


Owner's Guide



 **Solahart**[®]
PV Systems

*Solahart PV Systems must be installed and serviced by a suitably qualified person.
Please leave this guide with the PV system owner.*

⚠ Warning: For continued safety of this PV System, it must be installed, operated and maintained in accordance with these instructions, the system installation instructions and the installation guide supplied with the PV inverter.

⚠ Caution: Only qualified and accredited personnel should perform work on PV systems, such as design, installation, commissioning, maintenance and repairs.

Only Solahart parts and Solahart approved parts may be used. No substitute parts may be used without prior approval from Solahart Industries Pty Ltd. Only parts supplied by Solahart Industries Pty Ltd are covered by the Solahart warranty.

The warranty can become void if safety devices are tampered with or if the installation is not in accordance with the relevant installation instructions.

PATENTS

This PV System may be protected by one or more patents or registered designs in the name of Solahart Industries Pty Ltd.

TRADE MARKS

® Registered trademark of Solahart Industries Pty Ltd.
™ Trademark of Solahart Industries Pty Ltd.

Note: Every care has been taken to ensure accuracy in preparation of this publication. No liability can be accepted for any consequences, which may arise as a result of its application.

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ABOUT YOUR PV SYSTEM

MODEL TYPE

Your Solahart PV System is designed for the polycrystalline photovoltaic modules to be roof and/or stand mounted with the inverter installed in a serviceable position and connected to the electrical distribution grid (often referred to as 'the grid') as per Australian standards and regulations. The system installation instructions together with the installation instructions supplied with the inverter give limitations on positioning of the inverter. The system installation instructions also provide important information about the location and orientation of the PV array. If your system contains a battery please refer to "Owners Guide - Solahart Battery Systems" for further information about your system.

This Owner's Guide applies to the following:

Inverter brands

- SMA
- ABB
- SolarEdge

PV modules

- REC290TP2 (290 W module)

Note: Unless approved otherwise by Solahart, only modules of the same make and model may be used a Solahart PV system.

SYSTEM OPERATION

The Solahart PV System is comprised of two main components: a string or array of photovoltaic modules and an inverter. There are other components such as circuit breakers and isolators which provide protection from the PV system and the inverter from the grid. SolarEdge Inverters use power optimizers. A power optimizer is a DC to DC converter technology used by SolarEdge inverters to maximize the energy harvest from the photovoltaic module.

The photovoltaic (PV) modules transform solar radiation into electrical energy in the form of direct current (DC). In order to utilise this energy and feed it back into the grid, the direct current is transformed into alternating current (AC) by the inverter. This conversion is also known as DC to AC inversion. The alternating current generated by the inverter is fed into the main switchboard, which in turn is connected to the grid.

Note: For safety reasons, unless your system is specifically designed to power a backup circuit, the inverter will only operate when the mains electrical supply is available from the grid. Your Solahart PV System cannot provide a backup electricity supply to your home appliances if the mains supply is interrupted.

Your Solahart PV System will provide power to a backup circuit in the event of a blackout if the suitable inverter and battery is installed.

If the energy generated by the PV System is not sufficient to meet domestic demands, the energy necessary to ensure the standard operation of the connected devices is drawn from the grid.

