Your AERL Warranty

Registration and the Plus 5 Extension



Australia and New Zealand ·
All-In-One and M2HT: Australia Only

Warranty Guide

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Contents

	Foreword	3
01	**Warranty at a Glance** Warranty periods, battery performance warranties	3
02	**When Your Warranty Starts** AERL products, how long it runs, checking your dates	5
03	**Registering Your Warranty** Why register, when to register, how to register	6
04	**Plus 5 Extension** What Plus 5 is, when to buy it, how to buy it	7
05	**All-In-One and Solinteg M2HT** Who gives the warranty, All-In-One warranty periods	8
06	**Keeping Your Warranty Valid** Install and use it as the manual says, batteries	10
07	**Support** Where to find the full terms, making a claim, change log	11
	Thank You for Choosing AERL	11

Document

Revision **1.0.0**	Effective **11 / 2026**	Audience **Owners and installers**	Products **Every AERL product (Chapter 01)**
Full terms **Each product's Warranty Statement, at aerl.com.au**	Format **A4 · 12 pages**		

Foreword

This guide explains, in plain language, how the warranty on your AERL product works: how long it lasts, when it starts, how to register it for the longer term, and how to extend it with Plus 5.

It is a summary. The terms are in each product's **Warranty Statement**, at aerl.com.au, and the Warranty Statement applies if anything here seems to differ. To make a claim, see the AERL Warranty Claims and Returns Guide.

> **Australian Consumer Law**
>
> 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.
>
> The benefits given by AERL's warranties are in addition to other rights and remedies you have under the Australian Consumer Law and other laws.

Warranty at a Glance

01

Warranty periods, battery performance warranties

1.1 Warranty Periods

The standard warranty applies to every product. Where a longer registered term is shown, you get it by registering within 60 days of installation (Chapter 03). Plus 5 is a paid extension for CoolMax SRX and SRX-R controllers (Chapter 04).

Product	Models	Standard	Registered within 60 days	Plus 5
CoolMax SRX	SRX 600/70-48, SRX 600/30-120	2 years	5 years	10 years
CoolMax SRX-R	SRX-R 600/60-48, SRX-R 600/30-120	2 years	5 years	10 years
SRX-R rack shelf	SRX-R Rack Shelf	2 years	—	—
CoolMax Battery Sense	BAT-SENSE	2 years	—	—
CoolPro	CP30	5 years	7 years	—
CoolPro Surge Buster	Surge Buster	2 years	—	—

Product	Models	Standard	Registered within 60 days	Plus 5
EarthGuard	EG-600, EG-600-SC	2 years	—	—
Nexus Gateway	Nexus Lite, Nexus 4G	2 years	—	—
HMI-10	NEXUS-HMI-10	2 years	—	—
LiFe² battery	LiFe²-5120S	5 years	10 years	—
LiFe² cabinets	LiFe²-CAB6, LiFe²-CAB10, LiFe²-CAB4-OUTD, LiFe²-CAB6-OUTD, LiFe²-CAB10-OUTD	2 years	—	—
Kakadu 120 battery	Kakadu-120-88.4	10 years	—	—
Kakadu combiner box	Kakadu-Comb	2 years	—	—

A dash means the product has one warranty period: registering does not change it, and Plus 5 is not available for it.

The All-In-One and Solinteg M2HT inverters have their own terms (Chapter 05).

1.2 Battery Performance Warranties

The batteries are also warranted to perform for their warranty period:

Battery	Depth of discharge	Usable energy	Energy throughput	State of health
LiFe²-5120S	100%	5120 Wh	15.36 MWh	70%
Kakadu-120-88.4	90%	79560 Wh	238.7 MWh	70%

Energy throughput is the total energy the battery may deliver under the warranty. State of health is the share of its usable energy the battery keeps. The All-In-One's battery performance warranty is in Chapter 05.

