

# Warranty Card



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## Customer Information

Name: \_\_\_\_\_ Business name: \_\_\_\_\_

Address: \_\_\_\_\_

Zip code: \_\_\_\_\_ Email: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax: \_\_\_\_\_

## Installer Information

Installer name: \_\_\_\_\_ Installation company: \_\_\_\_\_

Address: \_\_\_\_\_

Contractor's license number: \_\_\_\_\_

## System Information

System modules brand: \_\_\_\_\_ Type of PV modules used: \_\_\_\_\_

Modules per string: \_\_\_\_\_ Number of strings: \_\_\_\_\_

System installation company: \_\_\_\_\_ Installers & contact information: \_\_\_\_\_

## Product & Fault Information

Product model: \_\_\_\_\_ Serial number of inverter: \_\_\_\_\_

Date of delivery: \_\_\_\_\_ Date of installation: \_\_\_\_\_

Number of faulty product: \_\_\_\_\_ Time of product failure: \_\_\_\_\_

Product installation site: \_\_\_\_\_ Product error message: \_\_\_\_\_

Product failure description: \_\_\_\_\_

Zeus Appollo Solar provides a warranty period of 5 years for ZA1, ZA2, Z10, Z20 and Z21 series inverters (warranty period begins from the date on purchase invoice). Additional provision will be subject to contract. Warranty card and purchase invoice should be properly kept within product warranty period. Zeus Appollo Solar has the rights to deny the warranty service or only provide paid service if information on the original nameplate is missing or not clear enough to identify the delivery date and product model.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# Zeus Appollo Solar Quality Warranty

## I. Warranty Policy

1. This Clause applies to photovoltaic inverters (including assemblies) of Beijing Hua Xin Liu He Investment (Australia) Pty Ltd. (hereinafter referred to as Zeus Appollo Solar).
2. If the inverter malfunctions or becomes inoperative due to a defect in workmanship or material under normal operation as specified in product instruction within warranty period, Zeus Appollo Solar will, at its option:
  - A. Return to the factory for maintenance;
  - B. Onsite maintenance;
  - C. Products Replacement (if original model has stopped in production, Zeus Appollo Solar will provide a replacing device of equivalent value according to model and age.).
3. Zeus Appollo Solar offers a warranty period of 5 years from the date on purchase invoice (additional provision will be subject to contract, the same below).The warranty period of maintained products continues based on original period. If the period remains less than 3 months, Zeus Appollo Solar will offer a full three-month warranty period to the replaced or maintained parts of products starting from the date of replacement or maintenance.
4. Warranty cards and purchase invoices should be properly kept for further warranty claim.

## II. Procedure of Warranty

1. As for products in accordance with warranty policy, basic information in warranty card must be provided. Otherwise Zeus Appollo Solar has the right to deny the services; customer should be responsible for any losses caused by this.
2. Zeus Appollo Solar offers 24 hour warranty services with its mature after-sales system.

## III. Warranty Exception

The following exceptions are exclusive to this warranty:

1. Product warranty period is expired (excluding additional agreements of warranty extension).
2. Faults or damages due to operations against Zeus Appollo Solar instructions, installation and maintenance requirement.
3. Disassembly, repair or modification by non Zeus Appollo Solar authorized person.
4. Faults or damages due to unpredicted factors, man-made factors, or force majeure.
5. Faults or damages caused by other reasons not related to product quality problem.

## IV. Warranty Extension

Zeus Appollo Solar provides warranty extension services for products out of warranty period; extra charges will apply which include labor cost, maintenance cost and material cost.

## V. Remarks

1. The above clauses specify that Zeus Appollo Solar shall bear all liabilities for its products. Zeus Appollo Solar will not bear any liabilities except contents in this warranty without written confirmation.
2. As for regions with geographic or traffic obstacles, Zeus Appollo Solar may, according to actual situation, negotiate and determine the location for onsite maintenance service to the customer.
3. Before maintenance, the customer should backup related data and software. Zeus Appollo Solar will not bear consequences and liabilities caused by data lost or system damage.
4. 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.
5. Zeus Appollo Solar will reserve the right of final interpretation of this warranty.