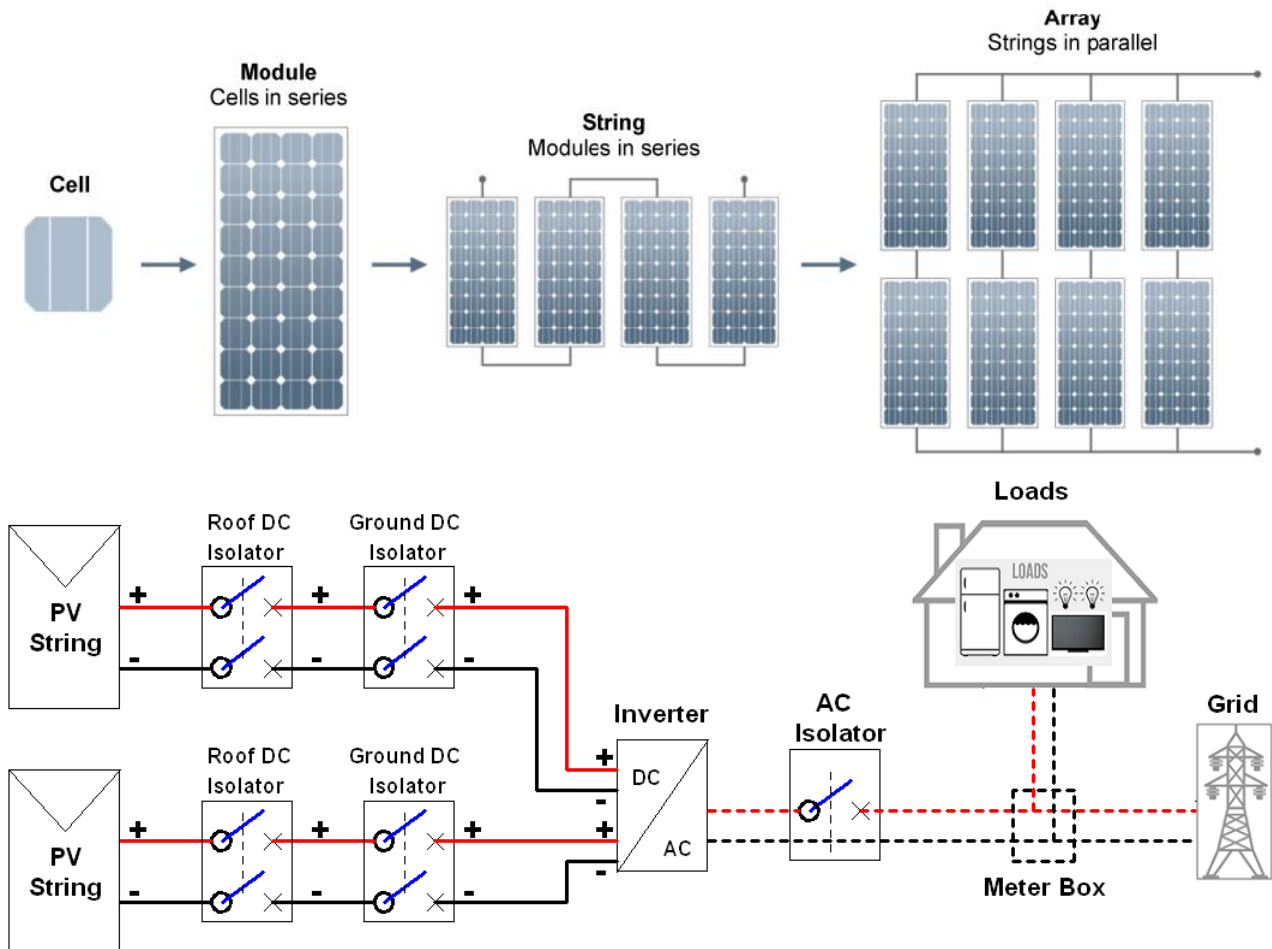
If the energy generated exceeds that required by property demands, your electrical network operator may allow the difference to be directly injected into the grid and become available to other users. Energy injected into the grid can be measured by electricity network operators as either gross (everything generated) or nett (excess generated). Injected energy may or may not be purchased by the local electrical network operator according to national and local standards, and regulations.

All Solahart PV Systems are suitable for connection to the internet, and we recommend that the system be connected. The advantages of connecting your system to the internet include:

- Systems can be monitored over a webpage or using an app on your phone (depends on phone compatibility).
- System performance, error codes and earth fault alarms can be accessed remotely.

Please contact your dealer for your monitoring options.

SYSTEM OVERVIEW



- A photovoltaic *module* is composed of many photovoltaic cells assembled on the same frame.
- A *string* is composed of a certain number of *modules* electrically connected in series.
- An *array* is composed of one or more *strings* connected in parallel.
- The *inverter* converts direct current produced by the *array* into alternating current.
- The *PV Array D.C. Isolators* provide a means for isolating the *array*.
- The *Inverter A.C. Isolator* provides a method of isolating the PV System from the electrical distribution grid. It may also protect the *inverter* from excess AC current.

ELECTRICAL SAFETY

SAFETY REQUIREMENTS

The voltages and currents produced by a single module or modules connected in series (voltages are added together) or in parallel (currents are added together) can be dangerous.

Note: Only qualified personnel should perform work on photovoltaic systems.

UNIQUE HAZARDS OF DC ELECTRICITY

PV modules generate DC electricity as soon as they are exposed to sunlight. Once the current is flowing, breaking or opening a connection (e.g. disconnecting a DC cable from the inverter) can cause a DC electrical arc. Unlike arcs occurring in conventional low voltage AC wiring, DC arcs are not self-extinguishing. They are a potentially lethal burn and fire hazard, capable of creating high temperatures that can destroy contacts and connectors.

