

Pylontech Extra2000 Warranty Card & RMA Form

Customer Information

Contact Name: _____

Phone Number: _____ Email: _____

Company Name: _____

Address: _____

State: _____ Post Code: _____

Installer Information

Company Name: _____

Installer Name: _____

Installation Date: _____ Phone Number: _____

Product Information

Battery Module Type: _____

Serial Number/s: _____

Serial Number/s: _____

Purchase Date: _____

Fault Description: _____

Advised Solution: _____

The warranty period is 60 months, starting from the purchase invoice date.

For further information of the warranty regulations and liabilities, please refer to the back page and contact Pylontech.

Customer Signature: _____

Provider Signature: _____

Date: _____

Warranty Regulation and Liability

Terms and Conditions

Pylon Technologies Co., Ltd. Grants a warranty of 60 months as standard starting from the date of the registered installation. Pylontech will only perform warranty service when the faulty module is returned with a copy of the RMA Form which will be issued by the agent to the installers. The unit should be returned within the replacement box. The costs for the new packing and shipment are covered by Pylontech and its Agents. In addition, the type label of the unit must be fully legible. If these requirements are not fulfilled, Pylontech reserves the right to deny warranty service.

Exclusion of Liability

In the event of damages related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Pylontech's warranty obligations:

- a) Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.).
- b) Improper or noncompliant use, installation, commissioning, start up or operation.
- c) Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- d) Installation in a corrosive environment.
- e) Damage during transportation.
- f) Unauthorized repair attempts.
- g) Other actions violating the Installation and Safety Precaution Manuals.

Pylontech and its service agent reserve the right to refuse exchange requests for lacking of proper documentation and information.

Please send the completed RMA form to 360Storage.

E-mail: support@360storage.com.au

Technical Service Hotline: 1300 600 361

Monday to Friday from 8am to 5pm (standard business days excluding holidays).