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SAJ Limited Warranty for HS3/AS3 Residential product (AU)

This limited warranty applies to SAJ products (listed below) purchased and installed in the Australia market.

Products covered:

This warranty applies only to SAJ inverters and batteries and EV chargers and accessories (including online monitoring equipment, CT/meters, etc.) that are manufactured and supplied directly by SAJ or supplied through its authorized partners (distributors, installers, etc). All external and auxiliary parts and equipment installed by third parties (such as monitoring/communication equipment, batteries, hardware/software controllers, etc.) are not covered by the warranty.

Main Device (Including But Not Limited to)	
Product Type	Product Model
BESS	HS3/AS3 Series
Smart meter	DDSU666/DTSU666
Other accessories	Basement, Brackets, Communication dongles, Cables & Connectors.
*Note: SAJ's main equipment will be updated from time to time, please refer to the latest version.	

Warranty Period

Product Model	Warranty Period
HS3/AS3 Series	Ten years standard warranty, starting from the earlier one of the following two dates: • 1. The date on which the product was first installed; • 2. Six months after the date of production.
DDSU666/DTSU666 Series	Two years standard warranty, starting from the earlier one of the following two dates: • 1. The date on which the product was first installed; • 2. Six months after the date of production.
Other accessories	Two years standard warranty, starting from the earlier one of the following two dates: • 1. The date on which the product was first installed; • 2. Six months after the date of production.
*Note: The product must comply with the specifications provided by SAJ and the operating conditions in the user manual.	

Limited Performance Warranty

SAJ guarantees that the battery part retains sixty percent (60%) of Nominal Energy for ten (10) years from the commissioning date, or no more than ten years and six months (126 months) from the date of product shipment from SAJ, or for 6000 charge-discharge cycles as maximum which is calculated from the commissioning date, whichever comes first, under the standard capacity test conditions.

In case if the owner purchases warranty extension, the warranty can be extended to 15 years, with same limited performance as described above.

Product Type	Inverter Model	Battery Model
BESS	HS3-5K-S2-W-PX-AU	BU3-5.0-TV1-PRO-AU BU3-5.0-TV2-PRO-AU
	HS3-6K-S2-W-PX-AU	
	HS3-5K-T2- W-PX-AU	
	HS3-8K-T2- W-PX-AU	
	HS3-10K-T2- W-PX-AU	
	AS3-5K-S-W-PX-AU	
	AS3-6K-S-W-PX-AU	
	AS3-5K-T- W-PX-AU	
	AS3-8K-T- W-PX-AU	
	AS3-10K-T- W-PX-AU	

Notes: 1. BESS (battery energy storage system) including Li-ion battery unit, BMS and inverter.
2. The Maximum charge-discharge cycles of BU3 battery is 6000 times.
3. -X indicates the number of battery packs.

Standard capacity test condition:

Under ambient temperature of 25-28℃, ambient humidity of 30%~80%.

Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage, wait for Ten minutes.

charge: charge the battery pack with a constant current under constant voltage until its full capacity, wait for Ten minutes.

discharge: discharge the battery pack with a constant current until the battery reaches its End of Discharge Voltage (EODV) or its self-protective voltage, and record the current, voltage and time. The remaining usable energy is the integral of discharge time and current multiplied by voltage.

Test value list:

Product Model	End of discharge voltage(V)	Constant charge voltage(V)	Constant current(A)
BU3-5.0-TV1/2-PRO-AU	44.8	57.6	20

Preconditions for Warranty

- The defect of product occurs within the warranty period as determined above.

- If the covered product has failures or warnings which leads to system not working or working abnormally, the relative information must be reported to your distributor within 30 days of appearance. Or please call the SAJ service phone number for record and send the warranty card to SAJ Service Center by fax or email within 30 days of appearance.
- Covered products must operate within the operating temperature range in the user manual and must not be exposed to direct sunlight in the installation area.
- Covered product should be installed and commissioned by a professional installer.
- The covered storage system shall only contain compatible inverter and battery.
- End user shall operate and use the product properly according to User Manual.
- The installation of battery part for the end user shall be completed within 6 month from the date of product shipment from SAJ.
- The product is not suitable for supplying life-sustaining medical devices and automotive application.
- It is required that all the storage systems have internet connection for SAJ monitoring and remote firmware upgrades. If the storage system is not connected to internet, or has not been registered with SAJ, SAJ may not be able to honor the full ten year warranty, but we will always honor the warranty for at least N (refer to below table) years from the date of product shipment from SAJ.

  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.

Product Model	N
BU3 Series	5.5
HS3/AS3 Series	5.5
*Note: SAJ's main equipment will be updated from time to time, please refer to the latest version.	

To avoid warranty reduction caused by internet connection failure, please contact your distributor if there is an internet connection failure or outage lasting for one month or more.