EARTH FAULTS

Normally, the DC circuitry of the PV system is insulated from earth. An earth fault is a system fault where a short circuit is formed between the DC circuitry of the PV system and earth. As the PV system owner, please be aware of the current method of communication of earth faults on your system.

Solahart inverters are able to communicate an earth fault in three different ways:

- Inverter display
- Inverter built-in audible alarm
- External alarm – Email Alert
- External alarm – Audible or Visual Alarm

ACTIONS TO UNDERTAKE IN THE EVENT OF AN EARTH FAULT ALARM

1. Limit access to all parts of the PV system
2. Contact Solahart Service on 1800 638 011 or your nearest Solahart dealer.

OPERATING PROCEDURES

TO TURN PV SYSTEM ON

1. Turn ON PV Array D.C. Isolator(s), Battery D.C. isolator (where Installed) and Inverter DC Safety Switch (for Inverter Models with DC Safety Unit).
2. Turn ON Backup A.C. Main Switch (where Installed).
3. Turn ON Main Switch (Inverter Supply) at AC Switchboard and Inverter A.C. isolator at Inverter (where Installed).

TO TURN PV SYSTEM OFF

1. Turn OFF Main Switch (Inverter Supply) at AC Switchboard and Inverter A.C. Isolator at Inverter (where Installed).
2. Turn OFF Backup A.C. Main Switch (where Installed).
3. Turn OFF PV Array D.C. Isolator(s) and Battery D.C. Isolator (where Installed).

⚠ Warning: Depending upon the system there may be more than one PV Array D.C. Isolator.

⚠ Warning: To effectively isolate the wiring between the AC isolator and switchboard, the Main Switch (Inverter Supply) located in the switchboard must also be in the off position.

⚠ Warning: PV array D.C. isolators do not de-energise the PV array and array cabling.

PERIODIC MAINTENANCE

GENERAL

Due to the safety concerns involved with working at heights and working with electricity, we recommend the householder follow the maintenance schedule provided below. Other maintenance should be performed by a suitably qualified person, such as a Clean Energy Council (CEC) accredited installer.

Modules supplied by Solahart have been designed for easy maintenance. Normal rainfall should naturally clean the modules. The need for cleaning will vary with the location of the installation, amount of rainfall, pollution and inclination of the modules.

RECOMMENDED MAINTENANCE SCHEDULE

Maintenance Action	Frequency	Remarks
<p>Under daylight conditions check that your inverter is operating correctly (refer to the Inverter manual for details).</p> <ul style="list-style-type: none">If your inverter is equipped with a display screen, error messages appearing on the screen indicate system malfunctioning.If your inverter has no display screen, refer to the table below for LED signal explanation.	Weekly	If not operating correctly, contact your Solahart dealer.
<p>If you have an internet connected system, log in to your inverter manufacturer's web portal and check that your system is operating, data has been logged and communication has been maintained. Ensure that the contact details of the PV system owner or responsible officer are up to date to ensure that inverter fault notifications are delivered.</p>	Monthly	If you are unable to log in or your system is not operating correctly, contact your Solahart dealer.
<p>Visual inspection of PV system components from ground level, to check for:</p> <ul style="list-style-type: none">Accumulation of debris around components.Shading of the array.Visible damage to any components. <p>Cleanliness of PV modules.</p>	Quarterly	<p>Gently remove debris from components that are safely accessible from ground level.</p> <p>Trim trees, if required.</p> <p>To optimize electrical output, it is recommended that the modules are cleaned when dirt can be seen on the glass surface. Please contact your Solahart dealer to arrange module cleaning.</p>
<p>Contact a suitably qualified person, such as a CEC accredited installer, to inspect the system.</p>	Yearly	<p>This inspection can be arranged through your Solahart dealer, and should ensure that:</p> <ul style="list-style-type: none">Inverter's ventilation filters and fans are cleaned.All fastenings are tight, secure and free of corrosion.All cable connections are tight, secure and free of corrosion.Cables are not damaged in any way.Earthing of the modules and module rails is satisfactory.Electrical characteristics are within specification.

		<ul style="list-style-type: none"> The AC and DC isolator/circuit breakers function correctly.
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SB 1.5/2.5-1 VL-40 and SB3.0/4.0/5.0-1AV-40 inverters do not include display screens, LED indications are explained in the table below:

LED	Status	Explanation
Green	Flashing (2 seconds on, 2 seconds off)	Waiting for connection conditions.
	Glowing	Operating normally.
Red	Glowing	Error (Contact your Solahart Dealer)
Blue	Flashing slowly for 1 minute	Communication connection is being established.
	Glowing	Communication active.

