WARRANTY STATEMENT

All-In-One Energy Storage System

Warranty and Service Conditions · Australia

AIO-25K · 29.9K · 30K · 40K · 50K · Max 125K

1. ABOUT THIS WARRANTY

This document sets out the warranty for the All-In-One energy storage system supplied in Australia. It covers:

PART	MODELS
Battery cabinet	Solinteg E2BR-S64K-C, E2BR-S80K-C, E2BR-S96K-C, E2BR-S112K-C, E2BR-S257K-C
Hybrid inverter	Solinteg M2HT-25K-150, M2HT-29.9K-150, M2HT-30K-150, M2HT-40K-150, M2HT-50K-150, M2HT-125K-300

1.1 Who Gives This Warranty

The warranty is given by the warrantor, **Solinteg Australia Pty Ltd**. **AERL Pty Ltd** is Solinteg's exclusive distributor and service partner in Australia. The warranty is provided only through AERL, which handles every claim on Solinteg Australia's behalf, from first contact through to repair or replacement. Products not supplied through AERL are not covered (section 4.1).

	WARRANTOR	SERVICE PARTNER (MAKE ALL CLAIMS HERE)
Company	Solinteg Australia Pty Ltd	AERL Pty Ltd
ABN	54 663 421 609	87 653 916 477
Address	Level 21, 55 Collins Street, Melbourne VIC 3000	1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073
Phone	1800 950 865	1800 950 865
Email	service.au@solinteg.com	support@aerl.com.au

The products are manufactured by Wuxi Solinteg Power Co., Ltd, China.

AUSTRALIAN CONSUMER LAW STATEMENT

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 this warranty are in addition to other rights and remedies you have under the Australian Consumer Law and other laws. Nothing in this document excludes, restricts or modifies those rights.

2. WARRANTY PERIODS

2.1 What Is Covered

WARRANTY	PERIOD	WHAT IT COVERS
Product warranty (cabinet and battery)	10 years	Defects in materials and workmanship. The product will be repaired or replaced.
Performance warranty (battery)	10 years	The battery keeps at least 70% of its usable energy, or delivers the minimum throughput energy below, whichever comes first (section 2.3).
Inverter	5 years	Defects in materials and workmanship in the M2HT hybrid inverter.
Inverter, optional extension	+5 years (10 years in total)	The inverter warranty extended on the same terms. Available for purchase from AERL; applies only where purchased and confirmed by AERL in writing for the inverter serial number. Contact AERL for pricing and eligibility.
AC breaker accessories	2 years	Defects in materials and workmanship.
UPS, air-conditioning, fire-protection and other auxiliary components	1 year	Defects in materials and workmanship.

Where a signed sales order states a different warranty period, the sales order applies.

2.2 When the Warranty Starts

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

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

If the product is commissioned more than six months after it was delivered to AERL, the warranty has already started, and runs from six months after delivery. The warranty periods for AC breaker accessories and for UPS, air-conditioning, fire-protection and other auxiliary components run from the date the product was delivered to AERL.

2.3 Battery Performance Warranty

The battery will keep at least **70% of its usable energy** for 10 years, or until it has delivered the minimum throughput energy for its model, whichever occurs first.

BATTERY CABINET	MINIMUM THROUGHPUT ENERGY
E2BR-S64K-C	224 MWh
E2BR-S80K-C	280 MWh
E2BR-S96K-C	336 MWh
E2BR-S112K-C	392 MWh
E2BR-S257K-C (All-In-One Max)	896 MWh

Throughput is the total energy output recorded by the Solinteg monitoring platform. At sites without a reliable internet connection, AERL's local service logs and diagnostic records are accepted instead (section 4.2).

The minimum throughput figures are based on: ambient temperature 10–30 °C, an average of one cycle a day or less, and maximum discharge power of 0.5P.

2.4 Natural Capacity Loss

All lithium-ion batteries lose capacity over time, even when not in use or in storage. The loss is not linear and is usually faster in the first 12–18 months or 1000 cycles. Storage at a high state of charge (55% or more) also speeds it up. Capacity loss within the limits of the performance warranty is normal and is not a defect.

