

Inverter Warranty Terms

This warranty applies to dealers sold through Stealth Energy from January 01, 2022 on the following product ST Series.

Model: ST-INV-S3.0, ST-INV-S5.0

1. Warranty Scope and Definition:

1.1 Suzhou Stealth Energy Technology Co., Ltd. is the guarantor of this limited warranty for products purchased or installed in: Australia.

1.2 End user means the owner of the product or a company authorized by the owner to make a claim under this warranty.

2. Warranty period

2.1 Warranty period of products and accessories

The warranty start date is the date the product was installed (based on the date the installer issues the invoice), and Stealth offers 7 years.

All accessories come with a 2-year warranty (Accessory models include: EESW-A400-00, ACR10R-D16TE/CT)

2.2 Extended warranty

Customers can apply for extended warranty within 12 months after installation. Please provide the serial number of the inverter and proof of purchase. Extended warranty service can be purchased for: 10 years total / 15 years total, a warranty extension certificate is provided to verify the extension at the time of purchase, and details such as costs can be consulted with your local distributor.

2.3 Effect of warranty service on the (remaining) warranty period

The original warranty period applies to repair or replacement, and the warranty period of the replaced product or repaired replacement part is within the original warranty period.

3. Warranty content

3.1 Specification:

Stealth 's warranty is covered within the warranty period and is based on product type, age, the cost of a replacement device of equal value, and the cost of shipping and returning the defective device.

Stealth reserves the right to have repairs carried out on site by a service partner entrusted by Stealth.

3.2 Transportation costs:

Stealth will cover shipping costs for inbound and outbound shipments via standard land shipping. Any additional costs arising from the use of a different shipping method shall be borne by the beneficiary. The beneficiary must arrange for the allegedly defective product to be returned to Stealth at the beneficiary's expense and must notify Stealth of the delivery date in advance. Stealth recommends using the same size packaging as the product was originally purchased, and the product must be properly packaged.

Please note that in order to provide friendly and prompt service, These authorised partners should be treated as Stealth's representatives and contacted for service and warranty claims. Stealth supports and monitors these suppliers to ensure that we serve our customers well.

The following information will be required when contacting your local dealer. So please have them ready:

1. The contact information of the payee, including personal name, company name, phone number, email address, and delivery address.
2. Details of the defective product or all defective products, including model number, product number, serial number, installation date, and error date.
3. System information, including the brand, model and quantity of photovoltaic modules; if the defective product is an energy storage system, the brand and model of the battery are also required.
4. Description of actions performed before the failure and details of previous actions.

Services provided free of charge under this factory warranty are provided free of charge only to the extent agreed in advance and confirmed in writing. Text form is sufficient to warrant written form; this also applies to electronic communications (e-mail). All costs incurred by the warranty claimant for exercising the factory warranty rights shall be borne by the warranty claimant.

4. Exclusions:

The following conditions that may cause the device to fail are not covered by the Stealth limited Warranty:

1. Normal wear and tear.

2. Defects that occur after the product is out of warranty (unless there is an additional warranty extension agreement).
3. Defects or damage caused by improper installation, operation or use of unauthorized installers performing incorrect maintenance contrary to Stealth instructions.
4. Dismantling work, repairs and modifications by persons not authorized by Stealth/authorized third parties. Stealth does not permit modifications, changes to design and replacement of parts are.
5. Thermal damage caused by insufficient ventilation of the equipment.
6. Failure or damage caused by unforeseen or human factors and natural disasters, including but not limited to stormy weather, floods, surges, pests, misuse, abuse, neglect, fire, flood, lightning or other natural events.
7. The Stealth Limited Warranty does not cover damage to the inverter or any accessories due to lightning strikes.
8. Vandalism, engraving, stickers, irreversible marking, contamination and theft.
9. Any non-compliance with safety regulations.
10. Defects, damages and other causes that are not related to poor product quality.
11. Rusting of the main body of the equipment due to harsh environments, failures and damage due to coastal/salt water or other corrosive atmospheres or environments and without written approval prior to installation.
12. Accident or External Influence

5. Disclaimer

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTIES SET FORTH IN THIS LIMITED WARRANTY ARE THE ONLY EXPRESS WARRANTIES FOR THIS PRODUCT. Stealth disclaims all statutory and implied warranties, including, but not limited to, any warranties of merchantability, fitness for a particular purpose, or non-infringement of applicable licenses.

Neither the product dealer nor anyone else is authorized to make warranties beyond the scope of this warranty or beyond the warranty period on behalf of Stealth. If the dealer or any other person makes a commitment beyond the scope of this warranty, the dealer or other person is responsible for it.

6. Declaration

1. 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.

7. Applicable law

7.1 This warranty agreement is governed by the law of the place where the product is installed, excluding the choice of legal rules.

7.2 End-users may have statutory rights related to the sale of goods in accordance with local laws. This limited warranty in no way limits any statutory or other rights the end user may have under the contract of sale.

7.3 If any term or part of a term of this Limited Warranty is held to be invalid, revocable or relatively invalid (whether against a particular party or in general), that term shall be void, revocable or relatively invalid to the extent void, the remainder of this clause shall remain in full force and effect.

7.4 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.

7.5 As a condition of warranty claims, the end user agrees that, in the event of any dispute relating to technical facts, Stealth is entitled to seek expert advice in accordance with the applicable international dispute resolution rules, provided that:

- a. Expert opinion from authoritative testing institutes such as TÜV Rheinland, TÜV SÜD, Intertek, UL, CQC or CGC or other mutually acceptable neutral testing institutes (experts);
- b. The specialist's costs, including the cost of shipping the product to the specialist for inspection, will be borne by the end user if:
 - i. The end user does not withdraw the warranty service within 14 days after Stealth informs the end user to seek expert advice;
 - ii. Experts decided to support Stealth.In all other cases these costs will be borne by Stealth.

8. Privacy Policy

In order to enforce the terms of this warranty, Stealth will collect, process and use customer and system data (and transmit such data as appropriate). Stealth customer-related data will not be shared or used for other commercial purposes.

9. Contact

9.1 Manufacturer: Suzhou Stealth Energy Technology Co., Ltd.

TEL: 86 512-66720026

Address: 8th NO.198 Jinfeng Road New District Suzhou China.

Website: www.stealthenergy.cn

Email: sales@stealthenergy.cn

9.2 Importer: Phoenix Technology Group (Australia)

TEL: 0411138868

Address: 162 Chesterville Rd. Moorabbin East VIC 3189

Australia

Website: www.solarking.net.au

Email: james@ptv.com.au