ENGINEERING CERTIFICATION



innovation in design and construction

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Our Ref: 2078

25 February 2016

Clenergy Australia
11/20 Duerdin Street
Clayton VIC 3168



Array Frame Engineering Certificate

Installation of PV-ezRack® SolarRoof on Tin and Tile Roof flush installation with ECO-Rails

Gamcorp (Melbourne) Pty Ltd, being Structural Engineers within the meaning of Australian Building Regulations, have carried out a structural design check of PV-ezRack® SolarRoof installation within Australia. The design check has been based on the information in the *PV-ezRack SolarRoof Code Compliant planning and Installation Guide AV_V2.5* and schematic drawings of the system components by Clenergy (Xiamen) Technology Co. Ltd., provided by Clenergy Australia.

We find the Installation of PV-ezRack® SolarRoof on tin and tile roof to be structurally sufficient for Australian use based on the following conditions:

- Wind Loads to AS/NZ1170.2:2011 Admt 2-2012
- Wind Region A, B, C, D
- Wind Terrain Category 2 & 3
- Wind average recurrence interval of 100 years
- Maximum Building height 20 m
- Max. Solar Panel Dimensions 2000x1000 mm

Refer to attached summary table for interface spacing.

Construction is to be carried out strictly in accordance with the manufacturers instructions. This work was designed in accordance with the provisions of Australian Building Regulations and in accordance with sound, widely accepted engineering principles.

Yours faithfully,
Gamcorp (Melbourne) Pty Ltd

Martin Gamble
Managing Director
MAICD

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Our Ref: 2078

25 February 2016

Clenergy Australia
 11/20 Duerdin Street
 Clayton VIC 3168



Array Frame Engineering Certificate

Installation of PV-ezRack® SolarRoof Adjustable Tilt Legs with ECO-Rails

Gamcorp (Melbourne) Pty Ltd, being Structural Engineers within the meaning of Australian Building Regulations, have carried out a structural design check of PV-ezRack® SolarRoof Adjustable Tilt Legs installation within Australia. The design check has been based on the information in the PV-ezRack SolarRoof Adjustable Tilt Legs_Code Compliant Installation Guide_AU_V3.3 and schematic drawings of the system components by Clenergy (Xiamen) Technology Co. Ltd, provided by Clenergy Australia.

We find the Installation of PV-ezRack® SolarRoof Adjustable Tilt Legs installation to be structurally sufficient for Australian use based on the following conditions:

- Wind Loads to AS/NZ1170.2:2011 Admt 2-2012
- Wind Region A, B, C, D
- Wind Terrain Category 2 & 3
- Wind average recurrence interval of 100 years
- Maximum Building height 20 m
- Max. Solar Panel Dimensions 2000x1000 mm

Refer to attached summary table for interface spacing.

Construction is to be carried out strictly in accordance with the manufacturers instructions. This work was designed in accordance with the provisions of Australian Building Regulations and in accordance with sound, widely accepted engineering principles.

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Relationships built on trust



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Our Ref: 2597/K.Z

3 August 2016

Clenergy Australia
 11/20 Duerdin Street
 Clayton, VIC 3168
 Australia



PV Array Frame Engineering Certification

Installation of PV-ezRack® SolarRoof Adjustable Tilt Legs with ECO-Rails (one screw)

Gamcorp (Melbourne) Pty Ltd, being Structural Engineers within the meaning of Australian Building Regulations, have carried out a structural design check of PV-ezRack® SolarRoof Adjustable Tilt Legs installation within Australia and New Zealand. The design check has been based on the information in the PV-ezRack SolarRoof Adjustable Tilt Legs_Code Compliant Installation Guide_AU_V3.3 and schematic drawings and test reports of the system components by Clenergy (Xiamen) Technology Co. Ltd, provided by Clenergy Australia.

