

## Noark Inverter Warranty Terms and Conditions

### 1. Warranty Scope

- (1) Product: Including Noark inverter, Noark monitoring device, Noark monitoring software.
- (2) Country and Region: Australia
- (3) Period: 5 years from the date of installation, and no more than 5 and half years from the date of delivery from Noark factory.
- (4) Please keep the original purchasing invoice or receipt carefully. Customers need to present it for a warranty claim if required.
- (5) Warranty validity: strictly according to the formal sales contract signed with Noark.

### 2. Noark Service Commitment

- (1) The service hotline is 1300 771 739, offering general inquiry, technical support, etc.
- (2) Service email address: [support@noark.au](mailto:support@noark.au)

### 3. Response Time commitment

#### 3.1 Remote technical support service

- (1) Offer remote technical support service.
- (2) Response in an hour once received telephone inquiry from customer. Response in 10 hours once received inquiry via email from customer.

#### 3.2 Field service response

If there is field service obligation in contract, Noark will respond according to the contract.

#### 3.3 Spare parts supplement scheme

- (1) In according with the sales record, Noark ensured a safe quantity of spare parts in each distribution center. This helps us building a fast response of replacement requirement.
- (2) Once the agreed warranty period (5 years standard warranty, or extension warranty) expires, Noark can still offer spare parts to customer, with a price not exceeding the previous order price on the contract. Customers are eligible to order any product and spare part from Noark. We would offer the spare part in a reasonable price to ensure a stable performance of Noark products.

- (3) If Noark is going to terminate production of a product, or accessory, Noark would inform the direct purchaser formally with at least 6 months lead time.

#### **4. Freight cost**

- (1) Noark is responsible for the freight cost for products under warranty.
- (2) Customer take on the freight cost and other sort of related cost for warranty expired or voided products.

#### **5. Other important notice**

- (1) Customers can contact Noark via phone and email. Customers need to provide the following information for warranty claims:
  - Product Model, Serial Number.
  - System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating).
  - Fault description (Error message or error code on LCD display. Pictures, or other fault information)

Note: Noark reserves the right to reject the warranty claims in absence of the required information. In this case, it's the customer's responsibility for the loss or any other consequence.

- (2) Warranty is granted for products with a valid claim. Excluding circumstances such as:
  - Breaking the product seal / opening the casing without permission from Noark.
  - Transport damage
  - Incorrect installation or commissioning. For example, incorrect or loosened DC or AC wiring/connection, which lead to the damage of inverter.
  - Failure to follow the user manual, the installation guide, and the maintenance instructions
  - Unauthorized Modifications, changes, or attempted repairs
  - Incorrect use or inappropriate operation
  - Insufficient ventilation of the device
  - Failure to observe the applicable safety regulations
  - Force majeure (e.g., lightning, overvoltage, storm, fire)

For invalid warranty claim, Noark would charge for the service, spare parts cost, labor cost for products. Or according to maintenance contract if there is one signed.

(3) The above terms & conditions (together with the warranty card in product packing, and the affixed warranty documents) had described all responsibilities for products Noark sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Noark would not be liable to any responsibilities beyond of this warranty term. When product is in use under warranty, Noark's responsibility is limited to service replace and service repair according to the warranty terms & conditions. No further assurance, obligation, or responsibility. If specified by law, Noark would perform in accord with the law.

## **6. Australia 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.

### **Manufacturer and Certificate Holder Information:**

Company name: Noark Electrics (Shanghai) Co., Ltd.

Company address: No. 3857 Sixian Road Songjiang District, Shanghai, P.R. China

Tel: +86 400 109 2111

Email: [services@noark.cn](mailto:services@noark.cn)

Website: [www.noark.cn](http://www.noark.cn)

### **Manufacturer Representative and Importer Information:**

Company name: Noark Australia Pty Ltd

Company address: Warehouse 1 10-12 Fairford Road Padstow 2211 NSW Australia

Tel: +61 1300 771 739

Email: [info@noark.au](mailto:info@noark.au)

Website: [www.noark.au](http://www.noark.au)