When Your Warranty Starts

02

AERL products, how long it runs, checking your dates

2.1 AERL Products

For every product in the table in Chapter 01, the warranty starts **30 days after AERL dispatches the product**, whether AERL sends it to you, to your installer or to the business you bought it from.

If the product connects to **AERL Cloud** before those 30 days are up, the warranty starts on the day it first connects instead. This applies to products that can connect to AERL Cloud; the EarthGuard and the Surge Buster do not, so theirs always starts 30 days after dispatch.

A product that fails after AERL dispatches it but before its warranty starts is also covered.

2.2 How Long It Runs

Every warranty period, including a registered term and Plus 5, runs from that one start date. Registering or buying Plus 5 makes the period longer; it does not move the start.

For the LiFe² and Kakadu products, a repaired or replacement product is covered for the rest of the original warranty period, and AERL may use refurbished goods or parts (see their Warranty Statements). For the other products, the Warranty Statement and the Australian Consumer Law set out what applies.

2.3 Checking Your Dates

AERL can tell you the start and end dates of your warranty from the serial number. Call 1800 950 865 or email support@aerl.com.au with the model and serial number.

Registering Your Warranty

Why register, when to register, how to register

03

3.1 Why Register

Registering gives you the longer warranty where the table in Chapter 01 shows one:

- **CoolMax SRX and SRX-R:** 5 years instead of 2.
- **CoolPro:** 7 years instead of 5.
- **LiFe² 5120S battery:** 10 years instead of 5.

3.2 When to Register

Register within **60 days of installation**. If the product is not registered within 60 days of installation, the standard warranty applies.

3.3 How to Register

1. Go to **aerl.com.au/warranty-registration**.
2. Enter the product's serial number, the installation date and your contact details. One registration can include several products.
3. Submit the form.

The serial number is on the product's label.

3.4 Registered Automatically by AERL Cloud

A product that connects to AERL Cloud within 60 days of installation is registered automatically: you do not need to fill in the form as well. If you are not sure whether your product has connected, register it on the website anyway.

> **Keep your records**
> Keep your invoice and the installation date. AERL may ask for proof of purchase when you make a claim.

Plus 5 Extension

What Plus 5 is, when to buy it, how to buy it

04

4.1 What Plus 5 Is

Plus 5 is a paid extension for **CoolMax SRX and SRX-R** solar charge controllers. It extends the controller's warranty to **10 years** from its start date (Chapter 02).

- It covers the one controller it was bought for: one Plus 5 per serial number.
- You do not need to register the controller to get the 10 years of Plus 5.
- It continues the controller's warranty on the terms of its Warranty Statement.

4.2 When to Buy It

Buy Plus 5 from AERL within **60 days of installation**.

4.3 How to Buy It

1. Contact AERL on **1800 950 865** or **support@aerl.com.au** for pricing.
2. Give AERL the serial number of each controller you want to cover, and its installation date.

Your SRX or SRX-R	Warranty	How
Not registered	2 years	Standard
Registered within 60 days of installation	5 years	aerl.com.au/warranty-registration, or AERL Cloud
Plus 5 bought within 60 days of installation	10 years	Buy from AERL

All-In-One and Solinteg M2HT

05

Who gives the warranty, All-In-One warranty periods

5.1 Who Gives the Warranty

The All-In-One energy storage system and the Solinteg M2HT hybrid inverters are made by Solinteg. Their warranty is given by **Solinteg Australia Pty Ltd**. **AERL Pty Ltd** is Solinteg's exclusive distributor and service partner in Australia, and handles every claim on Solinteg Australia's behalf, from first contact through to repair or replacement. Make all claims to AERL.

These warranties apply in Australia only, and only to products supplied in Australia by AERL, or by an installer or dealer who bought them from AERL. Grey or parallel imports, products sold for another country or region and products bought from any other source have no warranty in Australia.

