

## WARRANTY TERMS AND CONDITIONS

### Conditional For Australia Market Only

#### A. Background and Scope of Nahui Warranty:

Qingdao Nahui Energy Technology Co., Ltd. (hereinafter referred to as Nahui) or its authorized distributor, Fisher & Paykel Australia Pty Limited (hereinafter referred to as FPA), warrants that the inverter and accessories products provided by Nahui shall be in good working order during the following periods, subject to the following exclusions and limitations:

1. 5 years warranty for the whole machine:
2. The warranty period begins when the Product is(Starting from the earlier one of following two dates):
  - The date on which the product was first installed.
  - 6 months after shipment.

The Warranty is valid only for Products purchased either directly from Nahui or from an authorised reseller. The Warranty applies to brand new product only.

#### B. Warranty claim:

Only A Warranty claim may be made in respect of a Nahui Product if a defect exists at the time of the commencement of, or arises during, the applicable Warranty Period as a result of defective materials, or defective manufacture.

#### C. Making a Warranty claim:

1. Subject to any rights you may have at law, in order to make a claim under any Nahui warranty under this document, you must formally notify Nahui within 30 days of the defect first appearing to you.

2. To make a warranty claim the following information needs to be provided:

- Products Model and Products Serial Number
- Distributor/Dealer Information (if available);
- Installation date.
- The description of the problem together with necessary information, pictures,
- attachment.
- Your contact details.

1. Subject to any rights that you may have under the Australian Consumer Law, any cost or expense that you incur in making a Warranty claim or receiving the benefit of the applicable Nahui Warranty, is for your account. Further, it is your responsibility to substantiate any Warranty claim in respect of any Nahui

Warranty, including as stated in this document, and to satisfy any condition of making a Warranty claim, including proving any defect and the cause of that defect.

2. If any Nahui Product is replaced or repaired under the applicable Nahui Warranty, that Nahui Product replacement will have the benefit of a warranty period equal to the greater of the remaining period of the original Warranty Period or three months whichever is greater.

## **E. Nahui Products subject to this Warranty:**

1. was manufactured by or on behalf of Nahui.
2. Inverter or battery products bear the trademark “Haier”
3. was purchased directly from Nahui or from an Authorised Distributor in Australia.
4. was installed by Nahui or its authorised service agent or installed by a qualified installer approved by Clean Energy Council (CEC) in accordance with the installation instructions supplied with the Nahui Product.
5. was purchased in Australia, but the applicable Nahui Warranty does not include fuses and any other part that may wear over time, which for the purposes of applicable Warranty is not a defect.

## **F. Warranty exclusions and disclaimer**

1. if the Nahui Product does not belong to the person making the Warranty claim, including because stolen.
2. if that defect is not notified to Nahui or FPA within the applicable Warranty Period in accordance with this document.
3. Use products that are not certified and not authorized by Nahui.
4. If Products are damaged as a consequence of not installing in accordance with the installation instructions as contained within the Product installation manual. (Except where the installation is performed by Nahui).
5. Damage to Products caused by misuse, improper handling or unauthorised modification.
6. Accidental (for any damage or defect caused by lightning, flood, power surge, fire, pest damage, corrosion, actions of third parties or any other act of Force Majeure, event or accident outside Nahui’s reasonable control and not arising under normal and standard operating conditions;) or wilful damage;
7. If Products are not initially purchased from Nahui or the authorised reseller;
8. If Products are out of the warranty period;
9. if the Nahui Product is moved for any reason after it has been installed (regardless of whether the Nahui Product is subsequently reinstalled or moved back to the same location) unless the Nahui Product is reinstalled at the same address by a CEC qualified installer nominated by FPA and it is stored during any interim period in accordance with that installer's instructions;
10. If the defect occurs wholly or partially as a result of any act or omission by the warranty holder, or any person other than a person employed or sub-contracted by Nahui.
11. If the Products are not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or the warranty holder continues to use the Products after the defect becomes apparent.
12. If the Products are repaired, or any attempt to repair the Products are made, by anyone other than authorised by Nahui.

