

RCT Power Limited Warranty for Inverter (for AU)

These are the limited warranty terms and conditions for the inverter and accessory product provided by RCT Power. Valid for Australia.

Dear customer,

Thank you for your confidence in our RCT Power products. With the RCT Power Storage and/or the Power Inverter you have acquired a quality product.

A. Products

The limited warranty conditions apply exclusively to RCT Power Storage and RCT Power Inverters (“Products”) and not to connectable accessories and consumables, such as, cables, connectors, fuses, antenna, CT (current transformer), etc.

B. Warranty Period

The RCT Power guarantees that, subject to the exclusions and limitations set out below, the inverter and accessory provided by RCT Power should be functional and free of material defects during the period:

1. **Hybrid Inverter RHS-6K-H, Power Switch:** 10 years limited warranty.
2. **Power Sensor, WIFI Module:** 5 years limited warranty.

starting from the earlier date of: (1) 3 months from the date the products are shipped from RCT Power AU warehouse; and (2) the first installation of the products.

C. Warrantor

The warrantor is RCT Power. RCT Power reserves the right to have the services specified in this RCT Power Limited Warranty conducted by RCT Power authorized partners, including but not limited to the distributors and the installer of the Products.

D. Warranty Claimant

The Limited Warranty only applies to the buyer who has purchased the Products from an authorized distributor of RCT Power for use within the territory of Australia and in accordance with their intended purpose. The Limited Warranty may be transferred from buyer to any assignee, and will remain in effect for the time period remaining under the foregoing warranties, provided that the Products are not moved outside their original country of installation and any reinstallation is done in accordance with the installation directions and use guidelines accompany the Products.

E. Procedure to Obtain Warranty Service

If during the warranty period, the buyer wants to obtain the warranty service, buyer should contact the vendor where the buyer purchased the products from, or the installer who installed the products for the buyer. The buyer can also contact RCT Customer Service

hotline or contact services@rct-power.au to obtain the warranty service.

In order to provide a timely and professional service, RCT Power is cooperating with many of its installers and distributors to ensure that buyer can have more pathways to obtain the warranty service. RCT Power also support and supervise its cooperator to make sure that a good service is provide to buyers.

The following information is required for the warranty service:

- (1) Device type and serial number
- (2) Copy of the purchase receipt
- (3) Commissioning date
- (4) Error message and other description of the fault
- (5) Detailed information on the entire system (modules, wiring, battery, etc.)
- (6) Contact information, delivery location of the replacement inverter

F. Remedies

During the warranty period, RCT Power shall determine whether the service requirement is covered by the limited warranty. If RCT Power determines that the service requirement is covered under the warranty, RCT Power may, in its sole discretion, provide one or more of the following actions:

- (1) Remote services (providing consulting or guiding service, changing configuration, updating software, etc.).
- (2) Repair the Product by replacing with spare parts or returning to RCT Power's factory.
- (3) On-site service.
- (4) Exchange service, replacing the Product with the Product of equivalent value according to the Product model.

G. Exchange Service

If RCT Power at its own discretion choose to provide exchange service, the remaining warranty period of the Product is automatically transferred to the replacement device. If the remaining warranty period is less than one year after the replacement, it will be extended to a full one-year warranty. The replacement devices are usually repaired series devices which correspond to the technical performance data of buyer's original inverter. Buyers should understand that minimal signs of wear cannot always be ruled out with these replacement devices.

RCT Power will determine whether the defective Product should be returned to the designated location. The buyer shall return the defective Product by using the original packing of the replacement device.

Please note that the actual cause of failure can only be determined directly by RCT Power. An exchange recommended by our Customer Service does therefore not automatically imply that it is a valid warranty claim.

H. Coverage

In the event of a valid warranty claim, we will cover the exchange costs. You will receive the replacement device free of charge if the defective inverter is sent to us within a maximum of 10 working days after you have received the replacement device from us and we are responsible for the defect in accordance with our warranty conditions. RCT Power will bear the cost of such shipment, including shipping and customs (where applicable) and buyer shall bear any applicable value added tax.

I. What is not covered

We are sure that you will understand that the exchange costs for the replacement inverter will not be reimbursed if the warranty claim is demonstrably invalid or if the exchange was for obvious improper reasons. Higher exchange costs can only be invoiced to RCT Power with their prior consent and only in especially justified cases. We reserve the right to reduce the invoice amount accordingly.

If there is a defect within the warranty period for which we are not responsible (exclusion of warranty), we will charge you a repair lump sum and shipping at a preferential price. However, we will only grant you this preferential price if, in return, you make the defective device available to us in a state that we are able to repair it. In this case, we will demand back any lump sums that may already have been reimbursed as part of the exchange. If we do not receive this defective device back, we will charge you the recommended retail price of the device plus transport costs.

All reimbursements and lump sums payments can only be made if the modalities and procedures have been agreed in advance with RCT Power.

J. Geographic Scope of Warranty

The Limited Warranty is only provided when the Product is installed within the territory of Australia. Once the Product is moved outside the geographic scope above, the Limited Warranty is terminated.

K. Warranty Exclusions

The warranty is independent of the guarantee obligations of the sales contract between vendor the end customer and leaves these unaffected.