Extension of Warranty

Extension of warranty is available for HS3/AS3 inverter and battery units. The owner of SAJ inverter and battery system may extend the warranty period within 12 months from the date of installation or 18 months from the date of shipment from SAJ, whichever is earlier, by providing the serial number of the unit and purchased receipt. Customer can purchase the warranty extension for 5 years so total warranty period will be extended to 15 years.

Please contact SAJ service department referring to the Warranty Extension for more details. Once the purchase of the warranty extension goes into effect, SAJ will send the digital warranty extension certificate to the customer for confirmation. SAJ renews the warranty extension price annually. The updated price will not affect previously completed contracts.

Claiming Process

In order to make a claim under this Warranty, please contact your distributor or installer who sold you your SAJ residential product. If you are unable to contact your distributor or installer who sold you your SAJ residential product, you should contact SAJ at the address, email address or telephone number identified below.

In order to make a claim under this warranty. End user must:

- Provide all of the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the faulty device and installation date.
- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s).
- Documentation of previous claims/exchanges (if applicable)

Remedy

- If the covered product is confirmed by SAJ or authorized service partner to be defective or non-conformity, SAJ will replace or repair the defective or non-conforming product at its sole discretion. Any maintenance or replacement shall not be deemed as extension or recalculation of warranty period.
- SAJ will be responsible for the approved repair or replacement costs in connection with such non-conforming or defective products. The replaced battery or product in exchange will become SAJ's property immediately.
- If the product/parts are not manufactured anymore, SAJ, at its option, may replace it with a different type of product with equivalent function and quality to the origin product/ part or refund the market price of an equivalent product at the time of the warranty claim.
- If the product is repaired or replaced under this warranty, the remaining warranty period of the original product will apply to the repaired or replacement product.
- The replacement battery or accessories may not be a brand new item, but the quality and specification are in accordance with product specification.

Exclusion of Liability:

Product problems caused by the following conditions are not covered by the warranty. (SAJ authorized dealers and distributors are responsible for the following investigations).

- Warranty period specified above has already expired.
- End user fails to provide all the information required for Claiming Process.
- Failure to notify distributor, dealer or SAJ of defective products within 30 days of appearance.
- Attempt to modify product, whether by physical means, programming or otherwise, without the permission from SAJ or by personal unauthorized by SAJ.
- Product damage and defect caused by improper installation, commissioning, use and operation by end user or personal unauthorized by SAJ, which fails to comply with any/all user manuals.
- Damage to product during transportation, incorrect installation, exceedance of working temperature range during use and improper use.
- Use of imcompatiable PCS (inverter, DC/DC converter etc.).
- Insufficient ventilation of Battery.
- The effects of other objects and force majeure (including but not limited to floods, lightning,

earthquake, grid overvoltage, bad weather, fire, etc.).

- Removal and reinstallation of the product at a location other than the original installation location, without the permission from SAJ.
- Cosmetic defects on the enclosure that does not affect the normal operation of battery.
- Product damage caused by the intentional or gross negligence of the end user.
- Defects of product arise due to amendment or modification of national or regional laws or regulations.

Non-applicability of Warranty Claim

If the claimants do not conform to the above warranty terms, SAJ will claim for all other expenses incurred by the claimants.

Warranty Limitations and Disclaimer

Unless otherwise specified herein, to the extent permitted by applicable law, this Warranty and above remedies shall be exclusive and replace all other guarantees, remedies and conditions, whether oral, written, statutory, expressed or implied. To the extent permitted by applicable law, SAJ expressly disclaimed any and all legal or implied warranty, including but not limited to warranties of merchantability, fitness for a particular purpose and any warranties against latent or potential defects. If SAJ cannot disclaim implied warranty as prescribed by applicable law or the guarantee specified by applicable laws, SAJ limits the duration of and remedies for such guarantees and warranties to durations and remedies described in this Limited Warranty.

No distributor, agent or staff of SAJ and / or SAJ authorized service partner can modify or waive any part of this warranty.

The legality and enforceability of remaining clauses herein shall not be affected or damaged if any of clauses herein is adjudged to be illegal or unenforceable.

To the greatest extent permitted by law, SAJ will not be liable for any consequential, incidental, direct, indirect, special, accidental, punitive or derivative losses arising out of or related to this purchase or use of Products and its system, including but not limited to the loss of use, loss in income, actual or expected loss in revenue (including contract revenue losses), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, personal injury or damage loss, or the indirect or derivative loss or damage (including any expense arising from the replacement of equipment and property, resumption of production, etc.) caused by any reasons.

To the greatest extent permitted by law, SAJ's liability from any cause whatsoever under this warranty shall not exceed the amount of the purchase price paid by end user to SAJ for such product. Some countries and regions do not allow, or restrict, the exclusion or limitation of damages, including incidental or consequential damages, so the above limitation or exclusion may not apply to you, or may only apply to a limited extent.

Out of Warranty

If the warranty is expired, SAJ will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service

No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to SAJ)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to SAJ and replacement products from SAJ to customer, including customs duties and other derivative charges.

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