the customers original faulty unit.



- Cleenergy can provide an optional onsite replacement agreement for details and costs please contact your supplier or Cleenergy directly.
- For customers who have taken out an onsite replacement agreement with Cleenergy, we will cover the labour and transport costs.
- Where Cleenergy attends a site and finds that the inverter is not faulty, the costs for the visit will be payable by the customer, there is a charge of \$150.00 ex GST for the initial attendance and an hourly charge of \$150.00 ex GST including travel time.
- The replacement unit provided will be covered for the remainder of the warranty period applicable to the customers agreement.
- Cleenergy holds stock in Australia expressly for the purpose of warranty repairs or replacements.
- If there are any questions or concerns regarding the conditions of this warranty please write or email us at the address below.

### **The warranty does not apply if:**

- The Inverter warranty period is expired.
- Damage is caused by incorrect installation or use outside its design application.
- Damage is caused due to incorrect transportation
- If the warranty card has been altered or adjusted.
- The model No. and serial No. in the warranty card does not match the installed inverter.
- If the product seal is broken or has been tampered with.
- Damage caused by fire, natural disaster or abnormal voltages.
- Insufficient ventilation of the device.
- Incorrect installation, not done in accordance with our installation manual.
- Installation performed by non-accredited or unauthorised person.
- Unauthorised modification, testing or repairing

### **How to make a warranty claim.**

To make the claim You should always contact who you purchased your system through in the first instance, they will advise you of any extended level of cover you have in addition to your warranty, your warranty form should have the date of installation so you can determine if you are still under warranty. If you are unsure how to make a claim, or are out of the Warranty period or don't know who you purchased your Cleenergy Inverter through then contact Cleenergy Australia for support at the address below.

When making the claim you should provide to your service provider the serial number of your inverter along with the date of purchase/installation and the error message that will be displayed in the window located on the front of the inverter.

Claims can be made by phone or Letter or by emailing to ;

**Cleenergy Australia**  
**18/20 Duerdin Street**  
**Clayton VIC 3168**  
**Phone: 03 9017 6688**  
**Fax: 03 9017 6668**  
**Email: [service@cleenergy.com.au](mailto:service@cleenergy.com.au)**



- If you are unsure if it's your Inverter that is at fault, you should first contact your supplier who may be able to provide an initial assessment, if it's still unclear you should phone Clenergy on the number below or email us if that's more convenient stating the serial number of the inverter and the installation configuration if you know it along with the fault error which will be displayed in the information window of the inverter.
- If the Inverter requires a field service visit and you have a service agreement then Clenergy will arrange for the inverter to be serviced or replaced at no extra charge.
- If you don't have a service agreement then you will need to arrange to send the faulty unit back to Clenergy in Melbourne or to your nearest service point. The cost to remove from your premises and return to us is at your expense. Clenergy will replace or repair the unit and return it to you at our expense, you will have to have it reconnected by an authorised installer at your expense.
- The warranty covers the Unit but does not include any labour for removal and reinstallation therefore you should consider taking a service agreement either directly with your supplier or through Clenergy at the time of purchase.
- The warranty is for 5 years from the date of commissioning, the extended warranty provides an additional 5 years taking your cover to 10 years from date of commissioning and you are covered in accordance with the above.
- Onsite service agreements are paid annually if you choose to take it out.
- Clenergy will repair or replace the unit under warranty with an equivalent unit from our maintenance stock and the warranty will then continue up to the original date of expiration.

**Our Contact details:**

**Clenergy Australia**  
**18/20 Duerdin Street**  
**Clayton VIC 3168**  
**Phone: 03 9017 6688**  
**Fax: 03 9017 6668**  
**Email: [service@clenergy.com.au](mailto:service@clenergy.com.au)**