Any claims of the warrantee are excluded in the following cases:

1. Improper use
2. Installation that is not appropriate or professional or does not conform to the standards or does not comply with the installation instructions or instructions of the guarantor
3. Unprofessional and/or improper operation or operation contrary to the operating instructions and guides of the guarantor
4. Operation without or with defective protection systems
5. Unauthorized modifications or repairs of any kind without using a specifically trained electrician

6. Use of spare parts and accessories which do not correspond to the original specifications of the guarantor
7. Removing, damaging or destroying of any seals and/or type plates that have been applied by the guarantor
8. Damage caused by exposure to foreign bodies and force majeure
9. Failure to comply with the relevant safety regulations
10. Transport damage
11. Lightning strike or overvoltage from the mains side
12. Culpably omitted software updates
13. Products have not been installed in an interior room (in the building) or an adequately covered outdoor area
14. Incorrect design or more specifically configuration of the photovoltaic system
15. Insufficient ventilation of the device
16. Non-compliance with the relevant and country-specific safety regulations

Any further claims against the warrantor, in particular claims for damages due to lost profit, non-existing grid feed-in, non-existing own consumption, compensation for use and costs for installation and removal, transport (return and delivery) are excluded.

The total liability of the warrantor under this warranty is also limited to the amount of the net sales price (based on the invoice) that the buyer has paid for the product.

Warranty and liability are excluded for any damages that the warrantee or a delegated person is responsible. This responsibility is independent of the legal relationship between the warrantee and his delegated person.

Transport damages and all other damages caused after the time of the transfer of risk are excluded from the warranty and our liability. This applies also to damages caused by improper packaging by the customer.

The replacement warranty also does not cover any blemishes that have no influence on the energy feed in.

It is the warrantee's responsibility to comply with all the relevant safety regulations or the conditions of the network operator for connection of your system to the power grid. Here we are only liable if we have joint responsibility for the damage within the meaning of the statutory provisions. However, we shall only be liable in proportion to our contributory negligence.

L. Transfer of Ownership

RCT Power reserves the right of ownership for the replacement inverter until receipt of the defective device or, in case of a purchase, until payment of the invoiced purchase price. In all cases, ownership of the defective device shall pass to RCT Power upon receipt of the replacement device.

M. Purchase of a Replacement Inverter

If you purchase a replacement inverter after the warranty has expired. For this device, you are entitled to the 2 years limited warranty starting from the date of delivery of the inverter. To purchase an exchange inverter, the defective device must be returned. If you do not return this defective unit to us within 5 working days, you will be charged the difference between the replacement unit price and the recommended retail price.

N. Inspection Flat Rate

We charge a flat-rate inspection fee for devices that have been exchanged within the scope of our exchange service under warranty but do not show any defects during our inspection or analysis. Please note that the actual cause of failure can only be determined directly by RCT Power. An exchange recommended by our Customer Service does therefore not automatically imply that it is a valid warranty claim.

O. No Restriction on Statutory Warranty Rights

The statutory warranty obligation of the device seller and the corresponding statutory warranty rights of the buyer which may not lawfully be excluded or limited are not affected by this RCT Power Limited Warranty. Furthermore, should this RCT Power Limited Warranty violate any such national or state statutory rights, then such national and state statutory rights shall not be affected by the provisions of this RCT Power Limited Warranty.

P. Disclaimers

THE LIMITED WARRANTIES SET FORTH HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR APPLICATION, AND ALL OTHER OBLIGATIONS ON THE PART OF RCT POWER UNLESS SUCH OTHER WARRANTIES AND OBLIGATIONS ARE AGREED TO IN WRITING BY RCT POWER.

Q. Limitation Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RCT POWER HEREBY DISCLAIMS, AND SHALL HAVE NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR, DAMAGE OR INJURY TO PERSONS OR PROPERTY OR FOR OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE WHATSOEVER ARISING OUT OF OR RELATED TO ANY OF ITS PRODUCTS OR THEIR USE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL RCT POWER BE LIABLE TO THE BUYER, OR TO ANY THIRD PARTY CLAIMING THROUGH OR UNDER THE BUYER, FOR ANY LOST PROFITS, LOSS OF USE, OR EQUIPMENT DOWNTIME, OR FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND, HOWSOEVER ARISING, RELATED TO THE PRODUCTS, EVEN IF RCT POWER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RCT POWER'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR

OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO RCT POWER BY THE BUYER FOR THE PRODUCT IN THE CASE OF A WARRANTY CLAIM.

R. Valid Version

RCT Power is entitled to publish related matters of this limited warranty terms on its official website (www.rct-power.au), including but not limited to adjusting the scope of Warranted Products, Warranty Period, and service fee standards beyond the Warranty Period, and service scope for Extended Warranty. The buyer shall log on the above official website to check the matters related to this limited warranty terms. To the extent permitted by applicable laws, RCT Power's publishing of the matters related to this limited warranty on the above official website shall be deemed to have fulfilled its written notice obligation provided in this limited warranty, and the relevant matters will become effective once they are published.

S. Contact Information of RCT Power

Jiangsu RCT Power Energy Technology Co., Ltd

Address: No. 18, Ruipu Road, Suzhou Industrial Park, Suzhou Area, China (Jiangsu) Pilot Free Trade Zone

RCT POWER ENERGY TECHNOLOGY (AUSTRALIA) PTY LTD

Address: 20 CURRAJONG AVCAMBERWELL VIC3124

Telephone: +86-512-66830096

Fax: + 86-512-66830095

Official Website: <https://rct-power.au>

Service Email: services@rct-power.au

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.

We wish you continued enjoyment with the RCT Power products.

RCT Power Service Team