WARRANTY STATEMENT

Tanami HV Battery, Rack and Cabinet

Warranty Conditions · Australia and New Zealand

Tanami-M8.06 · Tanami-PDU · Tanami-RACK9 · Tanami-CAB9-OUTD · Tanami-CAB9-FSU

1. ABOUT THIS WARRANTY

This document sets out AERL's warranty for the following products, supplied in Australia or New Zealand:

MODEL	PRODUCT
Tanami-M8.06	Tanami HV battery module · 8.06 kWh
Tanami-PDU	Tanami HV power distribution unit (BMS)
Tanami-RACK9	Tanami HV indoor rack, 6–9 modules
Tanami-CAB9-OUTD	Tanami HV outdoor cabinet, 9 modules, with air-conditioning (HVAC)
Tanami-CAB9-FSU	Aerosol fire-suppression unit fitted to the Tanami-CAB9-OUTD outdoor cabinet

1.1 Who Gives This Warranty

This warranty is given by **AERL Pty Ltd** (AERL), ABN 87 653 916 477, to the original purchaser of the product.

	WARRANTOR
Company	AERL Pty Ltd
Address	1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia
Phone	1800 950 865
Email	support@aerl.com.au

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.

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2. HOW LONG THE WARRANTY LASTS

2.1 Warranty Period

MODEL	STANDARD WARRANTY
Tanami-M8.06	10 years
Tanami-PDU	10 years
Tanami-RACK9	2 years
Tanami-CAB9-OUTD	2 years
Tanami-CAB9-FSU	1 year

Each period runs from the warranty's start date (section 2.2).

2.2 When the Warranty Starts

Your warranty starts **30 days after AERL dispatches the product**, whether AERL sends it to you, your installer or the business you bought it from. If the product connects to AERL Cloud before then, the warranty starts on the day it first connects instead.

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

AERL can tell you the start and end dates of your warranty from the serial number.

2.3 Performance Warranty

The Tanami-M8.06 battery module is warranted to perform as set out below for its warranty period:

MODEL	DEPTH OF DISCHARGE	USABLE ENERGY	ENERGY THROUGHPUT	STATE OF HEALTH
Tanami-M8.06	90%	7258 Wh	21.8 MWh	70%

Energy throughput is the total energy the battery module may deliver under this warranty. State of health is the share of usable energy the battery module keeps. A system's figures are the module figures multiplied by the number of modules in it.

3. WHAT THE WARRANTY COVERS

If a fault is covered by this warranty, AERL will, at its discretion:

- repair or replace the product, with new, used or refurbished products or parts of similar age and condition, or
- if the product is no longer available or cannot be repaired, refund the unused part of the original price.

A repaired or replaced product is covered for the rest of the original warranty period.

You pay to send a faulty product to AERL when AERL asks for it to be returned; AERL pays to return the repaired or replacement product.

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.

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4. CONDITIONS

The warranty applies only if all of the following are met:

(a) The Tanami HV product was installed by a suitably qualified person, or by an authorised AERL installer or service agent.

(b) The Tanami HV product was installed, operated and maintained as its installation and operation manual sets out.

(c) The Tanami HV battery is used for energy storage, on a once-daily cycle basis.

5. WHAT IS NOT COVERED

The warranty does not cover:

(a) a battery that has not been charged or maintained as set out in AERL's manual

(b) a battery discharged outside the manufacturer's specifications

(c) a battery left deeply discharged (5% state of charge or lower) for more than 30 days

(d) the product being moved or shaken after its installation is finished

(e) ambient temperatures above +55 °C or below −20 °C for sustained periods

(f) not telling AERL within 30 days of a defect or deterioration

(g) modification or repair of the product without AERL's approval

(h) events outside AERL's control, such as natural disasters (flood, fire, earthquake, lightning) or other abnormal conditions

(i) not giving AERL the photos, data and installation details it needs to assess the claim

(j) reasonable wear and tear that does not affect the operation of the product

(k) a serial number that has been modified or cannot be identified

(l) charging the battery below −10 °C

6. HOW TO MAKE A CLAIM

(a) Contact the business you bought the product from, or AERL directly.

(b) Give AERL the information it needs to assess the claim (listed below).

(c) AERL works with your technical contact to find the fault.

(d) Anything returned to AERL needs an RMA number and supporting documents from AERL.

(e) If the fault is covered, AERL repairs, replaces or refunds as set out in section 3.

AERL may ask for:

- the product model number
- the serial number of the product
- the invoice or other evidence of purchase
- a full description of the fault
- recent photos of the installation, clearly showing the product's location, environment and installation quality
- the details of the connected power conversion equipment (PCE)
- for a battery: its charge and discharge settings and the system's performance history
- the product's location (address) and the owner's contact details

Do not send a product to AERL without a Return Materials Authorisation (RMA) number.

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7. LIMITS

Except as set out in this warranty or required by the Australian Consumer Law, and to the maximum extent permitted by law:

- this warranty is the only express warranty given for the products, and all other express or implied warranties, representations and conditions are excluded
- AERL's total liability (in contract, in tort including negligence, or under statute) will not exceed the purchase price paid for the product
- AERL is not liable for any consequential, indirect, incidental or special damages, including loss of profit or business interruption.

Nothing in this section limits any rights you have under the Australian Consumer Law.

Service and Warranty Claims

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

AERL Pty Ltd, 1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia

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