



SOLAGEN NZ LTD

Limited Warranty

1. Coverage

This Limited Warranty covers defects in materials, workmanship, or hardware under normal use and maintenance during the Warranty Period.

2. Who Is Covered

This Limited Warranty applies only to the original purchaser and is not transferable. Proof of purchase is required for all claims.

3. What We Will Do to Correct Problems

Subject to the terms below, if a Product is found to be defective during the Warranty Period, Solagen NZ Ltd will, at its option:

- Repair the Product; or
- Replace the Product (or defective component) with a new or reconditioned equivalent; or
- Where repair or replacement is not reasonably available, provide a remedy consistent with this warranty.

Solagen NZ Ltd bears no liability for any expenses borne by the customer or their contractors in the process of diagnosing, removing, reinstalling, commissioning, or substituting the Product.

If a returned Product is tested and found not to be faulty, Solagen NZ Ltd reserves the right to charge the customer for reasonable associated costs, including but not limited to testing, handling, and return freight.

4. Batteries - Pro-rata Remedy (No “Brand New” Replacement at Year 7)

Lithium iron phosphate batteries experience normal wear over time. Any remedy provided for a battery claim may be provided on a pro-rata basis based on time in service, rather than a like-for-like brand new replacement.

Depending on the age of the battery and the nature of the defect, the remedy may be:

- A repair; or
- A reconditioned replacement; or
- A partial credit or contribution toward a replacement battery.

Any pro-rata value will be calculated based on the remaining portion of the 7-year Warranty Period. This warranty does not cover normal capacity reduction over time (see section 6).

5. How Long Does the Coverage Last?

Batteries: All batteries sold by Solagen NZ Ltd are covered by a 7-year Warranty Period from the date of purchase.

All other items (excluding batteries): 12 months from the date of purchase, unless otherwise stated.

Clearance items: 3 months from the date of purchase.

Repairs and replacements: A repaired or replaced Product (or part) assumes the remaining warranty of the original Product or 1 year from the date of replacement or repair, whichever is longer.

6. Capacity and Normal Wear

Lithium iron phosphate batteries naturally experience gradual capacity reduction over time with normal use. This Limited Warranty covers defects and does not cover normal capacity reduction due to wear and tear.

7. Inverter / Charger Support and Warranty (Including Victron)

Configuration support: For programmable devices such as charge controllers, chargers, and inverter/chargers, Solagen NZ Ltd may provide reasonable support to help confirm the correct configuration.

Hardware warranty: Inverter/charger hardware warranties (including Victron products) are covered under the applicable manufacturer/distributor warranty terms. Solagen NZ Ltd will assist with the warranty process where reasonably required; however, the distributor/manufacture warranty terms and assessment outcomes apply.

8. Shipping and Other Costs

To the extent permitted by law, this Limited Warranty does not cover shipping charges, handling charges, taxes, or any costs associated with removal or reinstallation of Products.

Return freight for warranty claims is the customer's responsibility unless required by applicable law.

9. Clearance Items - Sales Terms

1. Clearance items are strictly limited while stocks last.
2. Clearance items may not be eligible for any additional discounts, promotions, or offers unless otherwise stated.
3. Clearance items are sold on a first come, first served basis and cannot be reserved or held. If a product is oversold due to technology limitations, a refund will be issued.
4. All prices are as shown on the site.
5. Clearance items are not eligible for a change-of-mind refund if you changed your mind, ordered the wrong size/type, damaged the product, misused the product, causing a fault, or were aware of a defect at purchase. This does not affect your rights in relation to faulty or misdescribed goods.

10. What This Limited Warranty Does Not Cover

This Limited Warranty does not cover any problem that is caused by:

1. Environmental conditions, incorrect installation, malfunctions or damage not resulting from defects in material or workmanship.

2. Damage or malfunctions of batteries arising from a failure to install an appropriate battery balancer and/or neglecting to pre-balance batteries when 12V or 24V batteries are installed in 24V and 48V series configurations.
3. Negligence, improper maintenance or modification; damage or destruction by natural causes including but not limited to lightning, flood, or other natural disasters; theft or loss of the Products.
4. Damage due to improper or inappropriate installation; loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and Ah requirements, or reverse polarity connections.
5. Environmental damage; inappropriate storage conditions as defined by the manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage.
6. Damage caused by collision, impact, or excessive vibration.
7. Damage due to improper maintenance; under- or over-charging the Product, dirty terminal connections.
8. Product that has been opened, modified or tampered with without the express written permission of Solagen NZ Ltd or an authorised distributor.
9. Product used for applications other than which it was designed and intended for, including repeated engine starting unless specifically specified as suitable.
10. Product used with loads or inverter/charger configurations that exceed the Product's specifications, including high locked-rotor / high inrush appliances (for example air conditioners) without an appropriate, manufacturer-approved surge-limiting solution.

11. Statutory Rights (New Zealand)

This Limited Warranty is in addition to, and does not exclude, restrict, or modify, any rights or remedies you may have under applicable consumer laws, including the New Zealand Consumer Guarantees Act 1993 where applicable.