5.2 All-In-One Warranty Periods

Part	Period
Product warranty (cabinet and battery)	10 years
Performance warranty (battery)	10 years
Inverter	5 years
Inverter, optional extension	+5 years (10 years in total)
AC breaker accessories	2 years
UPS, air-conditioning, fire-protection and other auxiliary components	1 year

The battery keeps at least **70% of its usable energy** for 10 years, or until it has delivered the minimum throughput energy for its model, whichever comes first. The minimum throughput for each battery cabinet is in the All-In-One Warranty.

5.3 M2HT Inverter Warranty Periods

Warranty	Period
Product warranty	5 years
Optional extended warranty	+5 years (10 years in total)

This applies to an M2HT inverter supplied on its own. An M2HT supplied as part of an All-In-One is covered by the All-In-One Warranty.

5.4 When It Starts

The warranty starts on the **earlier** of:

- the date the system or inverter is commissioned at your site, or
- six months after the product was delivered to AERL.

For the All-In-One, the AC breaker accessories and the UPS, air-conditioning, fire-protection and other auxiliary components are covered from the date the product was delivered to AERL.

5.5 The Inverter Extension

The 5-year extension, for an M2HT inverter on its own or the inverter in an All-In-One, takes its warranty to 10 years in total. It is bought from AERL, and applies only where it has been bought and AERL has confirmed it in writing for the inverter's serial number. Contact AERL on 1800 950 865 or support@aerl.com.au for pricing and eligibility.

5.6 Repairs and Replacements

A repaired or replaced product is covered for the rest of the original warranty period; a replacement does not restart the warranty. Goods presented for repair may be replaced by refurbished goods of the same type, and refurbished parts may be used to repair them.

5.7 Changing Owner

The warranty is given to the original purchaser. It transfers to a later owner while the system or inverter stays at its original installed location, on written proof of the transfer.

Keeping Your Warranty Valid

Install and use it as the manual says, batteries

06

6.1 Install and Use It as the Manual Says

Every warranty depends on the product being installed, used and maintained as its manual sets out. The LiFe² and Kakadu Warranty Statements also require installation by a suitably qualified person or an authorised AERL installer, and the All-In-One and M2HT statements by a licensed electrical worker. Read the conditions and exclusions in the Warranty Statement. Common causes of a claim not being covered include:

- lightning, flood, fire and other events outside AERL's control
- water, moisture or vermin getting into the product
- the wrong supply voltage, faulty installation, or damage caused by other parts of the system
- changes or repairs to the product without approval
- for the batteries, the All-In-One and the M2HT, a serial number that cannot be read.

6.2 Batteries

These exclusions apply to LiFe² and Kakadu batteries only. Their warranty also does not cover, among other things:

- a battery left deeply discharged (5% state of charge or lower) for more than 30 days
- sustained ambient temperatures above +55 °C or below −20 °C
- not telling AERL within 30 days of a defect or deterioration.

See the AERL Battery Transport, Storage and End of Life Guide for how to store and look after a battery before and after it is installed.

6.3 Report Faults Promptly

Contact AERL as soon as you notice a fault. For an M2HT inverter, report any failure, or any alarm that stops the inverter or makes it work incorrectly, within 10 business days.

Support

Where to find the full terms, making a claim, change log

07

7.1 Where to Find the Full Terms

Each product's Warranty Statement is at aerl.com.au, on the product's page and in the technical documentation library. It sets out the warranty period, what is covered, the conditions, what is not covered and how to make a claim.

7.2 Making a Claim

Contact AERL on **1800 950 865** or **support@aerl.com.au** with the model, serial number and a description of the fault. Do not send a product to AERL without a Return Materials Authorisation (RMA) number. The AERL Warranty Claims and Returns Guide takes you through each step.

7.3 Change Log

Revision	Date	Change
1.0.0	11 / 2026	First issue.

Thank You for Choosing AERL

If you have any questions about your warranty, contact AERL.

Sincerely,

The AERL Team

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