

WARRANTY TERMS & CONDITIONS (V1.6)

(For Australia market only)

ABSTRACT

This document described details of warranty terms and conditions of Solax brand Inverters and accessories which sold and installed in Australia markets from the date 1st Feb 2025. For any other Inverters or accessories that sold or installed before the date, please refer to previous version of warranty documents accordingly.

catalogue

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Warranty Terms & Conditions

(For Australia-market only)

Solax products (as specified collectively in Table 1 and Table 2) are manufactured by SolaX Power Network Technology (Zhejiang) Co., Ltd. The company (hereinafter referred to as SolaX) provides this Limited Warranty to the customers of Products (Customer), who purchased from SolaX or its authorized distributors (Distributors), and have them installed, energized, commissioned, registered and activated by authorized installers on or after 1st Feb 2025.

This Limited Warranty takes effect on 1st Feb 2025 and shall remain valid unless a newer limited warranty is subsequently posted which applies to covered Product's Warranty Start Date.

1. Warranty Products

This warranty only applies when Products are purchased from an authorized reseller, and installed and activated by an installer who is certified by SolaX or its distributors.

All external and ancillary parts and units (eg. Monitoring/Comm devices, batteries, hardware/software controllers etc) installed with inverters by third-parties are excluded from the warranty.

2. Warranty Period

Solax warrants, on the terms and conditions set out below, that:

Solax warrants that the Products are free from defects in material and workmanship within a period of 10 years (120 months) from the date of installation or ten years and nine months (129 months) from the manufacturing date, whichever comes first, free of charge. Certain models are covered under a 12-year (144-month) warranty from the date of installation or twelve years and nine months (153 months) from the manufacturing date, whichever comes first. .

Note: Installed under Peak Demand Reduction Scheme (PDRS) requirements and approved by Accredited Certificate Provider

(ACPs) in NSW, guaranteeing a 10-year warranty from the installation date for the customer, effective from 1st November 2024

Inverters	Standard Warranty Period
X1-1.5/2.0-S-N	12 years
X1-2.5K/3.0K/3.3K/3.6K-S-N	12 years
X1-3.0/5.0 -N(L)	10 years
X1-3.0/3.3/3.6/4.2/5.0/6.0-T-D(L)	12 years
X1-6.0/7.0/8.0 -T-N(X1 Smart G1)	12 years
X1-MINI- 0.6K/0.7K/1.1K/1.5K/2.0K/2.5K/3K/3.3K-G4	12 years
X1-BOOST-2.5K/3K/3.3K/4.2K/3.6K/5K/6K-G4	12 years
X1-SMT-5K/6K/7K/8K/9K/10K-G2	10 years
X1-Hybrid-3.0/3.7/4.6/5.0-N-I/E	10 years
X3-Hybrid-5.0/6.0/8.0/10.0-N	10 years
X1-VAST-5/6/8/10K	10 years
X3-AELIO-49.9K/49.9K-P/50K/60K/61K	10 years