Our recommendations for the Installation of PV-ezRack® SolarRoof Adjustable Tilt Legs for Australian and New Zealand use are based on the following conditions:

- Wind loads to AS/NZ1170.2:2011 Admt 3-2013
- Wind region A, B, C, D, W
- Wind terrain category 2 & 3
- Wind average recurrence interval of 500 years
- Maximum building height 20m
- Solar panels assessed are 1670mm x 999mm and 2000mm x 1000mm
- Maximum weight of the PV panel and array frame to be 15 kg/m²
- 14g – 10 TPI Tek's and M6 RoofZips screws are assessed for fixing into steel member
- One fixing per tilt leg into steel is assessed for 0.48-0.9 BMT, 1.0 BMT, 1.2 BMT, 1.5 BMT, 1.9 BMT and 2.4 BMT steel members
- 14g – 10 TPI (T17s) and M6 RoofZips screws with minimum embedment depth of 35mm are assessed for fixing into timber member
- One fixing per tilt leg into timber is assessed for JD6, JD5, JD4, JD3, JD2, JD1 timber members
- M8 ChemSet anchor bolt with minimum embedment depth of 80mm is assessed for fixing into concrete slab
- One fixing per tilt leg into concrete is assessed for 20MPa, 32MPa and 40MPa concrete slab
- The interface spacing nominated is based on an assumption that the steel member, timber member and concrete slab are in a good working condition
- Rails to be ER-R-ECO
- Each PV panel to be installed using 2 rails minimum in all circumstances
- Installation of PV array to be done in accordance with the PV installation manual

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 ISO 9001:2008 Registered Firm
 Certificate No: AU1222



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- The certification **excludes** assessment of roof structure and PV panels

Refer to attached summary table for interface spacing

NOTES:

- **The recommended spacing nominated in this certification is based on the capacity of the array frame and limited fixings, not the roof structure and PV panel. It is the responsibility of the installer to adopt the most critical spacing.**
- **Under above mentioned conditions, the standard spacing tables to be applied for one fixing per tilt leg situation when specific spacing table is not provided.**
- **Any of the 3 holes can be used in the fix foot (drawing No. PZ01-1-003A-21) for the one screw fixing**
- **If any of the above conditions cannot be met, the structural engineer must be notified immediately.**

Construction is to be carried out strictly in accordance with the manufacturers instructions. This work was designed in accordance with the provisions of Australian Building Regulations and in accordance with sound, widely accepted engineering principles.

Yours faithfully,
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SOLAHART PV SYSTEM WARRANTY - AUSTRALIA ONLY

IMPORTANT NOTE: This Limited Warranty covers a range of systems, products and components. This Warranty only applies in respect of the specific items you have purchased and which are delivered to you in conjunction with this hard copy Warranty document.

Your new PV System comprises a PV Module, an Inverter, a racking system and balance of system components (together the **PV System**). Alternatively, you may add components sourced from Solahart to your existing PV System and associated products.

The PV System and any other components supplied by Solahart (collectively, the 'Products') are covered by a warranty given by Solahart Industries Pty Ltd ABN 45 064 945 848 of 1 Alan Street, Rydalmere NSW 2116 (**Solahart**). The terms of your warranty are set out below. This warranty consists of a number of parts (not all of which will apply, depending on the Products you have purchased):

- A. The specific warranty terms for Modules supplied by Solahart;
- B. The specific warranty terms for Inverters – SMA and ABB;
- C. The specific warranty terms for SolarEdge Inverters and associated SolarEdge products;
- D. The specific warranty terms for the racking system;
- E. The specific warranty terms for the balance of the system;
- F. The specific warranty terms for the labour; and
- G. General terms which apply to all of the above.

This Limited Warranty is valid in Australia for all Products sold after 17 March 2016. If a subsequent version of this warranty is published, the terms of that warranty will apply to Products manufactured after the date specified in the subsequent version.

Solahart issues the following voluntary warranty to:

1. The end-user who purchased the System in Australia and put the System into use for the first time (the 'Original End-User'); and
2. In the case of SolarEdge Products only, any owner of the Product subsequent to the Original End-User who provides proof of title transfer, provided that the Product has never been relocated from its original installation location without the express written consent of Solahart.

This warranty is in addition to any rights and remedies that you may have under the Australian Consumer Law.

Solahart offers national service through its Dealer network. Solahart will repair or replace parts subject to the terms of this Limited Warranty. Solahart, in addition can provide preventative maintenance and advice on the operation of the PV System. You can contact Solahart on 1800 638 011 to arrange a service call or to find out details about this warranty.

Notification of a claim under this Limited Warranty must be given without undue delay after detection of the defect and prior to the expiration of the applicable Warranty Period and in accordance with the procedure set out below.

