



Global Connections Group Pty Ltd (Aquila Power)
Conditional Product Warranty
10 Year Repair or Replacement



Warranty information for the Aquila Power Series of Stand Alone Inverters [1 - 3 Phases] models:

Single Phase Stand Alone Inverter Models:

AP20; AP 25; AP30

Three Phase Stand Alone Inverter Models:

AP(SPS/OFF/MICROGRID)-40/3; AP(SPS/OFF/MICROGRID)-50/3; AP(SPS/OFF/MICROGRID)-60/3;
AP(SPS/OFF/MICROGRID)-75/3; AP(SPS/OFF/MICROGRID)-100/3

Purchasers should keep their warranty certificate and purchase receipt safely filed, in order to validate proof of purchase in the event of a future warranty claim being initiated.

Aquila Power Warrants that:

Aquila Power will repair or replace a purchasers Stand Alone Inverter and/or associated Power Switching and Control Unit if in Aquila Power's opinion after inspection, that the product has been used in accordance with the installation and operating instructions provided, and it requires repairing because a manufacturing or product materials defect has been identified, for a period of **TEN (10) YEARS** from the date of purchase or when first installed (whichever is the earlier date).

This Aquila Power warranty only applies to service within Australia for products purchased within Australia. This warranty is not transferable and applies to the original purchaser only. No Aquila Power employee, or authorised third party sales or service person or organisation, has authority to vary the terms of this product warranty. Products accepted for service under warranty may be replaced with either new or refurbished products of the same or similar type and refurbished parts may be used to repair the products at the repairers' discretion.

Place of service, repair or replacement:

Repairs or replacement of products will be conducted at the purchasers premises within Australia free of charge irrespective of where that location is. Service calls will be made during normal business hours, Monday to Friday.

This Aquila Power Warranty does not cover:

- Any product where the specifications plate or serial number plate has been removed damaged or rendered illegible.
- Any product that has been subjected at any time and under any circumstance, to any voltages or currents including spikes or surges, of greater value than those maximum limits described in the owner user manual supplied at the time of purchase.

- Any product that has been misapplied or used outside of the specified operating conditions as described in the owner user manual supplied at the time of purchase.
- Maintenance or repair or replacement of any consumable part that is considered by Aquila Power inconsequential to the overall product performance, that exhibits minor deterioration or fault or low grade wear and tear.
- Maintenance or repair or replacement of any part damaged by accident, negligence, malicious misuse or abuse by any person, misapplication or any unforeseeable acts of God.
- Damage attributed to vermin, cockroaches, mice, rats or other insects, rodents or fauna.
- Damage attributed to platform vibration that is considered by Aquila Power to be abnormal.
- Replacement of consumable items such as light bulbs, filters or battery cells.
- Consequential damage of any kind whatsoever including damage to other appliances or products, buildings, structures, vehicles or machinery, or general goods.
- Damage caused during transportation and handling activities including scratches, dents, chips and/or any other cosmetic damage to the appearance of the product.

Instances and circumstances that will void this Warranty:

- Any evidence of unauthorised tampering or intrusion or attempted tampering or intrusion whatsoever of the product, by any person other than a certified and authorised Aquila Power installer technician.

Other rights:

The benefits provided by this Aquila Power warranty are in addition to and do not limit or restrict any other rights and remedies that you may have under Australian law.

Aquila Power products come with guarantees that cannot be excluded under Australian Consumer Law and you may be entitled, subject to the terms and conditions of this warranty being satisfied, to a replacement product or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods prove to be of unacceptable quality or unfit for the prescribed purpose, and the failure does not amount to a major failure.

How to initiate a Warranty claim:

To initiate a claim in accordance with the provisions of this warranty, you must contact Aquila Power within the applicable warranty period, and provide satisfactory proof of product purchase and ownership via either of the contact methods described below.

In Australia:

Method 1 - Internet, visit: <http://www.aquilapower.com/contact.html> and initiate an online message form including your Name, Email, Mobile phone number and Product details. A service engineer will contact you promptly to assist you with your claim.

Method 2 - Mobile Hotline, call: Aquila Power Customer Service Centre and talk to one of our service engineers who will assist you with your claim.

Mob. Hotline (24/7): 0408620230

Email (24/7): support@aquilapower.com (for a prompt response)

Postal Address: Aquila Power Inverters
PO Box 3840, Robina Town Center, Qld
4230