X3-TRENE-62.2K/62.5K/65K/79.9K/99.9K/100K/124.9K/125K	10 years
X1-Hybrid-3.0/3.7/5.0/6.0/7.5-D G4	10 years
X3-Hybrid-5.0/6.0/8.0/10.0/12.0/15.0-D G4	10 years
X1-fit-3.7/4.6/5.0 I/E	10 years
X3-fit-5.0/6.0/8.0/10.0 E/C	10 years
X1-fit-3.0/3.7/5.0/6.0/7.5 -W G4	10 years
X3-fit-8.0/10.0/12.0/15.0 -W G4	10 years
X3-5.0/6.0/7.0/8.0/9.0/10.0 -T	10 years
X3-8.0P/10.0P/12.0P/15.0P -T-D	10 years
X3-MIC-3K/4K/5K/6K/8K/10K/12K/15K-G2	10 years
X3-PRO-8K/10K/12K/15K/17K/20K/25K/30K-G2	10 years
X3-ULT-15KP/15K/19.9K/20K/25K/30K	10 years
X1-IES-3K/3.7K/4.6K/5K/6K/8K	10 years
X3-IES-5K/6K/8K/10K/12K/15K	10 years
X3-HYB-4.0/5.0/6.0/8.0/10.0/12.0/15.0-P	10 years
Batteries	Standard Warranty Period
TRIPLE POWER Battery Series (T-Bat 3.0Series/T-Bat 4.5Series/ T-Bat 5.8 Series / T-Bat 6.3 Series)	10 years
T-BAT H 3.0 V2/ T-BAT H 6.0 V2/ T-BAT H 9.0 V2/ T-BAT H 12.0 V2	10 years
T-BAT H 5.8 V2/ T-BAT H 11.5 V2 /T-BAT H 17.3 V2 /T-BAT H 23.0 V2	10 years
T-BAT HS 5/ T-BAT HS 10/ T-BAT HS 15/ T-BAT HS 20/ T-BAT HS 25/ T-BAT HS 30	10 years
T-HS10.2/ T-HS15.3/ T-HS20.4 /T-HS25.6 /T-HS30.7 /T-HS35.8/ T-HS40.9 /T-HS46.0 /T-HS51.2 /T-HS56.3 /T-HS61.4 /T-HS66.5	10 years
T-BAT HS7.2/ T-BAT HS10.8/ T-BAT HS14.4 /T-BAT HS18.0 /T-BAT HS21.6 /T-BAT HS25.2/ T-BAT HS28.8 /T-BAT HS32.4 /T-BAT HS36.0 /T-BAT HS39.6/T-BAT HS43.2 /T-BAT HS46.8	10 years
AELIO-B100-AU	10 years

T-BAT H 5.8 V3 / T-BAT H 11.5 V3 / T-BAT H 17.3 V3 / T-BAT H 23.0 V3 / T-BAT H 28.8 V3 / T-BAT H 34.6 V3	10 years
T-BAT HS7.2P/ T-BAT HS10.8P/ T-BAT HS14.4P/T-BAT HS18.0P/T-BAT HS21.6P/T-BAT HS25.2P/ T-BAT HS28.8P/T-BAT HS32.4P/T-BAT HS36.0P/T-BAT HS39.6P/T-BAT HS43.2P/T-BAT HS46.8P	10 years
HS70L/S-2; HS70L/S-3; HS70L/S-4; HS70L/S-5; HS70L/S-6; HS70L/S-7; HS70L/S-8; HS70L/S-9; HS70L/S-10; HS70L/S-11	10 years[1]
EV Charger	Standard Warranty Period
EV Charger	3 years
Accessories	Standard Warranty Period
Adapter Box	2 years
X1-EPS Box	2 years
X1-Mate Box	2 years
X3-EPS Box	2 years
X3-Mate Box	2 years
DataHub	2 years
Pocket series V2.0/3.0/4.0	2 years
meter	2 years
X3-EPS Parallel Box/ Box G2	5 years
BMS Parallel Box	5 years

*1. Note: An additional warranty extension is available for the HS70 battery when purchased together with an AI-BMS. For details on how to claim the extended warranty, please refer to the following link: https://solaxpowerservice.zendesk.com/hc/en-001/articles/11054429628559-How-to-purchase-the-Warranty-Extension

Performance Warranty of battery

Application scenario	Energy Retention	Operating Limitation
Dailyself-consumption[1] and Backup[2]	70% at 120 months following initial installation date or 129 months from the manufacturing date[3]	6000 cycles
Any application not listed above or any combination of applications that includes one not listed above	70% at 120 months following initial installation date or 129 months from the manufacturing date[3]	See: Cumulative Discharging Energy Throughput table

1.Daily self-consumption: Storing energy generated by an onsite solar array or the grid, and using that stored energy for dally self-consumption.