3. WHAT THE WARRANTY COVERS

3.1 What a Claim Costs You

For a valid claim, the following are provided at no charge:

(a) the replacement product or parts

(b) standard ground shipping of the replacement to your site and of the faulty product for inspection

(c) labour by AERL or its approved technician to diagnose the fault and to remove and replace the faulty product, provided that **AERL and Solinteg have both approved the work in writing before it starts**. Labour covered under this warranty is limited to 8 hours per claim and to the value of the faulty product.

The following are **not** included and are charged to you, unless AERL and Solinteg both agree otherwise in writing before the work starts:

(a) labour above the limits in item (c) above, or labour not approved in advance

(b) travel time, travel costs and accommodation

(c) cranes, lifting, access equipment and traffic or site management

(d) expedited shipping, remote-area surcharges and special freight arrangements

(e) work to make the site safe or accessible, or to correct the installation.

You do not pay to send the faulty product for inspection or to receive the repaired or replacement product: AERL pays standard ground shipping both ways.

AERL will give you a quote for any chargeable work before it starts.

If a claim is found not to be valid, including after inspection of a returned product, you may be charged the reasonable costs of the replacement product, inspection, shipping and labour.

3.2 After a Repair or Replacement

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 rather than being repaired. Refurbished parts may be used to repair the goods.

4. CONDITIONS

4.1 Eligibility

- **In Australia, this warranty is provided exclusively through AERL.** It applies only to products supplied in Australia by AERL, or by an installer or dealer who bought them from AERL. AERL may ask for proof of purchase showing this.
- **Products not supplied through AERL have no warranty in Australia.** This includes grey or parallel imports, products sold for another country or region, and products bought from any other source. Neither Solinteg Australia nor AERL will accept a warranty claim for them.
- The warranty is given to the original purchaser. It transfers to a later owner while the system stays at its original installed location, on written proof of the transfer.
- You may appoint someone else, such as your installer, to make a claim for you.

4.2 Installation and Operation

The warranty applies only if all of the following are met. AERL may ask for evidence.

(a) The system was installed by a licensed electrical worker in accordance with the All-In-One User Manual, AS/NZS 3000, AS/NZS 5139 and local requirements, and has a stable and reliable earth.

(b) The system is used, operated and maintained as described in the All-In-One User Manual.

(c) The battery is connected over CAN to the Solinteg inverter supplied with the system, or to an inverter Solinteg has approved in writing.

(d) The battery is operated within −20 °C to 50 °C (as measured by the BMS), at a depth of discharge of no more than 90% and charge and discharge power of no more than 0.5P.

(e) The system is installed no higher than 3000 m above sea level, in a location free of vibration, and is not installed in any vehicle or vessel.

(f) The system is kept clean and protected from water, condensation, dust, salt and corrosive vapours, with vents and grilles kept clear.

(g) The system is connected to the internet for Solinteg monitoring and firmware updates where practicable. The warranty is **not** voided only because a remote or off-grid site has intermittent or no internet connection. At such sites AERL keeps local service logs, and firmware updates are installed manually. Not installing a firmware update released to fix a known issue may be taken into account when assessing a related claim.

(h) Any failure, or any alarm that stops the system or makes it work incorrectly, is reported to AERL within 10 business days of it occurring.

(i) The system is not used for medical or life-support equipment, in nuclear or radiation-controlled facilities, or in facilities in direct contact with patients.

4.3 Storage Before Installation

- Store the product in its original packaging, with nothing heavy placed on it, away from flammable or explosive materials and open flames.
- Up to 3 months: −20 °C to 45 °C. Over 3 months: −10 °C to 45 °C. Humidity 90% maximum in both cases, with no corrosive gases.
- Before storage, charge the battery to 50–55% SOC. Recharge it at least every 6 months (every 3 months is recommended). After the battery is fully discharged, charge it within 12 hours.

