WARRANTY STATEMENT

Solinteg M2HT Commercial Hybrid Inverters

Warranty and Service Conditions · Australia

M2HT 25–50 kW · M2HT 75–125 kW

1. ABOUT THIS WARRANTY

This document sets out the warranty for Solinteg M2HT commercial hybrid inverters supplied in Australia. It covers:

RANGE	MODELS
M2HT 25–50 kW	M2HT-25K-150, M2HT-29.9K-150, M2HT-30K-150, M2HT-40K-150, M2HT-50K-150
M2HT 75–125 kW	M2HT-75K-300, M2HT-80K-300, M2HT-99K-300, M2HT-100K-300, M2HT-125K-300

An M2HT inverter supplied as part of an All-In-One energy storage system is covered by the All-In-One Warranty instead.

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	5 years	Defects in materials and workmanship in the inverter. The inverter will be repaired or replaced.
Optional extended warranty	+5 years (10 years in total)	The product warranty extended on the same terms. Available for purchase from AERL.

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

2.2 Extended Warranty

A 5-year extension, taking the warranty to 10 years in total, can be purchased from AERL. The extension continues the product warranty on the terms in this document and runs on directly from the end of the standard 5-year period. It applies only where it has been purchased 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.

2.3 When the Warranty Starts

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

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

If the inverter is commissioned more than six months after it was delivered to AERL, the warranty has already started, and runs from six months after delivery.

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 inverter 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 inverter 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 inverters 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.
- **Inverters not supplied through AERL have no warranty in Australia.** This includes grey or parallel imports, inverters sold for another country or region, and inverters 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 inverter 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 inverter was installed by a licensed electrical worker in accordance with the Solinteg M2HT user manual, AS/NZS 3000, AS/NZS 4777.1, AS/NZS 5033, AS/NZS 5139 where a battery is connected, and the requirements of the local network service provider, and has a stable and reliable earth.

(b) The inverter is used, operated and maintained as described in the Solinteg M2HT user manual, within its rated specifications.

(c) The PV array never exceeds the inverter's maximum DC input voltage, under any conditions including low temperatures.

(d) Any battery connected to the inverter is a Solinteg battery or a battery Solinteg has confirmed as compatible, and is connected over the communication link the manual specifies.

(e) Cable glands, connectors and covers are fitted and tightened as the manual describes, so that water and dust cannot enter.

(f) The inverter is installed no higher than the altitude in its datasheet, in a location free of vibration, and is not installed in any vehicle or vessel.

(g) The inverter 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 inverter or makes it work incorrectly, is reported to AERL within 10 business days of it occurring.

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

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

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

(c) opening the inverter cover, or removing or damaging the warranty seal, by anyone not approved by Solinteg or AERL, or replacing internal components

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

(e) PV input voltage above the inverter's maximum DC input voltage

(f) water, moisture or dust entering the inverter because a cable gland, connector or cover was not fitted or tightened correctly

(g) connecting incompatible batteries, generators or other equipment, or using cables of the wrong size or quality

(h) reverse polarity or short circuit on the PV, battery or AC connections

(i) moving the inverter from its installed location without recommissioning by a licensed electrical worker

(j) external mechanical or electrical stress, such as overvoltage, surges, falls or accidental breakage

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

(l) misuse, neglect, unauthorised modification, repair or software changes, or operation outside the inverter's rated specifications

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

(n) 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 inverter model and serial number
- 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 inverter 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.

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 or replacing 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 inverter, 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

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