

# Limited Warranty And Service Conditions



# 01 Warranty Period

The warranty commences from the earlier of either 30 days after the shipping date, or the date of full payment received, installation, internet connection. The shipping date is determined by the serial numbers of the shipped products or GREENESS's internal records. If the final day of the warranty falls on a public holiday in the country where GREENESS is based, the warranty will extend to the next working day. The Warranty Period ends as specified in the chart outlining the warranty coverage, excluding any parts subject to wear and tear.

Category	Series	Model	Standard Warranty Period (Months)
PCS	SinglePhase 5~8kW	GreenVolt BS5B/HS5B/HS8K	120 (60 if it is not connected with internet)
Dongle	WIFI	Dongle-W	12
	4G	Dongle-G	12
METER	Single phase Smart Meter	ADL200N-CT	12

Category	Subcategory	Model	Life Cycle Power During Warranty Period	Standard Warranty Period (Months)
Energy Storage	Battery	MINT7240	8000 Cycle @70% EOL	120 (60 if it is not connected with internet)

## Notices

A. The battery warranty applies when either the battery pack reaches its specified warranty period or completes its lifecycle discharge with the remaining capacity End of Life (EOL) meeting the required specifications, whichever occurs first. The warranty for the power module DCDC is solely based on its designated warranty period and is not tied to battery performance. Each component–battery pack and power module–has its own separate warranty.

B. The capacity testing conditions involve maintaining an ambient temperature of 25°C ±3°C. The battery is charged to 100% State of Charge (SOC), left idle for 10 minutes, and then discharged at a rate of 0.2C until reaching the discharge termination voltage, with the amount of released electricity recorded during this process.

C. To ensure battery longevity and facilitate remote firmware upgrades, it is highly recommended to connect the battery to the GREENESS management system.

D. Following purchase, battery installation should be completed within 3 months. Any battery failures must be reported within 14 days. Negligent damage to battery cells resulting from extended periods of non-charging is not covered under warranty.

E. The performance and lifespan of the battery are influenced by operating temperatures. Install the battery in conditions equal to or better than the ambient temperature, with the recommended working range for the battery being 20~40°C.

# 02 Warranty Services

GREENESS provides remote support and hardware services for GREENESS Products.

Service Category	Service Item	Service Description
Remote Support	Hotline	8 hours *5 business days of the local region.
	Email	Respond within 24 Hours (excluding weekend & public holidays)
	Website Technical Support	24 hours *7 calendar days Share technical information and download patch.
Hardware Service	Repair	Fulfill in 7 Days after GREENESS approves the RMA. For details, see the Hardware Service clauses as below.
	Replacement	Ship out in 2 business Days after GREENESS approves the RMA. (if available) For details, see the Hardware Service clauses as below.

## 02-1 Remote Support

Remote Support refers to the provision of technical assistance or solutions for inquiries or issues related to GREENESS Products via

telephone, email, or the website provided below,

Phone: +61-03-9125 6766

Email: [info@greeness.com.au](mailto:info@greeness.com.au)

Website: [www.GREENESS.com.au](http://www.GREENESS.com.au)

## **02-2 Hardware Service**

GREENESS reserves the right to repair or replace Defective Products at its sole discretion in the event of any malfunction or damage to GREENESS Products.

A. Repair. GREENESS, at its sole discretion, may offer repair services through remote diagnosis and commissioning or by scheduling a house-call appointment. These repair services may be conducted by GREENESS or a third party appointed by GREENESS, and the Customer is required to cooperate for the services to be carried out.

B. Replacement. If GREENESS chooses to replace Defective Products, the replacement Products will be of the same type and physical form as the original, or electrically compatible. For battery replacements, the replacement battery will have an electrical output not lower than the warranted output of the original Products causing the breach of the Warranties, based on the specified Degradation Rates outlined in Clause 1. If replacement occurs within the Warranty Period, the remaining Warranty Period will be deferred from the date of replacement. Replacement of Defective Products will not renew or extend the Warranty Period.

In the event that GREENESS is unable to supply replacement Products that meet the specified criteria, any additional or replacement Products provided will be those currently available from GREENESS that most closely match the specified criteria, even if they differ in size, shape, color, or capacity. The Customer

is responsible for properly disposing of the Defective Products, although GREENESS can arrange for their collection and proper disposal if needed. Replacement Products will be delivered to the same destination where the original Products caused the breach of the Warranties. Upon completion of the replacement process, ownership of the Defective Products will be transferred back to GREENESS. Any actions taken by GREENESS, including repair, replacement, provision, or refund, will not suspend, renew, or extend the term of the original Limited Warranty or alter its terms.

Repairs for Defective Products outside of the warranty period will be at the expense of the Customer. This may include labor costs, component costs, testing costs, and any associated shipping or freight costs.

Before proceeding with repairs, the following steps must be taken:

- I. The Customer will be provided with an estimated cost for the repairs of the Defective Products.
- II. The Customer must provide written approval to commence the repairs on the Defective Products.

If the Customer does not respond within 15 days from the date they are notified of the estimated repair costs, the Defective Products will be returned to the Customer freight collect.

# 03 WARRANTY CLAIM PROCESS

## 03-1 Information And Materials

If a Customer discovers any malfunction or damage occurring to GREENESS Products, it is imperative that the Customer promptly provides written notice to GREENESS or a third party appointed by GREENESS. This notice should include the following information and materials within 14 days of discovering the malfunction or damage :

- A. The model and serial number of the Products which has malfunction or damage (“Defected Products”);
- B. The Materials showing the system configuration details if the Defected Products are installed;
- C. The Form of Defected Products Claim (“Claim”);
- D. Specific and detailed description of the Claim shall be provided, along with evidence to substantiate the Claim. This evidence shall include the physical address of the installation, contact information, as well as photographs and videos as requested by GREENESS;
- E. Any additional materials or evidence requested by GREENESS.

## 03-2 Notice

GREENESS reserves the right to reject the Claim without assuming any liabilities if the Customer fails to provide the information or materials listed in Clause 3.1 within the specified 14-day period.

## **03-3 Contact Details**

Phone: +61-03-9125 6766

Email: [info@greeness.com.au](mailto:info@greeness.com.au)

Website: [www.GREENESS.com.au](http://www.GREENESS.com.au)

# 04 Exemptions

In the event of any malfunction or damage to GREENESS Products arising from the following reasons, GREENESS reserves the right to decline repair services or may charge the Customer for materials and labor required for the repair:

1. Alteration, replacement, tearing, or loss of the original serial number label on the Products.
2. Discrepancy between the model number and/or serial number of the Products and the records.
3. Expiration of the Warranty Period as per this Warranty Policy or the contract with the Customer.
4. Malfunction or damage due to the user's failure to use, maintain, or care for the Products as specified in the user manual.
5. Malfunction or damage resulting from repairs conducted by an unauthorized organization.
6. Malfunction or damage caused by accidents, force majeure, or human error.
7. Exclusion of special price Products or Products used for demonstration purposes (e.g., samples) from this warranty policy. The warranty period for such cases will be determined by mutual agreement in a contract.
8. Damage directly resulting from non-GREENESS-related issues within the customer's premises.

GREENESS will evaluate repairs under these circumstances and may decline to provide repair services or charge the Customer accordingly.