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Redflow

ZBM2 Warranty Document

27 January 2017



Twelve Months Defects Guarantee

Redflow guarantees to the Customer that the ZBM2 product which is installed, used and serviced in accordance with the relevant product information will be free from defects in material and workmanship for a period of twelve months from the date of delivery to the Customer (**Defects Guarantee**). Customer is defined as the purchaser of the ZBM2 product from Redflow. In the event that the ZBM2 product has a defect covered by this guarantee (**Defective Product**), Redflow, at its discretion will (i) remedy the defect, (ii) supply a replacement ZBM2 product, or (iii) repay the purchase price of the Defective Product. The procedure for making a claim is set out below.

Performance Warranty

Redflow warrants the performance of the ZBM2 product to the Customer for 10 years, or until the date on which an aggregate of 36,500 kWh of energy has been delivered by the ZBM2 (as measured by on-board system controller), whichever comes first. This performance warranty applies from the date of delivery and only when the ZBM2 product is used in accordance with the manufacturer's operating instructions as defined in the ZBM2 product Installation and Operation Manual (**Performance Warranty**).

Warranty Conditions

Should Redflow find that a ZBM2 product does meet the Performance Warranty terms and conditions, it will repair or replace the ZBM2 product or refund the amount paid (at Redflow's discretion) and the warranty term remains as the balance of the original warranty.

The Performance Warranty is subject to the conditions given by the Electrical Operating Envelope and the Physical and Communications Characteristics of the ZBM2 product as specified in the ZBM2 product Installation and Operation Manual. In addition, the following conditions must be met:

- The ZBM2 product delivers a maximum of 100% of kWh per 24 hour period.
- If the ZBM2 product indicates that it has reached end-of-life, the ZBM2 product must no longer be used.

- In the event of a warranty claim, full and complete operational logs of ZBM2 product data (as specified in the ZBM2 product Installation and Operation Manual) are to be provided to Redflow for analysis.
- Servicing of ZBM2 products can only be conducted by Redflow or Redflow-approved personnel.
- Redflow must have remote access to the ZBM2. If the ZBM2 is not connected to the internet within 30 days following its installation, or if the internet connection to the ZBM2 is interrupted and is not subsequently restored within 30 days, then the end date of the Performance Warranty will reduce to the earlier of 4 years from the date of delivery, or the date on which an aggregate of 14,600 kWh of energy has been delivered by the ZBM2 (as measured by on-board system controller), whichever comes first, unless alternative performance monitoring arrangements are negotiated and agreed in writing with RedFlow.
- This warranty is applicable on a return to supplier basis for the ZBM2 product only.
- Redflow reserves the right to perform any tests prior to considering any warranty claims.

Limitations on the Guarantee and Warranty

Redflow is entitled to refuse to honour the Defects Guarantee and Performance Warranty in the following circumstances (regardless of how the circumstances arise):

- Where the ZBM2 product has been handled, or modifications made to the battery, not in accordance with the relevant product information (including the Installation and Operation Manual or other written instructions issued by Redflow);
- Where the ZBM2 product has not been installed in accordance with the Installation and Operation Manual or other written instructions issued by Redflow;
- Where the system containing the ZBM2 product has been incorrectly configured;
- Where the ZBM2 product has not been serviced or maintained in accordance with the relevant product information or written instructions issued by Redflow;
- Where the ZBM2 product has been used for purposes or in circumstances not conforming to the product specifications or not in compliance with the Installation and Operation Manual;

- Where the ZBM2 product has been damaged due to external or environmental causes of any kind (including pollution of any kind, fire, explosion, smoke, charring, lightning, hail, frost, snow or storms);
- Where the ZBM2 product has been damaged due to malicious acts by any person (including vandalism or violent activities);
- Scratches, marks, mechanical wear, rust, mould, degradation, discolouration and other changes which occur after the delivery of the ZBM2 product but which do not result in a reduction of performance which exceeds the levels set out in the Performance Warranty Conditions;
- Where the ZBM2 product is modified or used in processes involving, or in conjunction with, other products without Redflow's prior written consent; and/or
- Where the ZBM2 product has been damaged during shipping or transportation after title has passed from Redflow, other than shipping or transportation conducted: (i) by Redflow or (ii) with Redflow's prior written consent and in accordance with the relevant product information (including the Installation and Operation Manual and/or other written instructions issued by Redflow).

In no event shall Redflow be liable for consequential or incidental losses or damages. Redflow further disclaims all implied warranties of merchantability and fitness to the maximum extent permitted by law.

Claims under the Defects Guarantee and Performance Warranty/Notification of Defects

The ZBM2 product must be checked for visible defects on delivery. Any defects discovered during this process must be reported to Redflow immediately. If visible defects are not reported immediately, Redflow may refuse to honour the Defects Guarantee and Performance Warranty. To claim under this the Defects Guarantee or the Performance Warranty, please contact Redflow Limited via email at sales@redflow.com or phone: +61 (07) 3376 0008. We ask for our customers' understanding that Redflow cannot accept any unauthorised shipments of the ZBM2 product and we will not take delivery of such items.

Choice of Law

These warranty terms and conditions shall be exclusively governed by the laws of Queensland, Australia. The UN Convention on Contracts for the International Sale of Goods shall not apply. Customers irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Queensland, Australia and any courts which have jurisdiction to hear appeals from any of those courts and waives any right to object to any proceedings being brought in those courts.



Off-Grid Remote
Power and Telcos



Renewable Energy
Integration



Transmission and
Distribution Deferral



Smart
Grid



Home
Energy Storage