PART A - MODULES

Warranty coverage for the Module

Subject to the terms and conditions of this Limited Warranty, Solahart warrants that the Modules:

1. Are free from defects in material and workmanship for a period of (10) years after the date of installation of the Module (the 'Module Warranty Period') if installed and used in accordance with the installation instructions set out in the Solahart Owner's Guide and Installation Instructions – PV Systems which accompanies the Module, and with all relevant statutory and local requirements in the State or Territory in which the Module is installed.

2. Will remain safe and operational if cable and connector plugs are installed professionally and are not permanently positioned in water; provided however, that damage to the cable caused by abrasion on a rough surface due to insufficient fixing or to unprotected running of the cable over sharp edges is excluded. Damage caused by animals is also excluded.
3. Will not experience freezing up of the aluminium frames if installed correctly.

The outer appearance of the Module, including scratches, stains, rust, mould, discoloration and other signs of normal wear and tear, which occurred after delivery or installation, do not constitute defects, provided the functionality of the Module is not affected. Glass breakage constitutes a defect only if not caused by any external influence.

If a defect (as described above) occurs during the Module Warranty Period materially affecting the functionality of the Module, Solahart will, at its sole option:

1. Repair the defective Module;
2. Replace the Module with an equivalent product; or
3. Refund the original purchase price for the Module as determined by Solahart.

Warranty Terms, Limitations and Exclusions

This Limited Warranty applies to the original Module and to any approved replacement parts and is not transferable by the Original End-User, except to the subsequent owner of the property at which the original PV System was installed and remains installed, provided that this PV System has not been altered in any way or moved from the structure or property at which it was originally installed.

There are many factors that affect the output of your Module. Solahart does not warrant a specific power output for your Modules. All modules degrade over time and power output is subject to many variables including the age of the Module.

PART B – INVERTERS – SMA AND ABB

Warranty coverage for SMA and ABB Inverters

Solahart warrants that the Inverter, when located at its original installation, will operate in accordance with its specifications in the Solahart's Owner's Guide and Installation Instructions for a period of five (5) years from the date of installation of the inverter. If the Inverter fails to operate in accordance with its specifications and this materially affects the usability of the Inverter, Solahart will, at its sole option:

1. Repair the Inverter;
2. Provide a replacement Inverter swapped; or
3. Refund the original purchase price for the Inverter as determined by Solahart.

PART C – INVERTERS AND ASSOCIATED COMPONENTS – SOLAREEDGE

(In this Part D, a reference to "Products" is to the SolarEdge Products as described below).

Warranty coverage for SolarEdge Inverter

Subject to the terms and conditions of this Limited Warranty, Solahart provides a warranty against defects in workmanship and materials in relation to the SolarEdge Inverter, when located at its original installation, for a period of ten (10) years commencing on the earlier of:

1. 4 months from the date the Inverter is shipped from the manufacturer; and
2. The date of installation of the Inverter.

Warranty coverage for StorEdge Interface

Subject to the terms and conditions of this Limited Warranty, Solahart provides a warranty against defects in workmanship and materials in relation to the StorEdge Interface for a period of ten (10) years commencing on the earlier of:

1. 4 months from the date the Interface is shipped from the manufacturer; and
2. The date of installation of the Interface.

Warranty coverage for Power Optimizers

Subject to the terms and conditions of this Limited Warranty, Solahart provides a warranty against defects in workmanship and materials in relation to the Power Optimizers for a period of ten (10) years commencing on the earlier of:

1. 4 months from the date the Power Optimizers are shipped from the manufacturer; and
2. The date of installation of the Power Optimizers.

For all Power Optimizers with a part number ending in C, this warranty does not apply to the input connector.

Warranty coverage for Power Meter

Subject to the terms and conditions of this Limited Warranty, Solahart provides a warranty against defects in workmanship and materials in relation to the Power Meter for a period of five (5) years commencing on the earlier of:

1. 4 months from the date the Power Meter is shipped from the manufacturer; and
2. The date of installation of the Power Meter.

Remedies

If Solahart determines that a reported defect in relation to a Product is eligible for coverage under this Limited Warranty (including retention capacity), Solahart will, at its sole option:

1. Repair the defective Product;
2. Issue a credit note for the defective Product in an amount up to its actual value at the time buyer notifies Solahart of the defect, as determined by Solahart, for use toward the purchase of a new Product; or
3. Provide the buyer with replacement units for the Product.

Exclusions

The Limited Warranty does not apply to components which are separate from the Products, ancillary equipment and consumables, such as, for example, cables, fuses, wires and connectors.

