



Star Charge Energy Product Standard Warranty

SI105TENT05, SI105TENT50, SI105TENT60

Inverter

Wanbang Digital Energy Co., Ltd.

Terms and definition

- i. **“ Energy Product/Product/equipment/”**: inverter(PCS)
- ii. **“Critical parts”**:Inverter,one to one replacement
- iii. **“Response”**:Initial contact and remote technical support
- iv. **“Service request”**: Incident/Service request

1. Introduction

Star Charge Energy Product are backed by a standard warranty and an experienced service team committed to customer success.

Star Charge warranty are subject to and provided only on the terms and conditions depict in this document. If there is any conflict with contract terms and conditions, the contract terms and conditions shall prevail.

2. Standard Warranty Provision

The standard warranty period for inverter is 12 months, starting from 3 months after the date of delivery.

2.1 Standard Warranty Provisioning Scope

Product	Parts	Remote Technical Support	Onsite Labor	Onsite Travel	Preventive Maintenance	Extended Warranty
Inverter	1 Year	Included	Not Included	Not Included	Not Included	Option up to nine years total with cost

Contract warranty period can be provisioned by standard warranty (1 years) + extended warranty (No. of year) with additional agreement at the time the product is purchased.

The extended warranty price can refer to **ANNEX A**

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.

WARRANTY EXPIRATION: When the warranty period has expired, the PURCHASER shall not be entitled to any claims for warranty against the SELLER.

2.2 Extended warranty Provisioning Scope

Product	Parts	Remote Technical Support	Onsite Labor	Onsite Travel	Preventive Maintenance	Extended Warranty Inspection
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Inverter	As per warranty extension	Included	Not Included	Not Included	Not Included	Included
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3. Terms and Conditions of Standard Warranty

- a. Technical response (Initial contact and remote technical support) to service request is initiated within two (2) business days.
- b. Critical parts can be available for customer within Ten (10) business days.
- c. The warranties are only eligible to the Original Customer in the countries or regions where you purchase the products; and are nontransferable.
- d. Travel and on-site labor are not covered by warranty.
- e. Warranty obligations do not include on-site labor for restoration, replacement or re-installation service.
- f. An extended warranty package could be purchased at the time the Products is purchased. Star Charge can also offer an extended warranty during the valid warranty period which would require an updated proposal.
- g. Customer shall provide products details, pictures for inspection prior to extended warranty to ensure the products under normal operational condition.

4. Warranty Exclusions

Star Charge shall not have any obligation to provide free maintenance and support in the following circumstances:

- a. Accidents caused by Force Majeure, such as fire, flood, earthquake, war, etc.
- b. Star Charge equipment is used outside its intended purpose and/or outside its design parameters.
- c. Star Charge equipment is exposed to acts of nature, vandalism, misuse, negligence, accident, over voltage, abnormal physical or electrical stress (power surges, power outages, etc.) or other causes outside the control of Star Charge.

- d. Any unauthorized opening, demount or moving of Star Charge equipment is not covered.
- e. Star Charge equipment must be stored, installed, operated and maintained and/or stored according to Star Charge instructions .
- f. Star Charge equipment not purchased from Star Charge or its authorized sales channel.
- g. Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.

5. Warranty Claims

5.1 Claim Precondition

- a. Claims for warranty parts are only accepted after the activation of equipment warranty.
- b. Customer shall provide products details (information collection table includes product model ,serial number,etc) to identify the issue prior to submitting a part claim.
- c. Customer may initiate warranty claim via Star Charge contact center:
Hotline: 0060-1546000603(Global Hotline) Email: service.global@starcharge.com
- d. If the defective parts have been identified with diagnosis, customer may submit a part claim

5.2 Parts claim process

- a. Customer shall initiate the defective parts claim request with application form via service.global@starcharge.com.
- b. Star Charge shall clarify the warranty period with customer and validate the product warranty accordingly, or Star Charge shall propose new critical parts offer for out-warranty critical parts with additional cost.
- c. After the parts warranty validation, Star Charge shall upload and record the parts claim information and identification evidence in the system.
- d. Star Charge shall prepare the parts claim order and delivery note.
- e. Star Charge warehouse prepare the parts accordingly as per delivery note, and responsible for all related shipping cost, and the parts arrival time is subject to custom conditions.
- f. Critical parts will be delivered to appointed customer address at Star Charge cost.
- g. The defective parts shall be return with NON-CONFORMANCE REPORT ("NCR") at customer's own cost to an appointed location upon receipt of the replacement parts within 15 Business Days (BDs) upon receipt of the replacement parts.

- h. The warranty period for replacement spare parts shall be based on the remaining warranty period of the original equipment.

Notes:

- (1) This clause applies to the products produced by Star Charge
- (2) Manufacturer information: Wanbang Digital Energy Co., Ltd. No.39 Longhui Road, Wujin High-tech Zone, Changzhou, Jiangsu, China
- (3) Star Charge may periodically update the above product warranty terms and policies. To obtain the latest version, please visit the official website of Star Charge at: www.starcharge.com
- (4) Star Charge reserves the final right to interpret the above terms.

ANNEX A

SI105TENT05, SI105TENT50, SI105TENT60 product models come with a standard 1-year warranty. Beyond this period, extended warranty terms will be agreed upon with the customer via a contract, subject to applicable warranty fees.

Extended warranty price of PCS of star charging brand			
Product	Model	Extended warranty year	Extended warranty rate%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	Standard warranty 1 year	
PCS	SI105TENT05, SI105TENT50, SI105TENT60	1st Year	1%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	2nd Year	3%

PCS	SI105TENT05, SI105TENT50, SI105TENT60	3rd Year	5%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	4th Year	7%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	5th Year	10.5%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	6th Year	14%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	7th Year	18%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	8th Year	22%
PCS	SI105TENT05, SI105TENT50, SI105TENT60	9th Year	27%

Manufacturer information

Company address: No.39 Longhui Road, Wujin High-tech Zone, Changzhou, Jiangsu, China

Company website: <http://www.wbstar.com>

Company email: starcharge@wbstar.com

Customer service hotline: +86 400-828-0768

Australian Importer Contact Details

Company name: VOLTX ENERGY PTY LTD

Company address: 391c Park Rd, Regents Park NSW 2143

Company website: https://voltxenergy.com.au/?srsltid=AfmBOoqaMRm_2EELfNltoTD

[KK0pUK0UJRI5z8FAocqAXDOd0dEEE2Hn](https://voltxenergy.com.au/?srsltid=AfmBOoqaMRm_2EELfNltoTD)

Company email: scofield.chen@voltxcommercial.com.au

Customer service hotline: +610426823157