Anker SOLIX X1 Battery System Warranty Policy – Australia

Anker SOLIX provides a straightforward warranty that is processed in the most hassle-free way possible. Please refer to the chart below for the warranty timelines of various parts and products, as warranty periods differ according to models.

Limited Warranty

All quality-related defects on items sold directly by Anker or Anker's authorized resellers are covered by an extensive warranty. The warranty time starts on the date when the products are installed.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law. All the listed warranty timelines are only valid for purchases from our official website or partners listed on our official website directly (if applicable). For purchases from local stores, resellers, or distributors that are not listed on our official website, please contact support@ankersolix.com with your order receipt for further confirmation.

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.

Warranty Period

This warranty applies to the following parts:

Name	SKU	Pictures for Illustration	Warranty Period

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Anker SOLIX X1 Battery System X1-B5-H X1-B10-HC X1-B15-HC X1-B20-HC X1-B25-HC X1-B30-HC	A5220GZ1		10 years

Warranty Specification

Product	PN	Energy Retention	Operating Limitation	Warranty Extension
Anker SOLIX X1 Battery System	A5220	The Battery maintains at least 70% of the initial Battery's Capacity over the period of ten years (120 months) from the installation date.	Cumulative Discharging Throughput Energy (MWh) is 14MWh;	Not Applicable

Notes

1. Anker's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped directly from an authorized purchase. Warranties on products are void after having been fully refunded. Warranties on all replacements follow the same warranty timeframe as the original defective item.

2. The warranty policy for the battery pack ends when either the end of the warranty period has been reached or the throughput has been completed,

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contingent upon the remaining capacity meeting the specified requirements, with the earliest condition taking precedence.

3. The operation and service life of the battery are related to the working temperature, humidity, and altitude. The recommended working temperature for the battery is 15°C to 30°C (The ambient temperature the product can work at is –20°C to 55°C. For more details on product working environment requirements, please refer to the specification sheet).

4. When the SOC of the battery decreases to 0%, charge the battery within seven days. Any permanent battery damage due to the customer's failure to charge the battery properly is not covered under warranty.

How To Process

If, during the applicable warranty period, the buyer discovers any defect in materials and seeks to activate the limited warranty, then the buyer shall, promptly after such discovery, report the defect to Anker SOLIX by sending an email to support@ankersolix.com (a complete list of all contact methods available can be found on the Anker SOLIX website's Contact Us page) with the following information: (i) a short description of the defect, (ii) the product's serial number, and (iii) a scanned copy of the purchase receipt or warranty certificate of the applicable product.

Upon the buyer's notification, Anker SOLIX shall provide problem analysis and troubleshooting when possible and, if troubleshooting did not resolve the issue or is unavailable under the limited warranty, continue with verification of the warranty. The product's serial number must be legible and properly attached to the product in order to be eligible for warranty coverage. If Anker SOLIX determines that the reported defect is not eligible for coverage under the limited warranty, Anker SOLIX will notify the buyer accordingly and will explain the reason why such coverage is not available (If not covered by the limited warranty, buyers may contact Anker SOLIX to organize paid repair service. Replacement parts for paid repair services are warranted for a period of six months after installed by an

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authorized service station). If Anker SOLIX determines that the reported defect is eligible for coverage under the limited warranty, Anker SOLIX will notify the buyer accordingly, and Anker SOLIX may, in its sole discretion, take any of the following actions:

Provide the buyer with replacement parts or replacement units for the product; Anker SOLIX will not elect to issue a refund unless (1) Anker SOLIX is unable to provide a replacement and repair is not commercially practicable or cannot be timely made, or (2) the buyer is willing to accept such a refund. In the event of a defect, to the extent permitted by law, these are the buyer's sole and exclusive remedies.

Anker SOLIX will determine whether the product should be returned to Anker SOLIX and, if Anker SOLIX so determined, the Return Merchandise Authorization ("RMA") Procedure will be invoked. Anker SOLIX reserves the right to make the decision on whether to use new or refurbished parts for warranty repairs. These parts, whether new or refurbished, will be at least functionally equivalent to the original part in question. The original Spare part model, if no longer available, may be replaced with a similar Spare part model. The replacement Spare part provided by Anker SOLIX will be functionally equivalent to the customer’s defective product in terms of features, functions, and compatibility. The software version shall be by default. In no event shall Anker SOLIX refund the Customer in cash or in kind if the Customer rejects to accept replacement with a similar spare part model. The warranty period of the replacement product shall follow the remainder of the original product warranty period.

Where the RMA Procedure is invoked by Anker SOLIX, Anker SOLIX will instruct the buyer how to package and ship the product or part(s) to the designated location and will deliver the repaired or replaced product or part(s) to the buyer in the buyer's original country. If the defective product or part is not received by Anker SOLIX within 60 days of issuance of the RMA, Anker SOLIX will invoice the customer, and the customer will pay, the then-current list price for such new product or part. The returned defective product must not have been disassembled or modified without the prior written authorization of Anker.

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Warranty Exclusions

The limited warranty does not include defects in appearance, technology, or design, or defects that do not materially affect energy production or reduce the form, fit, or function of the covered product, or any defects or parts that need to be replaced due to ordinary wear and tear, corrosion, rust, or stains on the shell or paint of the covered product.

The limited warranty does not include:

1. Costs related to dismantling, installation, or troubleshooting; and software programs installed in the warranty product, as well as the recovery and reinstallation of such software programs and data; Workmanship-related issues, or installation that was not performed by a certified installer.
2. Costs related to the original buyer refusing to install firmware updates provided by Anker SOLIX.
3. Re-installing the device in a new place.