Beneficiary of Limited Warranty

The Limited Warranty only applies to the buyer who purchased the Products from Solahart, for use in accordance with their intended purpose ('Original Buyer'). The Limited Warranty may be transferred from the Original Buyer to any assignee, and will remain in effect for the time period remaining under the above Warranty Periods, provided that the Products are not moved outside their original country of installation and any reinstallation is done in accordance with the installation directions and use guidelines accompanying the Products.

PART D – THE RACKING SYSTEM

Warranty coverage for the Racking System

Solahart warrants that the racking system supplied with the PV System shall be free from defects in material and workmanship for a period of five (5) years from the date of installation.

This Warranty shall be void if installation of the racking system is not performed in accordance with the Owner's Guide and Installation Instructions, or if the racking system has been modified, repaired, or reworked in a manner not previously authorized by Solahart in writing. If within the specified Warranty period the racking system shall be reasonably proven to be defective, then Solahart shall repair or replace the defective component(s) at Solahart's sole discretion. Such repair or replacement shall completely satisfy and discharge all of Solahart's liability with respect to this Limited Warranty.

PART E - BALANCE OF THE SYSTEM

Warranty coverage for the balance of the system

The balance of the PV System (**BOS**) consists of PV module cabling, circuit breakers, isolators, enclosures and labels. Solahart warrants that the BOS supplied by it will operate in accordance with its specifications in the Owner's Guide and Installation Instructions for a period of five (5) years from the date of installation of the BOS. If the BOS fails to operate in accordance with its specifications and this materially affects the usability of the BOS, Solahart will, at its sole option, repair or replace the defective component.

PART F - LABOUR WARRANTY**Warranty coverage for labour – PV System**

In addition to the above coverage, Solahart provides you with 5 years of coverage, from the date of installation, for all labour costs involved with inspection by Solahart, removal or installation of warranted parts or components by Solahart of your PV System. Other than this 5 years coverage, this Warranty does not cover, nor will Solahart reimburse, any on-site labor or other costs incurred in connection with the inspection, de-installation or removal of defective parts or components, or the re-installation of replaced or repaired parts or components for your PV System.

Warranty coverage for labour - SolarEdge Products

If Solahart determines that a reported defect in relation to a SolarEdge Product is eligible for coverage under this Limited Warranty and Solahart decides to repair the Product or part(s), warranty coverage includes labour and material costs necessarily incurred to correct the Product defect; and where Solahart decides to replace the Product or part(s) to which the Limited Warranty applies, warranty coverage includes the cost of the replacement of the Product or part(s). All other costs will be borne by you.

PART G - GENERAL TERMS**Back-up if sole or dominant power supply**

If the PV System is to be the sole or dominant power supply for your business or application, you should ensure that you have back up redundancy if the PV System were to become inoperable for any reason. We suggest that you seek advice from your electrician or qualified professional about your needs and build backup redundancy into your electricity supply system.

Application of this warranty

This warranty requires the Products to be installed according to the latest safety, installation and operation instructions provided by Solahart and with all relevant statutory and local requirements in the State or Territory in which the Products are installed, and does not apply to defects, damage, malfunction, power output or service failures which have been caused by:

1. Storage, installation, commissioning, repair, modifications, alterations, attachments or movement to or of the Product or otherwise without the prior written consent of Solahart;
2. Abuse, misuse or abnormal use, accident, negligent acts, power failures or surges, force majeure events including but not limited to lightning, fire, flood, hail, extreme cold weather, or any other natural disaster, any other force majeure event, pest damage, accidental breakage, actions of third parties, and any other events or accidents outside Solahart's control and/or not arising under normal operating conditions;
3. Operating the Product in an unintended environment or under incorrect safety or protection conditions;
4. Failure to install, operate and/or maintain the Product in accordance with the applicable Solahart Owner's Guide and Installation Instructions;
5. Transport damage;
6. Wear and tear from adverse conditions including corrosive atmospheric conditions e.g. salt, ocean spray, dust storm or other weather damage;
7. Cosmetic defects;
8. Any improper attachment, installation or application of the Product, and in respect of the PV System, any insufficient framing if the PV System is a frameless module;
9. Any attempt to extend or reduce the life of the Product, whether by physical means, programming or otherwise, without the prior written consent of Solahart;
10. Removal and reinstallation at a location other than the original installation location, without the prior written consent of Solahart;
11. Insufficient ventilation of the Product;
12. Failure to observe the applicable safety regulations; or any factor identified in the applicable Solahart Owner's Guide and Installation Instructions; or
13. Ignoring safety warnings and instructions contained in all documents relevant to the applicable Product.

