

AUO Limited Australian Warranty For PowerLegato

AU Optronics Corporation (“AUO”)

AUO limited warranty for energy storage system: PowerLegato

Attention to:

I. Warranty Period

AU Optronics Corporation, No.1, Li-Hsin Rd. 2, Hsinchu Science Park, Hsinchu 30078, Taiwan, R.O.C. (“AUO”) warrants PowerLegato system for a term of two (2) years and Battery Module Performance five (5) years from the later of (I) the date of purchase, or (II) the date of registration into Web Portal provided that such registration shall be made within (30) days after the date of purchase. The PowerLegato warranty covers any pre-agreed costs which you incur for repair or replacement parts during the warranty period beginning at the date of purchase of the device, subject to the conditions listed below. “Battery Module Performance” means that the capacity of battery module has seventy percent (70%) remaining of its original capacity after five (5) years or three thousand (3000) cycles of normal usage, whichever is reached first. If battery module capacity decreases to a level below seventy percent (70%) within the aforementioned usage period, AUO shall, at its sole option, replace or repair the under-performed battery modules.

II. Warranty Conditions

If a device becomes defective during the specified PowerLegato warranty period, one of the following services, as selected by AUO, will be performed at no charge for materials or labor costs as long as this is not impossible or inappropriate:

1. repair at AUO, or
2. repair on-site, or
3. exchange for a replacement device of equivalent value according to model and age.

The repair or replacement of device does not cause the beginning of new warranty terms, nor shall the original terms of these limited warranties be extended.

For determination of warranty entitlement, please submit a copy of the purchase receipt, or a copy of the warranty certificate, and if applicable, evidence of the warranty extension. The type plate on the device must be completely legible, otherwise, AUO may refuse to provide warranty services under this limited warranty. Warranty claims must in any event be filed within the applicable warranty period.

Please report defective devices with a detailed error description and error code to AUO customer service. If AUO agrees to provide a replacement, an equivalent device, packaged appropriately for transport, will be sent within five (5) working days. Only expenses and warranty services that are approved by AUO in advance will be provided free of charge.

III. Exclusions of Warranty

To the extent permitted by law, this warranty expressly excludes defects, costs, liability or damage that, in AUO's absolute judgment, was caused by or arises out of:

1. transport damage;
2. incorrect installation or commissioning;
3. failure to follow AUO provided manuals and user guide;
4. modifications, changes, or attempted repairs;
5. incorrect use or inappropriate operation;
6. insufficient ventilation of the device;
7. force majeure;
8. extreme external influences such as smoke, salt, acid rain or other pollutants or persons;
9. removal, alteration, or made-illegibility of product label; or
10. naturally occurring scratches, stains, rust, discoloring, or other alteration occurring after the shipment from AUO that have no effect on the system functions or mechanical strength.

To the extent permitted by law, claims that go beyond the rights cited in the warranty condition, including compensation for direct or indirect damages arising from the defective device, costs arising from disassembly and installation, and loss of profits, are not covered by the product warranty.

The warranties made aforementioned are in addition to your rights under the Australian Consumer Law. All other warranties that may be limited or excluded by law, whether express, statutory or implied are hereby expressly limited or excluded to the extent permitted by law.

IMPORTANT NOTICE FOR AUSTRALIAN BUYERS

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.

To make a warranty claim, please first contact the supplier or installer of your system who will arrange for the claim to follow our return material authorization ("RMA") process.

Our limited warranties are given by:

AU Optronics Corporation
address: No. 1, Li-Hsin Rd. 2, Hsinchu Science Park, Hsinchu 30078, Taiwan.
phone: +886-3-500-8899
email: ess@auo.com

For further information contact
AGL PowerAdvantage Support
phone: 1300 133 064
email: poweradvantage@agl.com.au

For information on Australian consumer laws, please visit Australian consumer law website at <http://www.consumerlaw.gov.au>.