

WARRANTY CONDITIONS

For the AVOL Genius Series

Warranty

Subject to the terms and conditions detailed below, we provide a voluntary product warranty (the warranty) to end users of the following products (the products), which are supplied by us:

- AVOL-GENIUS-BA5, AVOL-GENIUS-BA10, AVOL-GENIUS-BA15, AVOL-GENIUS-BA20, AVOL-GENIUS-IA3, AVOL-GENIUS-IA5

This warranty only applies to new products. Second-hand products may carry a partial warranty subject to its previous operation/install/de-install conditions.

This warranty is non-transferable except where the products are installed in a building; this warranty will then transfer to any subsequent purchaser of that building or the products so long as the products remain installed.

This warranty only applies where the products have been installed by a properly certified and licensed installer by Cornick.

General Terms

We will repair or replace (at our option) a warranted product or any part thereof if such product is faulty or defective in manufacture or materials in the 5 years period from the date of purchase.

We will endeavor to replace products with identical products. However, due to technological advancements, that product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, color and/or capacity. Due to technical advances, replacement parts or components may not be compatible with the other installed components. This warranty does not cover any costs relating to the incompatibility of systems.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.

Cornick Pty Ltd

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It is required that all systems have an Internet connection for monitoring. For those systems that are not connected to the Internet the warranty is then reduced to 3 years.

We monitor systems and inform end customers via the Internet, in the event of defects in the material or workmanship of the product within the warranty period. For systems with no Internet connection, the end customer should inform us ASAP if a product is found to be defective to qualify for repair or replacement under warranty.

Each time a warranty claim is made against a system with no Internet connection, the installer or the end user is obliged to organize qualified personnel to conduct an on-site inspection and data collection under the instruction of Cornick.

This warranty only covers repair or replacement of the defective product. It does not cover:

- any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Product; or
- any other costs such as transportation, travelling and accommodation cost of personnel etc.;
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this warranty.

Battery Performance Guarantee

Upon the granting of warranty (with Internet connection), we guarantee as follows:

For systems operating under self-consumption mode, we warrant that each battery module retains at least eighty percent (80%) of its usable capacity for 120 months from the earlier of the date the battery storage system is installed at the end user's property or (ii) the date two months after the product is sold to another business or personnel.

For other applications, the warranty can expire earlier if a total energy of 3MWh per kWh usable capacity has been dispatched from the battery.

Conditions

This warranty is subject to the following conditions:

- The products must have been installed and correctly commissioned by an authorized and licensed installer. Proof may be required of correct

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commissioning of the product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this warranty.

- Where a product or part thereof is replaced or repaired under this warranty, the balance of the original warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty.
- The product must have its original serial number and rating labels intact and readable.
- This warranty does not extend to any products that have been completely or partially disassembled or modified, except where such disassembly is carried out by Cornick.
- The terms of this warranty cannot be amended except in writing by one of our authorized officers.
- This warranty only applies to products purchased by an end-user from us directly or a reseller where the products have been sold to the reseller by us directly.
- Any warranty claim under this warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.
- There must have been a commissioning report signed by the end user and the installer for product commissioning and handling instructions.
- The operation and service life of the battery is related to the storage and working temperature. Please install the battery at a temperature equal to or better than the required ambient temperature. The recommended working temperature for the battery is 15~30°C.
- Storage temperature: between -10°C ~ +45°C

Recharge the battery if it is not used for a long time. Use the default charge current limit (less than or equal to 0.5C).

Required Storage Temperature	Actual Storage Temperature	Recharge Interval
-10°C ~ +45°C	$-10^{\circ}\text{C} \leq T \leq 30^{\circ}\text{C}$	12 months
	$30^{\circ}\text{C} < T \leq 40^{\circ}\text{C}$	8 months

Exclusions

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises:

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- due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care, including, installation of a product which is of an inappropriate size or type for the intended purpose;
- due to operation, use or maintenance of the product otherwise than in accordance with instructions provided by us or without reasonable care (including failure to maintain/ clean the product following recommendations in instruction/ operation manuals);
- due to accidental damage, theft or vandalism, or use of the product for a purpose or in environmental conditions for which the products were not designed, sold, or used outside the specified or normal operating ranges for such products;
- as a result of changes that occur in the condition or operational performance of the product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as a result of Force Majeure events;
- from normal wear and tear or when replacement or repair of parts would be part of routine maintenance or service of the product or where the damage is only to surface coating, varnish or enamel;
- as a result of repairs, alterations or modifications to the product which have been performed by a third party not authorized by us;
- from the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of the product; or as a result of interconnection of the product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the product has been installed;
- where the nameplate or serial number of the product is modified, altered

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or not readable;

- if damage has occurred during transportation; or
- other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching).

This warranty does not apply to damage caused by continued use of the product after it is known or would have been known with regular servicing, it is defective.

Customer's assistance in returning the faulty unit:

Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. Cornick will supply all labels, documentation and freight details for the return of the allegedly defective unit.

All allegedly defective units must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the defective unit's remaining warranty period.

Distributor Responsibility:

In the event of an equipment failure or fault, it is the Distributor's responsibility to work directly with AVOL's Service Center in order to limit the return of non-faulty equipment. AVOL's Service Center will work with the Distributor to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further compensation and a replacement unit, the distributor/installer must first contact Cornick and fulfill the distributor/installer's responsibilities under Section "How to Make a Claim"

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be referred to Customer Service on www.cornick.com.au.

How to Make a Warranty Claim

If a product fails within the warranty period, the end-user must stop using the product or the system in which the product is installed, as the case may be by isolating the product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

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To make a warranty claim under this voluntary warranty, the end-user must contact us via email at support@cornick.com.au

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the product (you can find both on the product)
- Proof of purchase with date and vendor's address
- Installation date and installation address
- Signed commissioning report or protocol
- Installer's contact details
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

Costs of Submitting a Warranty Claim

For invalid claims under this warranty, we will not be liable for the end-users costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this warranty may be claimed from us. Documentary evidence in support of such a claim will be required.

Deadlines for Submitting Warranty Claims

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is, therefore, critical that all claims

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under this warranty are promptly submitted to us as soon as the product fails and, in any event within three months of knowledge of the matter of the event giving rise to the claim. No consideration will be given to claims under this warranty that made after this period.

Product Liability and Product Safety

We should be informed immediately about any potential product safety concerns within and outside the warranty period. We are well aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any product.

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.

Miscellaneous

This warranty shall form part of the purchase contract in respect of the product between us and the end-user and shall be complied with by both parties.

Contact Details

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Australia

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