

## SRNE PV Storage Hybrid Inverter Warranty Description

### I. Definitions

1. Authorized Distributor: Retailers or dealers formally authorized by SRNE to sell the Product within Australia.
2. ACL: Refers to the Australian Consumer Law as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).
3. Product Manual: Documentation provided by SRNE specifying installation, operation, and maintenance procedures.
4. SRNE: SRNE Solar Co., Ltd, located at 4-5F,Building13A,Taihua Wutong Industrial Park ,Gushu Development Zone ,Hangcheng Street,Baoan, Shenzhen, China PR.
5. Territory: Australia.
6. You: The consumer who purchased the Product.

### II. Product Warranty

1. Covered Products

This Warranty applies to the following SRNE microgrid energy storage devices and accessories:

Product Name	Model Numbers
Solar hybrid inverter	HESP4836S100-H
	HESP4840S100-H
	HESP4846S100-H
	HESP4850S100-H
	HESP4855S100-H
	HESP4860S100-H

The above are collectively referred to as the "Product" or "this Product".

2. Standard Warranty Period

5 years, commencing 6 months after the production date shown on the Product's serial number (SN code) (the 6-month period includes transportation, warehousing, and installation time).

### **III. Warranty Application Conditions**

Warranty services apply only if all the following conditions are met:

1. The Product is purchased from an Authorized Dealer within the Territory.
2. The Product has a clear, unaltered SRNE serial number (SN code).
3. The Product is installed and used within the Territory.
4. The Product is installed, operated, and maintained strictly in accordance with the attached Product Manual.
5. SRNE confirms that the Product has material or workmanship defects during the warranty period.

For eligible Products, SRNE will provide free repair or replacement services (including the entire unit or components) at its discretion. SRNE reserves the right to use original or improved designs for repaired or replaced Products. The remaining warranty period of the repaired/replaced Product will continue from the original Product's remaining warranty term, without recalculation or extension. This warranty does not cover accessories, toolkits, or installation/dismantling services provided with the Product.

### **IV. Exclusions from Warranty**

To the extent permitted by law, this warranty does not apply, and SRNE assumes no liability, for any damage or defect caused directly or indirectly by:

1. Faults in inverters/PCS (power conversion systems)/EMS.
2. The Product being installed with non-SRNE-certified batteries/PCS/EMS.
3. The Product being installed outdoors without protection from direct sunlight or frost.
4. Improper installation or operation of the battery contrary to the Product Manual.
5. Misuse, negligence, or improper treatment of the Product, including use outside the environmental, temperature, and humidity conditions recommended in the Product Manual.
6. Transportation-related damage (e.g., dropping, trampling, deformation, impact, or puncture).
7. Storage, installation, debugging, modification, or repair by persons not authorized by SRNE.
8. Abuse, misuse, negligence, accidents, theft, vandalism, force majeure (e.g., lightning, floods, fires, extreme cold), or other events beyond SRNE's reasonable control.
9. Any unauthorized attempt to extend or shorten the Product's service life (physically, programmatically, or otherwise).
10. Water, conductive dust, or corrosive gases.
11. The Product being connected to different types of battery modules.
12. Failure to install, operate, or maintain the Product in accordance with the Product

Manual.

13. Normal wear and tear, aging, surface defects, dents, or marks that affect product performance.
14. Any secondary processing of the Product (including self-modification after purchase or known modifications at the time of purchase).
15. Modification of the dedicated DC cable between the battery and inverter shall not result in warranty invalidation.

## **V. Consumer Statutory Rights**

1. 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.
2. The benefits provided by this warranty are in addition to all other rights and remedies you have in respect of the product under consumer law or any other law that cannot be excluded.

## **VI. Warranty Claim Process**

1. Claim Channels

Contact the Authorized Dealer: Australian Green Power Solutions Pty Ltd

Address: Unit 2/47 Charlotte ST, Ashfield, NSW 2131, Australia

Telephone: +61 450 071 803

Email: [tonny\\_w@hotmail.com](mailto:tonny_w@hotmail.com)

Website: [www.aus-greenps.com](http://www.aus-greenps.com)

Contact SRNE Directly (for special cases):

Address: 4-5F, Building 13A, Taihua Wutong Industrial Park, Gushu Development Zone, Hangcheng Street, Baoan, Shenzhen, China PR

Postcode: 518000

Tel: +86 0755-26458295

Fax: +86 0755-26458295

Email: [service@szshuori.com](mailto:service@szshuori.com)

2. Required Documentation

To file a warranty claim, you must provide:

- A. Original warranty certificate.
- B. Product purchase invoice specifying the delivery date.

C. SRNE system log data of the Product to demonstrate whether the minimum capacity is met (used as auxiliary evidence, not conclusive).

### 3. Verification and Assessment

SRNE may contact you for further information about the defect and reserve the right to request additional details or testing to support the claim.

### 4. Dispute Resolution

If you disagree with SRNE's claim assessment, you may arrange for the Product to be evaluated by a government-certified testing agency or accredited third-party tester at your own cost (SRNE will reimburse the cost if the claim is proven valid).

## VII. Liability Limitations and Replacement Policy

1. This warranty constitutes the sole and exclusive guarantee provided by SRNE to the extent permitted by law, superseding all other express or implied representations (including but not limited to title, quality, merchantability, fitness for a particular purpose, non-infringement, and the accuracy/completeness of technical information in user manuals). SRNE shall not be liable for any expanded losses or costs resulting from the consumer's failure to take timely action, including but not limited to economic losses, civil liabilities, or personal/property damage.

2. To the maximum extent permitted by law, except for rights under the ACL, SRNE's total liability for any damages (direct, indirect, consequential, incidental, loss of profit/data/goodwill, etc.) relating to the Product shall not exceed the purchase price of the specific faulty unit. The compensation amount may be used to offset the purchase price of a new unit.

### 3. Replacement Deduction Principles

A. Precondition: You must choose the replacement deduction option and return the old unit to SRNE or the designated regional warehouse.

B. The deduction amount is calculated based on the original sales price of the unit, starting from the production date shown on the SN code.

C. Deduction percentage table:

<div> <div>Time</div> <div>Ratio</div> <div>Model</div> </div>		0~12 (months)	13~24 (months)	25~36 (months)	37~48 (months)	49~60 (months)
HESP Series	SRNE	100%	100%	60%	40%	20%

## VIII. Miscellaneous Provisions

### 1. Severability of Clauses

If any provision of this warranty is held to be invalid or unenforceable, the validity and enforceability of the remaining provisions shall not in any way be affected or impaired. Such invalid provision shall only be inapplicable in the jurisdiction where it is invalid.

## 2. Non-Warranty Service Fees

For Product issues not covered by this warranty (e.g., human damage, non-warranty conditions, or out-of-warranty cases), SRNE may provide paid repair or technical services, including but not limited to:

A. On-site service fees: Travel and labor costs for technicians (including repair, maintenance, hardware/software installation, and machine debugging).

B. Material costs: Costs for replacement parts (including transportation and management fees).

C. Logistics fees: Costs for shipping the Product to SRNE and returning repaired units/materials to the customer.

## **Baochang Yuan**

SRNE Quality Manager.

## **SRNE Solar Co.,Ltd**

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