GOODWE Limited Warranty for EV Charger

(For Australia and New Zealand)

OVERVIEW

GoodWe Technologies Co., Ltd, (hereinafter referred to as GOODWE) warrants that, subject to the exclusions and limitations set out below, the EV Charger and accessory product GOODWE provides shall be in good working order during the period of

1. 2 years * limited warranty for EV Charger including: GW7K-HCA, GW11K-HCA, GW22K-HCA, GW7K-HCA-20, GW11K-HCA-20 and GW22K-HCA-20;
2. 2 years limited warranty for accessory products RCD;

starting from the earlier one of following two dates:

1. The date on which the product was first installed.
2. 6 months after the date of production.

HOW TO MAKE A CLAIM UNDER THE GOODWE LIMITED WARRANTY

If the claimant wants to make a warranty claim, please contact your local distributor where you purchased the product from, or the installer who installed the EV Charger for you. If the claimant was unable to obtain service from them, or was NOT satisfied with their service, the claimant can escalate your service request by creating a service ticket and make a claim to GOODWE via https://support.goodwe.com/portal/home

Please note, in order to deliver a friendly and timely service, GOODWE is cooperating with many of our distributors and installers all over the world. As such, please treat them as the default service channel of GOODWE and use these service channels to make your warranty claim; GOODWE will support and audit our service channel to ensure that we deliver a good service to our customers.

Please prepare the following information as it may be required when contacting the local distributor.

1. Contact information of claimant, including name of the person, name of the company, phone number, email address and shipment address.
2. Information regarding all defective product(s), including product(s) model(s), serial number(s), software version, installation date, failure date and fault frequency. Please make the claim within one month from the failure date, otherwise GOODWE will treat it as you have waived the right to make a warranty claim.
3. Installation information, including weather conditions. It is recommended to provide some photos and videos to assist in analyzing the problem.
4. Utility grid situation.
5. Error message on indicator, SEMS Portal and additional information regarding the fault/error.
6. Description of actions before the failure and detailed information of previous claims (if applicable).

GOODWE may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from GOODWE or an authorized third party company. GOODWE reserves the right not to enter the site should the GOODWE technician consider it unsafe to do so.

REMEDY

If a claim is received within the warranty period and a fault with the product is discovered that is covered under the warranty, GOODWE may, at its sole discretion, either

1. fix the issue by changing configurations or updating software; or
2. repair the product by replacing with spare parts; or
3. replace the product with a product that is brand new or refurbished but at least functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product. If the product is replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement unit. If the remaining warranty period is less than half a year after the replacement, it will be extended to a full one-year warranty. For every single EV charger replacement case, the claimant must gather the necessary information and send the RMA report (by following GOODWE's RMA template) to GOODWE to confirm the RMA request, prior to the EV charger being replaced.

All parts of the product or other equipment that replaced by GOODWE shall become GOODWE's property. If the product is found not to be covered by this Limited Warranty, GOODWE reserves the right to charge a handling fee. When repairing or replacing the product, GOODWE may use products that are new, equivalent to new or refurbished.

WHAT IS COVERED AND NOT COVERED?

Unless a special/unique agreement exists between GOODWE and the customer, the GOODWE limited warranty covers only the cost of hardware material required to get the product functioning again.

Transportation costs: in certain areas, GOODWE will cover the outbound and inbound transportation costs by using normal ground transportation up to a total amount (please contact GOODWE for the rate) per case. The claimant must cover any excess costs or any costs generated by using another method of transportation. In some cases, the claimant needs to organize the return of the allegedly defective product to GOODWE and should confirm with

GOODWE for the shipment schedule in advance. As products need to be packaged in a reasonable condition, GOODWE suggests using packaging material that is the same size as the product package at the time of purchase. If the allegedly defective product is not returned within 4 weeks of the replacement unit being received by the claimant, or there is no fault found after checking the returned product, GOODWE will invoice the claimant for the replacement unit in addition to the delivery and associated service charges.

On-site service labor costs: in some areas or business cases, to encourage the claimant using the installer's facilities to fix the problem, GOODWE may, at its sole discretion, decide to offer a rebate (please contact GOODWE for the rate) to the claimant or local installer/electrician to cover the on-site service labor under the following conditions:

1. The rebate will be eligible ONLY to the party who has carried out on-site service for the allegedly defective product.
2. The allegedly defective product has been returned to GOODWE and deemed to have workmanship or material defects upon testing and inspection by GOODWE.
3. The claimant must contact GOODWE prior to the site visit for authorization. If the site is a remote area or if the installer is unable to be on site, GOODWE recommends the claimant find a local electrician to carry out the on-site service.
4. The service rebate must be claimed within 2 months of the date upon which the on-site service is authorized by GOODWE.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product or other facilities of the PV system, or loss of electrical power generated during the product downtime are NOT covered by GOODWE limited warranty.

