

Warranty

This limited warranty applies only to Stealth HEHV27 Series (Model: SP-HE10227-H, SP-HE20427, SP-HE30727-H, SP-HE40927, SP- HE51227-H) system.

1. Definition

1.1 Suzhou Stealth Energy Technology Co., Ltd., is the guarantor of this limited warranty for products purchased or installed in: Australia

1.2 End User means the owner of the product or a company authorized by the owner to make a claim under this warranty

2. Warranty period

2.1 Product warranty

The warranty start date is the date the product was installed (based on the installer's invoice date), and Stealth offers a 10-year or 10,000-cycle warranty.

2.2 Performance guarantee

Stealth guarantees that from the start of the warranty period, the product will retain at least 80% of its usable capacity, or the minimum energy throughput rate, whichever comes first. The warranty only applies to the product in the instructions provided by Stealth and the product is in normal working condition.

The prerequisites for a valid performance bond are:

The operating ambient temperature of the product shall not be lower than 0°C or higher than 45°C

For batteries, the remaining available energy shall be measured and calculated according to the following test methods and test values:

The ambient temperature during the operation of the product is 25°C-28°C

Discharge the battery with a constant current until the battery reaches the discharge cut-off voltage ('EODV') or reaches the self-protection voltage.

wait 10 minutes

Charge the battery to full capacity using constant current and constant voltage charging.

wait 10 minutes

The battery is discharged with a constant current until the battery reaches the discharge cut-off voltage ('EODV') or reaches the self-protection voltage.

The calculation formula is: current capacity = discharge time * constant current value

List of test values:

Models	EODV (V)	CV(V)	DC(A)
SP-HE10227-H	64	116	12
SP-HE20427-H	128	234	12
SP-HE30727-H	192	348	12
SP-HE40927-H	256	464	12
SP-HE51227-H	320	580	12

3. Exclusions and Limitations

3.1 Disclaimer

To the extent permitted by applicable laws, the warranty specified in this limited warranty is the only express warranty of this product. Stealth disclaims any statutory and implied warranties, including but not limited to any warranties of merchantability, fitness for a particular purpose or non infringement of applicable licenses.

The product distributor or any other person has no right to make warranty beyond the scope of this warranty or commitment beyond the warranty period on behalf of Stealth..

If the distributor or any other person makes a commitment beyond the scope of this warranty, the dealer or other person is responsible for it.

3.2 Limitation of Liability

In addition to this warranty, and only to the extent required by law, Stealth shall not be liable for any direct, indirect, special, accidental or derivative loss caused by the purchase or use of the product and its system, including but not limited to use loss, income loss, expected income loss, expected use loss, business loss, opportunity loss, goodwill loss, personal injury or damage loss, etc.

In any case, the liability caused by any reason shall not exceed the market value confirmed by stealth.

3.3 Warranty Limitations

The limited warranties described in clauses 2.1 and 2.2 do not apply to defects or malfunctions caused by:

- a. The product has not been installed, maintained or operated in accordance with the instructions for use
- b. The product moves or vibrates after installation
- c. The product is exposed to temperatures above 50°C or below -10°C
- d. Using an incompatible inverter
- e. Personnel without professional installation and maintenance qualifications modify or repair the product
- f. Significant damage to the product during transportation
- g. The product has not been used for more than 6 months.

3.4 Warranty Exclusions

- a. Products purchased through unofficial channels (not from Stealth or Stealth authorized partners).
- b. Material defects do not include wear and visual defects of the product (especially scratches, stains, mechanical wear, rust or mildew) provided that it does not impair the function and performance of the product.
- c. Improper storage, improper transportation, improper handling, and improper delivery by distribution partners.
- d. Overvoltage from DC side or AC side
- e. Installed in an inappropriate location without following the installation manual, ambient humidity and temperature exceed limits.
- f. The battery expansion was carried out incorrectly without following the installation manual.
- g. The product serial number is not visible or has been changed
- h. In the event of force majeure (such as natural disasters such as floods, fires, earthquakes, lightning strikes or other unusual environmental conditions, wars, etc.)
- i. Beyond the specified warranty period

4. Replacement and maintenance

According to the following provisions, if the products or parts are defective in workmanship or materials, stealth will repair or replace them at its own option.

4.1 The product and the part to be replaced have the same performance and reliability as the original product, and if production is discontinued, withdrawn from the market, or no longer available in the region, Stealth may replace a product or part of equivalent value and performance (this Including used, same performance and reliability as new)

4.2 If Stealth fails to repair or replace the defective product or part, Stealth will compensate according to the following formula:

Amount = maximum claim amount * minimum usable capacity %

4.3 The above remedies are the sole and exclusive obligations of Stealth to the end user under this limited warranty. Stealth will not assume any responsibility for the end user's failure to meet the limited warranty terms.

5. Fulfill

5.1 If the purchaser makes a warranty claim under this warranty, please submit all of the following information:

1	Install Date*	
2	Billing Number*	

3	Battery Configuration*	
4	Product Serial Number*	
5	Firmware version	
6	Inverter*	
7	Inverter configuration*	
8	Inverter configuration*	
9	Inverter firmware version	
10	Functional mode	
11	Error message	
12	Location	
13	Country	
14	Street and house number	
15	Postal Code and City	
16	TIPS	

*Mandatory information

5.2 Replaced products or parts become the property of Stealth

5.3 The original warranty period is applicable to repair or replacement, and the warranty period of the replaced products or parts repaired and replaced is within the original warranty period.

5.4 After the warranty period expires, Stealth will determine the total cost and expenses of certain after-sales services, including parts, labor and travel expenses.

6. Others

6.1 This warranty agreement is governed solely by Australian law, excluding choice of law rules.

6.2 End users may have statutory rights related to the sale of goods based on local laws. This limited warranty in no way limits any statutory or other rights the end user may have under the contract of sale.

6.3 If any term or part of a term of this Limited Warranty is held to be void, voidable or relatively void (whether against a particular party or in general), that term shall be void, voidable or relatively void, the remainder of this clause shall remain in full force and effect.

6.4 As a condition of warranty claims, the End User agrees that, in the event of any dispute relating to technical facts, Stealth has the right to seek expert advice in accordance with the applicable international dispute resolution rules, provided that:

a. Expert opinion from authoritative testing institutes such as TÜV Rheinland, TÜV SÜD, Intertek, UL, CQC or CGC or other mutually acceptable neutral testing institutes (experts);

b. The costs of the specialist, including the cost of shipping the product to the specialist for inspection, will be borne by the end user if:

i. Warranty service has not been withdrawn by the end user within 14 days of the end user

being informed by Stealth that an expert opinion should be sought;

- ii. Experts decided to support Stealth.

In all other cases these costs will be borne by Stealth.

7. Declaration

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.

8. Privacy Policy

To enforce the terms of this warranty, Stealthess will collect, process and use Customer and its system data (and transmit such data when appropriate). Stealth customer-related data will not be shared or used for other commercial purposes.

9. Contact

1. Manufacturer: Suzhou Stealth Energy Technology Co., Ltd.

TEL: 86 512-66720026

Address: 8th NO.198 Jinfeng Road Gaoxin District Suzhou

Website: www.stealthenergy.cn

Email: sales@stealthenergy.cn

2. Importer: Phoenix Technology Group (Australia)

TEL: 0411138868

Address : 162 Chesterville Rd. Moorabbin East VIC 3189

Australia

Website: www.solarking.net.au

Email: sales@ptv.com.au