2. Backup: Storing energy generated by an onsite solar array or the grid, and using that stored energy as back up power.

3. Installed under Peak Demand Reduction Scheme (PDRS) requirements and approved by Accredited Certificate Provider (ACPs) in NSW, guaranteeing a 10-year warranty from the installation date for the customer, effective from 1st November 2024

Cumulative Discharging Energy Throughput table:

Product Model.	Nominal Energy·(kwh)	Cumulative Discharging Throughput Energy (Mwh)
T-BAT H 3.0 V2	3.1	9.6

Product Model.	Nominal Energy·(kwh)	Cumulative Discharging Throughput Energy (Mwh)
T-BAT H 6.0 V2	6.2	19.2
T-BAT H 9.0 V2	9.3	28.8
T-BAT H 12.0 V2	12.4	38.4
T-BAT H S7.2	7.2	22.4
T-BAT HS 10.8	10.8	33.6
T-BAT HS 14.4	14.4	44.8
T-BAT HS 18.0	18	56
T-BAT·HS21.6	21.6	67.2
T-BAT HS 25.2	25.2	78.4
T-BAT HS 28.8	28.8	89.6
T-BAT HS 32.4	32.4	100.8
T-BAT HS 36.0	36	112
T-BAT HS 39.6	39.6	123.2
T-BAT HS 43.2	43.2	134.4
T-BAT HS 46.8	46.8	145.6
T-BAT H 5.8 V2/V3	5.76	17.9
T-BAT H 11.5 V2/V3	11.52	35.8
T-BAT H 17.3 V2/V3	17.28	53.7
T-BAT H 23 V2/V3	23.04	71.6

T-BAT H 28.8H V3	28.8	89.5
T-BAT H 34.6H V3	34.56	107.4
T-BAT HS 5	5.1	15.9
T-BAT HS 10	10.2	31.8
T-BAT HS 15	15.3	47.7
T-BAT HS 20	20.4	63.6
T-BAT HS 25	25.5	79.5
T-BAT HS 30	30.6	95.4
T-HS 10.2	10.2	30.2
T-HS 15.3	15.3	45.3
T-HS 20.4	20.4	60.4
T-HS 25.6	25.5	75.5
T-HS 30.7	30.6	90.6
T-HS 35.8	35.7	105.7
T-HS 40.9	40.8	120.8
T-HS 46.0	45.9	135.9
T-HS 51.2	51	151
T-HS 56.3	56.1	166.1
T-HS 61.4	61.2	181.2
T-HS 66.5	66.3	196.3

For Capacity measurement conditions:100% DOD, Initial battery temperature from BMS: 25-30°C, charge/discharge rate of 0.5 C

Failure to comply with Solax's operating instructions, the installation guide and the maintenance instructions for the Battery

(e.g. the ambient temperature during the operation of the product falls below -10°C or exceeds 50°C

In the event of product replacement, the remaining warranty period shall be transferred to the substitution product. Solax will automatically register such replacement, and you will not be provided a new certification. If the remaining warranty period is less than 1 year, the warranty period of the device and its substitute will be extended to 1 year automatically.

3. Extend additional batteries

It is supported to add extra batteries to the existing system within 1 year after the installation. If the installation is more than 1 year, you need to apply to solax in advance and obtain consent Before extending the system, electrician shall follow every step on the Battery Extension SOP provided by Solax Power to ensure the batteries are at the same voltage level. And the warranty information can be added on the warranty registration session on the website.

4. Warranty Claim Procedure

For the claimant, please contact the local distributor where the product was purchased, or the installer who installed the inverter, they will contact with Solax if necessary. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate their service request by contacting with Solax service team (service@solaxpower.com) or contacting via Solax official website https://www.solaxpower.com/contact/ accordingly. Please note, in order to deliver a friendly and timely service, Solax cooperates with several distributors and installers all over the world. As such, please treat them as the default service channel of Solax and use these service channels to make your warranty claim; Solax will support and audit service channels to ensure good service to customers.

