

Warranty Claim Form

Product under Claim

Inverter

*Inverter Serial Number _____

Accessory

*Accessory Serial Number _____

Customer Information

*Name _____ Business Name _____

*Address _____

*City _____ *Post Code _____ *Country _____

*Phone Number _____ Fax _____ *Email _____

System Information

*Install/Commissioning Date (D/M/Y) _____ Failure Date _____

*LCD Displayed Alarm Message (If has) _____

*Manufacture of PV Panels Used _____ *Model of Panels _____

*Number of Panels in String A _____ Number of Panels in String B (If available) _____

*Failure Description (Attach photos as needed) _____

Installer Information

*Installation Company _____ Installer Name _____

Address _____

City _____ Post Code _____ Country _____

*Phone Number _____ Fax _____ Email _____

Information with *must be filled.

For information on our warranty regulations and liability please see the back of this document.

Signature of Customer _____ Date _____

All rights reserved by Aero-Sharp. This information is subject to changes without notice. Please contact us or your specific dealer or installer for help.

Add: Unit 4/126-134 Fairbank Road Clayton South, 3169 Tel: (61)-1300951911

Website: www.aero-sharp.com.cn E-mail: service@aero-sharp.com.au

Aero-Sharp Warranty Regulations and Liability

Thank you for purchasing the on-grid inverters from Shanghai Aero-Sharp Electric Technologies Co., Ltd (hereinafter "Aero-Sharp").

Applies solely to the following products: HR-INV-X01-010; HR-INV-X01-015; HR-INV-X01-020; HR-INV-X01-030

Terms and Condition

For the above named products, you receive a Aero-Sharp factory Warranty, valid for Five (5) Years from the date of purchase. This Warranty includes all defects of design, components and manufacturing.

The standard warranty period for the accessory products, including WiFi and RS485 is 24 months from the date of installation and no more than 26 months from the date of shipment from Aero-Sharp.

Exclusion of Liability

To provide better service, all authorized supplier are requested to respond to end users' warranty claim, and the authorized supplier will replace any products or parts of the product during the warranty period proved to be defective in design or manufacture. The following cases will be excluded from the warranty (the Distributors are liable for investigation of the following):

- "Warranty Claim Form" not being sent back to Distributor/Dealer
- Damaged by improper installation, usage, connection, not comply with the instruction manual or other man-made damage
- Operate the products beyond the applicable safety regulations
- The warranty card has been altered or the evidence for installation date not clear
- Change, modification or repair attempts of the product without authorization
- Transportation damage
- Product description nonconformity from the content of warranty card
- Use with accessories not designed by factory
- Insufficient ventilation of the device
- Improper PV system design
- Force majeure (e.g. lighting, earthquake, flood or fire)

Claims that go beyond the rights cited in the Exclusion of Liability, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by Aero-Sharp warranty, insofar Aero-Sharp is not subject to statutory liability.

Warranty Claim Conditions and procedure

Following information need to provide for warranty claim service:

- Copy of the invoice
- Copy of the installation report and installation date
- Filled warranty card with legible serial number and model number on it
- Documentation of previous claims/exchanges (if applicable)

Following service would be provided in time once the defective product is verified:

- Repair
- Exchange for a replacement product of equivalent function

End customers, may wish to contact your installer who will, if necessary, get in contact with Aero-Sharp. The procedure for a warranty claim must be coordinated with Aero-Sharp. This is the only way to ensure that the above mentioned warranty services will be provided free of charge for the warrantee.

When devices or components are replaced, the remaining warranty period will be transferred to the replacement device or component. This will be registered automatically by Aero-Sharp. You will not receive a new certificate. If the remaining warranty period is less than one year, you will automatically receive a full year for the remaining warranty period for the replacement device or component. Where Aero-Sharp finds that the inverter is not faulty, the costs for the visit will be payable by the customer.

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.