

# Noark Inverter Standard Warranty Terms and Conditions

Effective from 01 Feb 2024

## 1. General Remarks

The Noark Inverters and Datalogger, provided by Noark Australia Pty Ltd ("Noark"), are meticulously designed to withstand standard operating conditions, aligning with their intended purpose as outlined in the Noark Inverters User Manual supplied with the system.

Noark retains the right to modify these warranty conditions at any time with future effect. The prevailing warranty conditions are those in force at the time of product purchase. This warranty is supplementary and does not curtail any legal or contractual claims or rights of the warranty holder.

## 2. Scope

**Covered Products:** The warranties extend to products acquired directly from Noark, an authorized Noark distributor, or an accredited retailer and installer. The covered products include:

- Hybrid inverter: Ex9N-DH series Hybrid inverter.
- On-grid inverter: Ex9N-DG series On-grid inverter.
- Datalogger pertaining to the above Inverters.

**Warranty Holder:** The warranty holder is the person acquiring the covered products for initial use (first operator). The warranty is transferable with the covered product, provided there is no relocation from the original installation site and no modifications are made. The new successor inherits the warranty terms of the first operator at the time of transfer.

**Warranty Commencement Date:** The Noark Inverters Limited Warranty ("Limited Warranty") begins either upon installation or within six (6) months from the delivery date from the Noark factory, whichever occurs first. This warranty exclusively pertains to products installed for the first time in Australia and New Zealand.

## 3. Warranty Services

Noark offers a cumulative ten (10) year warranty period for inverters. If a defect is identified during this period, the warranty is applicable as follows:

- The first five-year warranty covers all parts.
- The second five-year warranty covers all parts excluding LCD, Fan component/part.
- Datalogger, in respect of the inverters, is warranted free from defects in materials and workmanship for a period of two (2) years from the date of installation.

During the Limited Warranty period, Noark will dispatch an installer for on-site repair or replacement within Australia. In locations without available installers, Noark will collect the defective products, deliver repaired/replacement products or parts via a non-expedited freight carrier chosen by Noark.

Noark reserves the right to use new and/or reconditioned parts in the repair or replacement process. The Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or ninety (90) days from Noark's return shipment, whichever is later.

#### 4. Warranty Claim Process

In the event of a fault, consumers should contact the installer/seller for preliminary troubleshooting and contact Noark if required. If the product is suspected to be faulty, Noark will guide the submission of a warranty claim, requiring the following information:

- Contact details of the claimant, including name, company name, phone number, email address, and shipment address.
- Invoice for the procurement of the Product.
- Details of all defective products, including model(s), serial number(s), initial installation date, and failure date.
- Faulty details: log data, error messages on the LCD screen (if applicable), and additional information regarding the fault/error.
- Sellers may request buyers to conduct root analysis testing to substantiate the claim.

Noark reserves the right to reject warranty claims if requirements are not met, if the Inverter/Datalogger is replaced without prior consent, or if Noark is not satisfied that the defect resulted from defective workmanship or materials.

Warranty claims must be filed within one month from the failure date; otherwise, Noark may consider it an abandonment of warranty rights. Noark retains the right to reject warranty claims without necessary information and seeks reimbursement of costs incurred if the product is found free from defects or if the Limited Warranty does not apply.

#### 5. Warranty Exclusions

Free warranty service is provided for products within the valid warranty period. Exclusions from warranty coverage include damages due to:

- Breaking the product seal/Opening the casing without permission.
- Transport damage.
- Incorrect installation or commissioning.
- Failure to observe the user manual, installation guide, and maintenance regulations.
- Unauthorized modifications, changes, or attempted repairs.
- Incorrect use or inappropriate operation.
- Insufficient ventilation of the device.
- Failure to observe applicable safety regulations.
- Force majeure (e.g., lightning, overvoltage, storm, fire).

## 6. Australian Consumer Law

In addition to the warranty provided by Noark, consumers retain statutory warranty rights unaffected by this warranty. For Australian customers, statutory guarantees under the Australian Consumer Law are upheld, entitling consumers to a replacement, refund, or compensation for major failures and unforeseen loss or damage. Consumers are also entitled to have goods repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

### Manufacturer and Certificate Holder Information:

Company name: Noark Electrics (Shanghai) Co., Ltd.

Company address: No. 3857 Sixian Road Songjiang District, Shanghai, P.R. China

Tel: +86 400 109 2111

Email: [services@noark.cn](mailto:services@noark.cn)

Website: [www.noark.cn](http://www.noark.cn)

### Manufacturer Representative and Importer Information:

Company name: Noark Australia Pty Ltd

Company address: Warehouse 1 10-12 Fairford Road Padstow 2211 NSW Australia

Tel: +61 1300 771 739

Email: [info@noark.au](mailto:info@noark.au)

Website: [www.noark.au](http://www.noark.au)