For a warranty claim, the following information needs to be provided:

1). Contact information of claimant, including name of the person, phone number, email address and shipment address. 2). Information regarding all defective product(s), including product(s) model(s), serial number(s), installation date and failure date. Any claims shall be made within one month of failure date to be considered under the warranty.

3). Installation information, including brand, model, and number of PV panels; if the defective product is an energy storage system, the brand and model of batteries are also needed.

4). Error message on LCD screen (if applicable) and additional information regarding the fault/error.

5). Description of actions taken before the failure and detailed information of previous claims (if applicable)

Solax may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from Solax or an authorized third-party company. Solax reserves the right not to enter the site should the Solax technician consider it unsafe to do so.

While we processing the replacement action, the following information needs to be provided:

- A completed warranty claim form (Solax RMA form);
- A copy of your original invoice, receipt, commissioning report, or any other document which can prove the purchase of the inverter or accessory and/or extended warranty, or the date of installation;

Solax reserves the right to reject the warranty claim:

- If you fail to provide the above-mentioned information;
- If the product (Solax inverter or/and accessory) is replaced without the prior consent of Solax;
- If the defect that is claimed is not caused by defective materials or workmanship;

Solax will seek reimbursement of all costs (labour, travel, delivery, and/or replacement units that have been sent) incurred from the claimant if the product of replacement is found to be free from defects in materials or workmanship, or the product is found not to be covered by this Limited Warranty.

If the faulty device is not returned to Solax within 6 weeks after replacement, our company reserves the right to charge based on the current market selling price of the machine.

5. Warranty Terms

Solax warrants all goods to be free from defects in materials or workmanship under normal use, and in the event of the occurrence of a defect for which Solax is responsible during the agreed warranty period, Solax will, at its discretion:

- Fix the problem by updating the software or change the configurations; or
- Repair the defect on the premises of Solax or on the customer's site; or
- Provide an equivalent substitute (repaired, refurbished, or upgraded model with at least equivalent functions) or a new device, For every single inverter exchange case, the claimant must gather the necessary information and send the RMA report (by following Solax's RMA template) to Solax to confirm the RMA request, prior to the inverter being exchanged
- If it is proven that the problem was caused by faulty installation, Solax reserves the right to contact the original installer and request that they provide a solution to fix the issue before Solax's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

6. Transportations and associated service costs

In some cases, the claimant needs to organize the return of the allegedly defective product to Solax and should confirm with Solax for the shipment schedule in advance. As products need to be packaged in a reasonable condition, Solax suggests using packaging material that is the same size as the product package at the time of purchase.

Transportation costs: in certain areas of Australia, Solax will cover the outbound and inbound transportation costs by using normal ground transportation. Solax will cover up to a total amount of AUD 200 per case. The claimant must cover any excess costs or any costs generated by using another method of transportation.

service charges: it is only applicable in defective product found damage after checking the returned product, Standard service charges is AUD 150 (excluding GST) per case. The claimant must contact Solax prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, Solax recommends the claimant find a local electrician to carry out the on-site service.

If the allegedly defective product is no damage found after checking the returned product, Solax will invoice the claimant for the replacement unit in addition to the delivery and associated service charges of standard.

7. Warranty Registration

The direct customerswho have purchased Solax products (Solax invertersand accessories)shall register these products and upload the information (such as the original purchase invoice, inverterSN, and contact information) assoonaspossiblefrom the date of commissioning of the products (register online: https://www.solaxcloud.com/#/warranty). Solax warrants that the Products are free from defects in material and workmanship within a period of 10 years (120 months) from the date of installation or ten years and nine months (129 months) from the manufacturing date, whichever comes first, free of charge.

8. Warranty Extension

Some products that support extended warranty, A warranty extension can be purchased from Solax's authorized distributors for the mentioned of products no later than 6 months after its first installation date (or 12 months after production date), or end users can purchase via Solax cloud website after finish online monitoring registration. The new warranty period of the units will automatically include the extended warranty and the remaining warranty. Solax has the rights to increase the payment standard for warranty extension or reject any application received at a later point of time.