5. WHAT IS NOT COVERED

The warranty does not cover damage or failure caused by:

(a) transport or storage not in accordance with the user manual or section 4.3

(b) installation not in accordance with the user manual or Solinteg's installation guidelines

(c) adding battery capacity without Solinteg's written consent

(d) opening the battery or cabinet covers, or removing or damaging the warranty seal, by anyone not approved by Solinteg or AERL

(e) removing or damaging the rating plate, or a serial number that cannot be read

(f) connecting incompatible batteries, inverters, chargers, rectifiers or BMS, even temporarily, or using cables of the wrong size or quality

(g) reverse polarity or short circuit, or damage to connectors or BMS fuses

(h) moving the system from its installed location without recommissioning and certification by a licensed electrical worker

(i) not disconnecting the battery promptly when the inverter or battery shows an alarm

(j) operating the battery without the BMS connected over CAN and recognised by the inverter

(k) external mechanical or electrical stress, such as overvoltage, high inrush current, falls, accidental breakage, or manually operating the contactor

(l) poor ventilation, lack of maintenance, or oxidation, condensation, salt or chemical contamination

(m) water or other liquids, gases or vapours entering the product

(n) misuse, neglect, unauthorised modification or repair, or operation outside the product's rated specifications

(o) lightning, flood, fire, earthquake, storm, pests, grid abnormalities or other force majeure events

(p) normal wear and tear, consumable parts, or cosmetic defects that do not affect operation.

6. HOW TO MAKE A CLAIM

All claims are made through AERL, Solinteg's authorised service partner. Do not return any product without a Return Materials Authorisation (RMA) number from AERL.

6.1 How to Claim

(a) **Contact AERL** on 1800 950 865 or support@aerl.com.au, or ask your installer to contact AERL for you.

(b) **Provide the claim details:**

- a description of the fault and the date it occurred
- the cabinet and inverter serial numbers
- a copy of the purchase invoice and the date of installation
- at least five photos of the installation from different angles
- any alarm codes, and access to the system's monitoring account if there is one.

(c) **Troubleshooting.** AERL works through the fault with you or your installer by phone, email or video call, and may ask for diagnostic data, photos or on-site tests. If needed, AERL attends site or arranges a qualified technician.

(d) **Decision.** If the fault appears to be covered, AERL issues an RMA number and dispatches a replacement product or part. Every claim remains subject to Solinteg's final assessment, which may include inspecting the returned product (section 3.1 applies if the claim is found not to be valid). If the claim is not covered, AERL explains why.

(e) **Replacement.** The faulty product is removed and returned for inspection, or disposed of as AERL advises. Products that are replaced become the property of Solinteg.

6.2 Battery Performance Claims

To check a performance claim, the battery's capacity is measured using Solinteg's test procedure, at 25 °C ± 1 °C and 0.5P on a single battery module. Testing is done in Australia, by AERL's qualified engineers or at a laboratory agreed with Solinteg. You do not need to send the battery overseas.

If the claim is valid, Solinteg will, at its discretion, repair the battery, replace it with a product equivalent to its remaining capacity and age, or pay compensation based on its remaining warranty value. Compensation is the current market price multiplied by the lower of:

- 1 – (months in operation since installation ÷ 120), and
- (warranted minimum throughput – throughput recorded) ÷ warranted minimum throughput.

7. LIMITS

Subject to the Australian Consumer Law and other laws that cannot be excluded:

- these warranties replace all other express warranties given by Solinteg or AERL for the products, and no distributor, agent or employee can change or extend them
- Solinteg's liability under this warranty is limited to repairing, replacing or compensating for the product as described above, and does not exceed the price paid for the product
- this warranty does not cover indirect or consequential loss, including loss of energy production, loss of profit, business interruption, or the cost of removing and reinstalling the system, except for the labour expressly covered in section 3.1.

If any term of this warranty is found to be void or unenforceable, the rest of the warranty continues to apply. Out-of-warranty service is available from AERL at your cost.

Service and Warranty Claims

1800 950 865 · support@aerl.com.au · aerl.com.au

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