If your claim relates to a failure to operate in accordance with the Solahart Owner's Guide and Installation Instructions as a result of one of the factors listed above, Solahart may charge you at its standard rates for its time and materials related to your claim.

Without limiting the above exclusions:

1. In relation to SolarEdge Products, the Warranty does not cover: (a) Products which are installed or operated not in strict accordance with the accompanying instruction documentation, including without limitation, not ensuring sufficient ventilation for the Product as described in the applicable installation guide; (b) Products which are opened, modified or disassembled in any way without Solahart's prior written consent; (c) Products which are used in combination with equipment, items or materials not permitted in the instruction documentation or in violation of local codes and standards; or (d) cosmetic or superficial defects, dents, marks or scratches which do not influence the proper functioning of the Products.

Location and positioning

Where the Product is installed outside the boundaries of a metropolitan area (as defined by Solahart) or further than 25 km from a regional Solahart Dealer, the cost of transport, insurance and travelling costs to the nearest Solahart Dealer shall be the owner's responsibility. Where the Product is installed in a position that does not allow safe, ready access, the cost of accessing the site safely, including the cost of additional materials handling and/or safety equipment, shall be the owner's responsibility.

Replacements

Solahart may use new, used, remanufactured or refurbished parts or products when repairing or replacing any Product under this Limited Warranty. Any exchanged or replaced parts or Products will become the property of Solahart. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired.

If the Product is repaired or replaced under this Warranty, the remainder of the applicable Warranty Period will apply to the repaired or replaced Product and the repaired or replaced Product or parts will not carry a new Solahart Warranty. The Warranty Periods set out above will not be extended in any way in the event of a replacement or repair of a Product, but this does not affect any rights you may have under the Australian Consumer Law in relation to the replaced or repaired Product (see the section below entitled "The Australian Consumer Law" for further details).

Limitation of this warranty

This Limited Warranty is provided voluntarily and free of charge and does not constitute an independent guarantee promise. Therefore, if any defect materially affects the functionality of any Product, the remedies under this Warranty are limited exclusively to the remedies set out above in the warranty cases specified herein.

Subject to any statutory provisions to the contrary, Solahart assumes no warranties, express or implied, written or oral, other than the warranties made herein and specifically disclaims all other warranties, merchantability or fitness for a particular purpose and Solahart excludes all liabilities for any special, incidental, indirect, consequential or punitive damages arising from or in connection with the use or loss of use of the Product to perform as warranted, regardless of the form of action and regardless of whether a party has been informed of or otherwise might have anticipated the possibility of such damages; including but not limited to damages for loss of power, lost profits or savings nor expenses arising from third-party claims. This does not apply to the extent Solahart is liable under applicable mandatory laws.

If you require a call out and we find that the fault is not covered by Solahart's warranty, you are responsible for our standard call out charge. If you wish to have the relevant component repaired or replaced by Solahart that service will be at your cost.

Entitlement to claim under this warranty

To be entitled to make a claim under this warranty you need to:

1. Provide proof of purchase documentation and be the owner of the Product or have the consent of the owner to act on their behalf.
2. Contact your Solahart dealer without undue delay after detection of the defect and, in any event, within the applicable Warranty Period.

You are not entitled to make a claim under this warranty if the relevant Product:

1. Does not have its original serial numbers and type plate or numbers are illegible; or
2. Is not installed in Australia.

Warranty claim procedure

If you wish to make a claim under this warranty, you need to:

1. Contact your Solahart dealer, provide proof of purchase (and in the case of a SolarEdge Product, any subsequent transfers of ownership of the Product) and owner's details, address of the Product, a contact number and date of installation of the Product, the serial number of the Product, and a description of the alleged defect(s).
2. Solahart will arrange for the Product to be tested and assessed. Solahart will inform you whether this will occur on-site or whether the Product must be sent elsewhere for testing and assessment.
3. If Solahart determines in its sole discretion that you have a valid warranty claim, Solahart will organise for the repair or replacement of the Product or any component in accordance with this warranty.

Any expenses incurred in the making of a claim under this Warranty will be borne by you.

Before any SolarEdge Product is returned to Solahart, an RMA (Return Merchandise Authorization) number is required and will be provided to you by Solahart along with any additional instructions.

The Australian Consumer Law

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.

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