

## Warranty Service Policy & Procedures

International Power Supply AD (IPS AD) offers warranty and out-of-warranty service for all existing products.

Below is a description of the services offered, terms and conditions and warranty guide that IPS will carry out.

## General Terms & Conditions

1. Warranty Period of all IPS AD products is 24 months from the delivery date. A Delivery Date is considered the date when the product is installed, commissioned or accepted by the customer at the site location of the respective project.

2. During the Warranty Period IPS AD guarantees good quality and proper functioning of its products if used in the manner appropriate for the purpose thereof and in accordance with the operational manual. The guarantees IPS AD provides include that the products and materials used are free from defective materials, production flaws and workmanship errors.

3. IPS AD's obligations during the Warranty Period are limited to repair of defects or replacement of defective parts, or discretion replacements of the product itself

4. Warranty Repairs must be carried out by IPS AD or by a specifically appointed Authorized Service Center. The warranty cover will be voided if a repair has been attempted by any unauthorized service center. IPS AD shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of a product.

5. During The warranty Period all repairs and replacements are free of charge for the Customer) except transport, handling, customs and other related costs which are subject to an additional quote.

6. Repair or replacement under the terms of this warranty does not provide a right to extension or renewal of the original warranty period.

7. The warranty is not applicable to cases other than defects in materials, design and workmanship. The warranty does not cover damages caused by any of the following cases:

- a. Improper transportation or storage;
- b. Incorrect installation, wiring or handling;
- c. Non-compliance with IPS AD installation and maintenance guide and user manual;
- d. Insufficient ventilation of the device;
- e. Incorrect or inappropriate operation;
- f. Repairs or modifications performed by unauthorized personnel;
- g. Installation in an inappropriate environment (e.g. corrosive environment in which the Product is exposed to acid rain, hydrogen sulfide or excessive salt in the air);
- h. Failure to observe the applicable safety regulations;
- i. Force majeure and Acts of God as listed, but not limited to: lightning, storm, fire, earthquake, flooding, snow, moisture, or liquid ingress or sand (except for any such exposure to environmental conditions that your Product was

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- specifically designed to withstand as indicated in the applicable specifications for your Product) public disturbances, catastrophic events etc.;
- j. Vandalism, destruction through external influence of persons/animals or insects;
  - k. In case the original identification (trade-mark, serial number) markings of the product have been defaced, altered, or removed;
  - l. Cosmetic defects which do not influence the energy production of the Product;
  - m. Use of the Product for the intended purpose is no longer possible or only possible with restrictions because of amendments to the statutory provisions applicable to the operation of the Product made after the delivery of the Product.

8. Supplier shall not be liable for a breach of the warranty (i) to the extent of which the defect arises and/or is exacerbated as a result of misuse, neglect (including, without limitation, failure to notify Supplier about failure within a reasonable time period), alteration, mishandling; or (ii) the defect arises because Customer failed to follow Supplier's oral or written instructions as to the storage, installation, use or maintenance of the Products or (if there are none) good trade practice; or (iii) Customer alters or repairs such Products without the written consent of Supplier.

9. The agents, employees, distributors, and dealers of IPS products are not authorized to make modifications to this limited warranty, or make additional warranties binding on IPS

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1. This warranty is confined to the original Customer of the product.
2. In the event of repairs/replacements of any part of the unit, this warranty thereafter continues and remains in force for the unexpired period of the warranty.
3. The customer shall have to pay the transport and related charges towards service inspection.
4. All warranty information, product features and specification are subject to change without notice.
5. The warranty card and the relevant purchase receipt must be preserved and produced when requiring services under this warranty.
6. It is the Customer's responsibility to keep and use the original or equivalent safe transportation packaging when returning a product for servicing.
7. Consumable components of any type are not covered by this Contractual Warranty, including but not limited to fuses, surge arrestors and filters
8. Warranty claims also exclude:
  - a. Compensation for damages related to loss of power production or business operation or any expenses incurred by customer towards repair & replacement of the Product (including but not limited to labor, transportation, temporary power),
  - b. Costs or damages arising from changes to existing PV systems, building installations or other site changes



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9. This warranty does not cover accessories external to the product.

10. This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.

11. IPS Authorized Service Center in Australia is with the following contact details:

**Madison Technologies Pty Ltd**  
**ABN 56 010 669 379**  
**61 Metroplex Ave, Murarrie, 4172, QLD.**

**Larry O'Toole**  
**[larry.otoole@madisontech.com.au](mailto:larry.otoole@madisontech.com.au)**  
**T: +61 (0)417 069 433**