



Address:
79 William Street
Moffat Beach, QLD
Phone: (07) 5491 6988
Email: info@latronics.com.au

Warranty Terms and Conditions For Australia TG Series Only

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TG SERIES INVERTERS MANUFACTURER'S WARRANTY TERMS AND CONDITIONS

1. Latronics warrants that during the Warranty Period the TG Series Inverter will be free from defects in parts, manufacture or workmanship subject to the following terms and conditions.
2. The Warranty Period is 5 years from the date of purchase.
3. This warranty only applies to TG Series Inverters purchased and installed in Australia.
4. Latronics 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 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.
5. The benefits provided to you by this warranty are in addition to other rights and remedies available to you as a consumer under a law in relation to the goods to which this warranty relates.
6. The terms and conditions of this warranty only apply to the additional benefits provided by this warranty. Nothing in this warranty affects or is intended to affect your rights and remedies under the statutory guarantees under consumer law.
7. In order for you to receive any benefits under this warranty:
 - (a) You must provide proof of purchase. Latronics recommends you keep your receipt as proof of purchase; and
 - (b) The identification label on the TG Series Inverter must be completely legible to Latronics; and
 - (c) The Warranty Registration Card must be properly completed and returned within 3 months from the date of purchase to Latronics at:

Latronic Sunpower Pty Ltd
PO Box 73
Moffat Beach Qld 4551
Or
Completed online
<http://www.latronics.com.au>
8. If you fail to provide proof of purchase or the identification label is not completely legible or you fail to lodge a warranty registration card Latronics is entitled to refuse to provide warranty benefits.
9. This warranty does not cover any direct or indirect loss or damage to any appliance, equipment, service or property caused by:
 - (a) Unauthorised opening, repair or alteration of the inverter including unauthorised substitution of non-standard parts
 - (b) Incorrect design and/or installation of the grid-connected photovoltaic system
 - (c) Force majeure events (including war, nuclear accident, industrial action, earthquake, flood, fire, cyclone, storm, lightning or other physical natural disaster)
 - (d) Failure to follow Latronics installation, operation or maintenance instructions including failure to provide proper ventilation
 - (e) Abuse, misuse or negligent acts
 - (f) Power failure, power surges, overvoltage, pest/insect damage, accidental breakage, actions of third parties and other events or accidents



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- outside Latronics' reasonable control and not arising from normal operating conditions
- (g) The failure to carry out all AC and DC wiring in accordance with the Wiring Rules and relevant standards
 - (h) Incorrect transport or inadequate packaging
 - (i) Cosmetic defects to the case that do not affect the operation of the inverter or the generation of power
10. If your TG series inverter becomes defective during the warranty period and Latronics is responsible under this warranty, Latronics has the option of:
- (a) Repairing the defect onsite by Latronics personnel or agents; or
 - (b) Repairing the defect at Latronics factory; or
 - (c) Replacing the inverter onsite by Latronics personnel or agents with an equivalent replacement inverter according to age and model; or
 - (d) Replacing the inverter at Latronics factory with an equivalent replacement inverter according to age and model.
11. In the case of repairs or replacement onsite by Latronics personnel or agents [clause 10(a) & clause 10(c)] Latronics will pay the cost of repair work and materials including the cost of transportation of materials as well as travel and accommodation of Latronics personnel or agents.
12. In the case of repairs or replacement at Latronics factory [clause 10(b) & clause 10(d)] Latronics will pay:
- (a) the cost of transportation of the inverter subject to clause 13; and
 - (b) the cost of repair work and materials.
- Latronics will not pay or contribute to the cost of removing or reinstalling the inverter unless Latronics first agrees to pay or contribute to those costs before work commences.
13. Transportation under this warranty shall be by land or sea by Latronics approved transporters. In no case will Latronics pay the cost of overnight express or air freight unless Latronics agrees otherwise before shipping occurs.
14. As a result of technical advances the replacement inverter [clause 10(c) & clause 10(d)] may not be compatible with other components of your existing grid-connected photovoltaic system including monitoring. This warranty does not cover any costs to fix any incompatibility.
15. Other than as set out in the next sentence, in all cases of repair or replacement, the remaining warranty period will be transferred to the replacement inverter or repaired components. A repair or replacement will only have the effect of extending the original warranty period for an equivalent period the inverter was inoperative if:
- (a) You have signed up to Latronics Cloud Server Monitoring if available; and
 - (b) Your inverter remains connected to Latronics Cloud Server; and
 - (c) Latronics determines the fault was caused by a defect covered under this warranty.
16. Any faulty part replaced under this warranty becomes the property of Latronics for the purpose of examination and claim under any supplier's warranty for the part.
17. Provided Latronics is not subject to any statutory liability, this warranty does not cover claims of compensation for:
- (a) Loss of profits



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- (b) Lost power that has not been generated and fed into the grid
 - (c) Costs of unauthorised removal, transportation, reinstallation or installation of the inverter or any other components of the grid-connected photovoltaic system
 - (d) Direct or indirect damages arising from a defective inverter.
18. **Warranty benefits described in clause 10 above will only be provided at Latronics cost if Latronics first:**
- (a) **agrees with you as to the procedure to be taken on your warranty claim; and**
 - (b) **agrees to pay the costs.**
19. Latronics may in its discretion elect not to pay for any costs of unauthorised return. Products returned to Latronics without prior authorisation will be returned to the sender at their expense.
20. Before returning the inverter you must contact our Customer Care Centre on 1300 550 204 with the Product Model Number and Serial Number readily available to enable prompt processing. The Customer Care Centre will then issue instructions on how to proceed.
21. When packaging the inverter for return you must ensure the inverter or components are safely packed for transit in their original or equivalent packaging. This warranty does not cover damage in transit caused by inadequate packaging.
22. Latronics will, at its discretion, determine the most appropriate means to return the repaired or replacement inverter to you in a timely manner.
23. A claim under this warranty may be sent to:
- Latronic Sunpower Pty Ltd
79 William Street
Moffat Beach Qld 4551
PO Box 73
Moffat Beach Qld 4551
Phone 1300 550 204
or
Email info@latronics.com.au