13. If the Products are altered or modified in any way (including if the Products' serial or identification number is altered, defaced, or removed) unless such modification has been approved in writing by Nahui.

14. For any other fault which does not affect the basic performance of the Products, notwithstanding any external scratch or stain, or natural mechanical wearing which does not represent a defect or normal wear and tear.

15. The product is not conforming due to changes in local certification requirements during the warranty period.

## **G. Data Protection**

1. If making any Warranty claim you consent to our accessing, collecting, processing, storing, using, and sharing by any means information in any way arising from, in connection with, in relation to or in respect of any defect and its causes, including detection, identifying, and debugging when providing applicable Nahui Warranty services ("Data"). All Data collected will remain your property and you represent and warrant to us that you have obtained all consents necessary for us to access, collect, process, store, use and sharing any means, and otherwise use, Data, without restriction. You must ensure that all steps are taken and maintained so that any access, collection, processing, storing, use or sharing, or any use otherwise, of the Data as envisaged by this document will not breach any applicable data protection laws.

2. If you return any Nahui Product to us, you must back up any information stored in Nahui Product. We are not responsible for any loss or any information stored in Nahui Product.

3. If returning any Nahui Products to us, you authorise us, in our absolute discretion, to transfer the returned Nahui Products to our service centre in any other country, in which we will not be responsible for how any returned Nahui Product is handled.

## **H. Warranty**

If an inverter fails while it is under Nahui factory warranty, it will be:

- Exchanged with a refurbished inverter that includes all firmware updates.
- Repaired by Nahui.

## **I. Australian Consumer law**

Under section 102 (1) of the Australian Consumer Law, we are required to draw to your attention the following which applies where you acquire goods as a consumer (as defined under the 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."

Qingdao Nahui Energy Technology Co., Ltd  
Add: Room303, Entrance1, No.4Building, Lan Gu Entrepreneurship Center Phase 1,  
No.7, Keji Yilu Road, Aoshanwei Sub district Office, Jimo District Office,  
Jimo District, Qingdao, Shandong  
Web: <http://au.nahui-newenergy.com>



## **J. Definitions**

Australian Consumer Law means Schedule 2 of the Competition and Consumer Act 2010 (Cth).  
Authorised Distributor means a distributor in Australia as authorised by Nahui from time to time.

## **K. Suited Model types**

HH3P-5KA1/HU  
HH3P-6KA1/HU  
HH3P-8KA1/HU  
HH3P-10KA1/HU

## **L. Contact Details for Manufacture**

Qingdao Nahui Energy Technology Co., Ltd  
Add: Room303, Entrance1, No.4Building, Lan Gu Entrepreneurship Center Phase 1, No.7, Keji Yilu Road, AoshanweiSub  
district Office, Jimo District Office, Jimo District, Qingdao, Shandong  
Tel: +86(0)400 699 9999  
Mail: [summ@haier.com](mailto:summ@haier.com)  
Web: <https://au.nahui-newenergy.com>

## **M. Importer Contact Details**

FISHER & PAYKEL AUSTRALIA PTY. LIMITED  
ABN: 71 000 042 080  
Address: Level 1, 1 Eden Park Drive, Macquarie Park, NSW 2113  
Tel: 1300 729 948  
Mail: <https://support.haier.com.au/s/book-a-service>  
Web: <https://support.haier.com>.

Qingdao Nahui Energy Technology Co., Ltd  
Add: Room303, Entrance1, No.4Building, Lan Gu Entrepreneurship Center Phase 1,  
No.7, Keji Yilu Road, Aoshanwei Sub district Office, Jimo District Office,  
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NOTE: This Warranty is provided in addition to other rights and remedies held by consumer at law. Our inverters come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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  
This Warranty is an exercise and statement by Nahui of its legal rights to the extent permitted by Australian law, but shall not be construed as a violation of relevant Australian law.