This limited warranty will not apply if (a) the buyer is in default under the General Terms and Conditions or other agreements governing the purchase of the product, or (b) the product or any part thereof is:

a. damaged as a result of misuse, abuse, accident, negligence, or failure to maintain the product;
b. damaged as a result of modifications, alterations, or attachments thereto which were not pre-authorized in writing by Anker SOLIX;
c. damaged due to the failure to observe the applicable safety regulations governing the proper use of the product;
d. damaged by using third-party components not provided by Anker SOLIX;
e. installed or operated not in strict conformance with the Documentation, including without, use in inappropriate environments, or use in violation of the installer manual & user manual or applicable laws or regulations.
f. not ensured sufficient ventilation for the product as described in Anker SOLIX X1 installation guide;
g. opened, modified, or disassembled in any way without Anker SOLIX's prior

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written consent;

h. used in combination with equipment, items, or materials not permitted by the documentation or in violation of local codes and standards;
i. damaged by software, interfacing, parts, supplies, or other products not supplied by Anker SOLIX;
j. damaged as a result of improper site preparation or maintenance or improper installation;
k. damaged or rendered non-functional as a result of natural disasters, or other abnormal environmental conditions like war or car accidents, action of third parties, direct exposure to seawater, or other events beyond Anker SOLIX's reasonable control or not arising from normal operating conditions;
l. damaged during or in connection with shipping or transport to or from the buyer where the buyer arranged such shipping or transport;

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 ANKER SOLIX UNLESS SUCH OTHER WARRANTIES AND OBLIGATIONS ARE AGREED TO IN WRITING BY ANKER SOLIX. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF WARRANTY, SO THIS PROVISION MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ANKER SOLIX'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO ANKER SOLIX BY THE BUYER FOR THE PRODUCT IN THE CASE OF A WARRANTY CLAIM.

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ANKER SOLIX X1 HOME ENERGY STORAGE SYSTEM IS NOT INTENDED FOR USE AS A PRIMARY OR BACKUP POWER SOURCE FOR LIFE SUPPORT SYSTEMS, MEDICAL EQUIPMENT, OR ANY OTHER USE WHERE THE ANKER SOLIX X1 HOME ENERGY STORAGE SYSTEM'S FAILURE COULD LEAD TO INJURY TO PERSONS OR LOSS OF LIFE OR CATASTROPHIC PROPERTY DAMAGE. ANKER SOLIX DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANY SUCH USE OF THE ANKER SOLIX X1. ADDITIONALLY, ANKER SOLIX RESERVES THE RIGHT TO REFUSE TO SERVICE PRODUCTS USED FOR THESE PURPOSES AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANKER'S SERVICE OR REFUSAL TO SERVICE THE PRODUCTS IN SUCH CIRCUMSTANCES.

CLAIMS BY THE BUYER THAT GO BEYOND THE WARRANTY TERMS SET OUT HEREIN, INCLUDING CLAIMS FOR COMPENSATION OR DAMAGES, ARE NOT COVERED BY THE LIMITED WARRANTY, INSOFAR AS ANKER SOLIX IS NOT SUBJECT TO STATUTORY LIABILITY. EVENTUAL CLAIMS IN ACCORDANCE WITH THE LAW ON PRODUCT LIABILITY REMAIN UNAFFECTED. COVERAGE UNDER THE LIMITED WARRANTY IS SUBJECT TO THE BUYER COMPLYING WITH THE FOREGOING NOTIFICATION REQUIREMENTS AND COOPERATING WITH ANKER SOLIX'S DIRECTIONS. ANKER SOLIX'S SOLE OBLIGATION AND THE BUYER'S EXCLUSIVE REMEDY FOR ANY DEFECT WARRANTED HEREUNDER IS LIMITED TO THOSE ACTIONS EXPRESSLY STATED ABOVE. SUCH ACTIONS ARE FINAL AND DO NOT GRANT ANY FURTHER RIGHTS, IN PARTICULAR WITH RESPECT TO ANY CLAIMS FOR COMPENSATION. UNLESS OTHERWISE SPECIFIED IN AN EXECUTED AGREEMENT WITH ANKER SOLIX, THE LIMITED WARRANTY AND RELATED PROVISIONS SET OUT HEREIN ARE SUBJECT TO ANKER SOLIX'S GENERAL TERMS AND CONDITIONS, INCLUDING, WITHOUT LIMITATION, THE PROVISIONS THEREOF, WHICH RELATE TO THE DISCLAIMER OF WARRANTIES,

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LIMITATION OF LIABILITY, AND GOVERNING LAW AND JURISDICTION.

THE BUYER ACKNOWLEDGES THAT THE FOREGOING LIMITATIONS OF LIABILITY ARE AN ESSENTIAL ELEMENT OF THE AGREEMENT BETWEEN THE PARTIES AND THAT IN THE ABSENCE OF SUCH LIMITATIONS THE PURCHASE PRICE OF THE PRODUCTS WOULD BE SUBSTANTIALLY DIFFERENT. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF LIABILITY, SO THIS PROVISION MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE EXCLUSION OF DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE BUYER IN SUCH JURISDICTIONS.

YOU MAY HAVE SPECIFIC LEGAL RIGHTS OUTSIDE THIS WARRANTY, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU HAVE UNDER LAWS IN YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS. SOME STATES OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY TO YOU IN THOSE AREAS.

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