Note: Accessories do not support extended warranty

The warranty extension covers the cost of hardware material required to get the device functioning again and the delivery and associated service charges of standard.

9. Warranty Limitations

The defective parts or units replaced under a warranty claim become the properties of Solax, and must be returned to Solax or Authorized Cooperated Partners (distributors) for inspection with the original or equivalent packaging.

The product is not covered by warranty in the following cases:

A. The product is out of the warranty period;
B. Product failure is not reported to Solax within 4 weeks of appearance;
C. Failed to comply with Solax installation manual or maintenance instructions for the inverter or accessory;
D. Failed to comply with the safety rules and regulations in respect of the inverter or accessory;
E. The inverter or accessory is damaged during transportation but the claimant has signed the delivery receipt (which requests the claimant to double check the outside & inside of the package and take pictures as evidence before signing the delivery receipt. If the customer finds that there is damage, it should reject the receipt. If it is found after signing, it must contact SOLAX within 3 days. SOLAX will contact the logistics company, but the decision is
made by the logistics company);
F. The replaced products have not been returned to Solax or cooperated partners (distributors) within **30** days;
G. The defect is caused by improper usage of the product or failure to comply with the usage of the product for purposes other than those for which the product was designed or intended;

H. The product is moved for any reason after it has been installed (regardless of whether it has been reinstalled subsequently or moved back to the same location) unless it is reinstalled at the same address by a qualified installer who has provided a test report to Solax.

I. The damage or defect is caused by lightning, flood, fire, power surge, corrosion, pest damage, actions of a thirdparty, or any other force majeure factors;

J. The damage or defect is caused by embedded or external software or hardware (eg. the devices to control the inverters or the devices to control battery charging or discharging) from third parties without authorization (agreement in writing) from Solax;

K. The product is modified or altered (including the cases in which the product series number or product label is altered, removed, or defaced);

L. Flaws (eg. any external scratch or stain, or nature material wearing which does not represent a defect) that do not adversely affect the proper functioning of the inverter or accessory

M. Normal wear or tear;

N. Travel and subsistence expenses as well as on-site installation, modification and normal maintenance costs;

O. Installation in a corrosive environment;

P. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow;

Q. Unauthorized repair attempts;

R. Failure to adequately maintain the equipment; and Failure to register the warranty as required under this policy.

S. Duties, import/export fees or costs and other general administrative costs;

T. Products purchased from nonofficial channels (eg. Not authorized distributors and their cooperated partners); The substitute inverter or accessory with technical improvement may not be entirely compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the warranty or extended warranty.

Furthermore, all other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of power generated during the product downtime are not covered by this warranty. In any other case, whether in contract, tort, or otherwise, the maximum compensation for customer losses caused by its faults shall not exceed the amount paid by the customer for the purchase of the equipment.

10. Service after Warranty Expiration

For products which are out of warranty or invalidation, Solax provides an additional charge service, which includes the onsite service fee, materials fee, labor cost, and logistic fee:

- **On-site service fee**: Travel cost and time for the technician to deliver on-site services and the cost of labor time for the technician to install, analyse, repair, test and maintain faculty products;

- **Materials fee**: Cost of replacing the parts or units or any other relevant materials;
- **Logistic fee**: Cost of delivery, including the costs of sending the defective products from end users to Solax, or/and the costs of sending the repaired products from Solax to end users;

11. Other legal information for Australian consumers

(a) The benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer that are stipulated by law, and which are not affected by this warranty.

(b) 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

12. Geographical Scope

This Limited Warranty terms and conditions only apply for the products which are originally purchased from Solax's authorized channels and installed in the destination defined within the Australia, unless there are specially agreements signed between Solax and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if there is no written confirmation/approval from Solax prior to the installation.

