

	Address: 79 William Street Moffat Beach QLD 4551 Phone: (07) 5491 6988 Email: sales@latronics.com.au	Warranty Terms and Conditions For Australia	Page 1 of 2
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Latronic Sunpower Pty Ltd (“Latronics”) provides the original purchaser of a Latronics product (“You”) with the following **Limited Warranties** as set out in this Warranty Certificate, in addition to your rights and remedies under consumer law¹.

The Limited Warranties and the relevant warranty periods applicable to each model of the Latronics products are those set out in Summary Table 1 of this Warranty Certificate. In all circumstances Latronics products are guaranteed from the date of purchase.

Summary Table 1

Product Group	Description	Product Codes	Period of Limited Warranty (from date of purchase)
ACTS	Auto Transfer switch	ACTS40	1 year
LS Small	Pure Sine Inverter	LS Models from 500W to 1800W	1 year
KWH	K-watt Hr Meter (Din rail mount)	KWH	1 year
LS Large	Pure Sine Inverters	LS Models from 2000W to 8000W	1 year
IRM	19" Industrial Rack Mount Inverters	All IRM Models from 500W to 5000W	1 year
PV Edge	PV Edge Grid Connect Inverters	PVE1200 and PVE2500	1 year
Latronics will be ceasing manufacturing on 30 th June 2024. All warranties, repairs, guarantees and support will cease on 30 th June 2025 when we close down.			

¹ 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.



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Page 2 of 2

Part 1 - Warranty Descriptions

Latronics warrants to You that our products are guaranteed against defects in material or workmanship, when in normal use and service.

What you must do

1. For a Limited Warranty to apply the Registration Card must be validly completed by You and returned, prior to the expiration of 3 months from the date of purchase.
2. You must provide proof of purchase.
3. Latronics recommends You keep your receipt as proof of purchase, should any difficulties arise concerning the return of your Registration Card.

Exclusions:

For the avoidance of doubt, the Latronics product warranties provided herein do not cover damage, malfunctions or service failures caused by, amongst other things:

- Unauthorized opening of the products, repair, alteration or substitution of nonstandard parts;
- Incorrect design and/or installation of 'balance of system';
- Acts of god, accident or similar cause;
- Failure to follow Latronics installation, operation or maintenance instructions;
- Abuse, misuse or negligent acts;
- Power failure surges, lightning, fire, flood, pest damage, accidental breakage, actions of third parties and other events or accidents outside Latronics' reasonable control and not arising from normal operating conditions;
- Suitably qualified personnel not carrying out all AC and DC permanent wiring in accordance with relevant wiring rules.

Products supplied by Latronics, or Latronics agents are supplied under the express condition that no responsibility is implied or accepted by Latronics for any damage to any appliance, equipment or property used in combination with the correct operation of a Latronics product.

All conditions and warranties expressed or implied by statute, common law, equity, trade, custom, usage, or otherwise howsoever are hereby expressly excluded to the maximum extent permitted by law. Where so permitted, the liability of Latronics for a breach of condition or warranty that cannot be excluded is limited (at Latronics option) to the replacement or repair of the goods or of acquiring equivalent goods or the cost of replacing or repairing the goods or of acquiring equivalent goods.

Latronics does not undertake any commitment to guarantee continuity of supply in the case of obsolescence. In addition, Latronics reserves the rights to change its standard product range or specification of any model subsequently without notice and no liability as a result of these occurrences will be accepted.

Part 2 – Returning a Latronics product for service under warranty.

If service is required contact your local supplier/installer or place of purchase for advice.

To Claim Under Warranty:

1. You should contact the Customer Care Centre on **07 5491 6988** Product Model number and Serial number need to be readily available to enable prompt processing.
2. If, after investigation, the Customer Care Centre determines the product is or may be defective in material or workmanship and within the warranty period, they will issue instructions on how to proceed with return and shipping to Latronics.
3. When packaging a Latronics product for return appropriate measures must be taken by You to ensure the products are safely packed for transit. Products damaged in transit due to inadequate packaging will be void of warranty.
4. If the product manual has a Warranty Return Form included, this form should be completed and accompany products being returned.
5. If, as a result of further investigation by or on behalf of Latronics, such a defect is confirmed, then Latronics must, at its sole election, either repair or replace your Latronics product. Latronics will also, at their discretion, determine the most appropriate means to return any Warranty repairs (or replacements) to You in a timely manner.

Part 3 - General Information

Replacement of any part or labour involved in repairs will not have the effect of extending the original period of the Limited Warranty of the goods. Any faulty part replaced under Limited Warranty becomes the property of the Company for purpose of examination and claim under proprietary warranty.

Under these product warranties, Latronics is not responsible for and you hereby agree to bear any costs associated with removal, transportation or reinstallation of your Latronics products or any peripheral components in the balance of any system used in conjunction with Latronics products.

Products returned to Latronics without prior authorisation will be returned to the sender at their expense.

All Warranty repairs are completed ex-factory to ensure

- Fast service turn around time
- Specialised, factory trained technicians
- All required components are available (except in the case of obsolescence)
- Thorough testing to all Latronics specifications
- Dedicated test equipment
- Upgrades/updates to latest Latronics standards/specifications (where applicable).