WARRANTY EXCEPTIONS

The following circumstances may cause product defects, but are NOT covered by GOODWE's limited warranty.

1. Normal wear and tear.
2. Any defects that occur when the limited warranty period has expired (excluding additional agreements of warranty extension).
3. Product installation MUST be performed by trained installers. If it's proven that the problem was caused by faulty installation, the faults or damages are NOT covered by GOODWE's limited warranty.
4. Failure or damages due to failure to observe the product manuals or related installation and maintenance requirements.
5. Disassembly, repair or modifications performed by a third-party company/person not authorized by GOODWE. Product modifications, design changes or part replacements not approved by GOODWE.
6. Faults or damage due to unforeseen circumstances, man-made factors, or examples of force majeure including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning or other acts of nature.
7. For the products equipped with the SPD module, when the lightening is beyond the SPD's protection range, it won't be able to protect the EV Charger and the GOODWE limited warranty does NOT cover the EV Charger or accessory damage caused by such lightening.
8. Vandalism, engraving, labels, irreversible marking or contamination or theft.
9. Usage which does not comply with the safety regulations (VDE, IEC, etc.).
10. Faults or damage caused by other factors not related to product quality issues.
11. Any rust that appears on the product's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without GOODWE's written confirmation/approval prior to the installation.
12. Accidents and external influences.
13. Product failure is not reported to GOODWE within one month of appearance.

OUT-OF WARRANTY-CASE

Any defects that occur after the expiry of the warranty period, or which occur within the warranty period but which are listed in the warranty exceptions above, are known by GOODWE as out-of-warranty cases. For all out-of-warranty cases, GOODWE may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer, including any/all of:

1. On-site service fee: cost of travel and time for the technician to deliver on-site service and labor cost for the technician, who is repairing, performing maintenance on, installing (hardware or software) and debugging the faulty product.
2. Parts/materials fee: cost of replacement parts/materials (including any shipping/admin fee that may apply).
3. Logistics fee: cost of delivery and any other expenses incurred when defective products are sent from the user to GOODWE or/and repaired products are sent from GOODWE to the user.

WARRANTY EXTENSION OPTIONS

On top of the 2 years limited warranty which comes with the product by default, GOODWE offers warranty extension options for all EV charger which were purchased through authorized distribution channels. For the warranty extension price list, please contact GOODWE via https://en.goodwe.com/contact-us.asp.

1. GOODWE offers warranty extension option of to 'to 5 limited', which can be purchased from GOODWE's authorized distributors within 12 months from production date (or 6 months from its first installation date).
2. For the 'to 5 limited' years extended warranty, it includes it includes 2 years limited warranty which comes with the product by default and 3 years extended warranty. Unless a special/unique agreement exists between GOODWE and the customer, the extended warranty covers only the cost of hardware material required to get the product functioning again. It excludes any inbound/outbound transportation costs or labor costs of replacement/on-site service.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product or other facilities of the PV system, or loss of electrical power charged during the product downtime are NOT covered by the GOODWE limited warranty.

GEOGRAPHICAL SCOPE

The GOODWE Limited warranty terms and conditions only apply for the products which are originally purchased from channels authorized by GOODWE and installed in the destination defined within Australia and New Zealand, unless there are specially stipulated warranty terms and conditions between GOODWE and the direct purchaser. For any units sold for installation in one country/region but installed in another country/region, the warranty will become invalid if GOODWE does not provide written confirmation/approval prior to the installation.

LIMITATION OF GOODWE's LIABILITY

This limited warranty applies to the product which is sold and installed after November 2022. It is the end user's sole and exclusive remedy against GOODWE and GOODWE's sole and exclusive liability in respect of defects in product. This limited warranty replaces all other GOODWE warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), GOODWE does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, GOODWE's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of GOODWE or in case of death or personal injury resulting from GOODWE's proven negligence.

*Limited warranty is a basic warranty promise from GOODWE to the end users. In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by GOODWE's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this GOODWE limited warranty statement may NOT be the latest version, please refer to the latest version of the GOODWE limited warranty by visiting our global website via https://en.goodwe.com/warranty.asp

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.

Australia local Contact Information
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