13. AU Importer Information

Importer Business Name: SolaX Power AUS PTY LTD

Importer Address: 21 Nicholas Dr, Dandenong South VIC 3175

Importer Contact Number: 1300476529

Importer Email:service@solaxpower.com.au

Importer website: au.solaxpower.com

Special Point Out

Regarding HYBRID INSTALLATION

I. For Hybrid inverters installed with Triple Power batteries:

- The default minimum capacity is 10% (can be changed to a higher level). During night time (no PV), when the battery is discharged to the minimum capacity, usually it will go into the "Idle mode" or "Standby mode". However, the whole hybrid system is still consuming power. Therefore, you may see that the battery capacity sometimes goes down to low than 10%. When the battery capacity is down to 5% (protection level), it will trigger a charging demand, which requests charging from grid until it goes back to the normal minimum capacity level, it may happen in the night time or during winter time when there is no enough PV production or during bad weather days. This is a normal behaviour and won't affect the battery life.
- It is recommended to force charging battery from grid timely during bad weather (like continuous snowstorm, raining, cloudy days), so as to ensure that the battery won't be fully discharged (0 capacity) under such situations. Besides, manually switching off the whole system is a good choice as well when under such conditions.

- When adding a new extra battery to the existing system, it is requested that the new battery has the same capacity level with the existing battery system before it is added (pre-charge the original battery system and new battery to the full capacity, and then install them together), please check triple power battery user manual regarding this point;
- When charging a battery from grid, consider its self-consumption during this process. The total energy taken from grid won't be completely the same as the total energy discharged from the battery system. Hence, the warranty claim under such conditions will not be accepted.

II. For Hybrid inverters installed in completely off-grid settings:

- It is requested that off-grid installation is inspected annually by a qualified electrician and recorded in form of documentation （See Table 2 for details）. Failure to comply with the described requirement to maintain the equipment may invalidate any warranty claims;
- For better analysis and troubleshooting in case of a warranty claim, it is recommended that the customer register the inverter system online; otherwise, the customer will need to provide detailed information in Solax RMA form for the warranty claim;
- The load installed with an off-grid system shall be calculated on the basis of its rated power; otherwise, it may have EPS Overload fault during night time or when there is not enough production from PV and battery, especially for inductive loads. Damages to inverters caused by incorrect installation will not be covered by the warranty.

*This Limited Warranty is a basic warranty promise from Solax to the end users. In certain countries/regions, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by Solax's local distributors; should any claims arise in this respect, please direct them to the local distributor. Please note this limited warranty statement may NOT be the latest version, if any needs, please contact with Solax to get the latest version.

Appendix:

Table 2: Annual Inspection Checklist

Annual Inspection Checklist		
Inspection Items	Confirm compliance with printing ✓, Not involving item printing /	Exception Handling
Photovoltaic module configuration, PV open circuit voltage < 500V		Feedback to the installer for handling
There is no deformation, corrosion, looseness, or damage to the cables and wiring terminals		Feedback to the installer for handling
There is an external fan, please confirm that there is no blockage in the fan		Feedback to the installer for handling

Does the EPS port output voltage meet 230V ± 10V		Feedback to the installer for handling
EPS port output frequency, please check the set value. If 50HZ is set, output 50HZ ± 0.5HZ. If 60HZ is set, output 60HZ ± 0.5HZ		Feedback to the installer for handling
Is there any situation where the load cannot be carried		If so, confirm whether EPS is connected to inductive loads with high starting current, such as water pumps, fixed frequency air conditioners, motors, etc. When this type of load is started, it may cause EPS overload. It is recommended not to connect it to the EPS port
The battery is running normally		Feedback to the installer for handling
When connecting the Triple Power battery, it is recommended to set the min SOC of the battery to be higher than 10%		Due to off grid operation, if SOC ≤ min SOC, the inverter cannot enter EPS mode, and the battery needs to be charged to SOC of 31% to restore EPS output
If the system is connected to lead-acid batteries, the NTC wiring should be firmly and reliably connected to the battery		Feedback to the installer for handling