



ECLIPSE INVERTER AUSTRALIAN WARRANTY DETAILS

OVERVIEW

MIL-Solar offers two warranty levels for Your Eclipse Inverter. The purchase of an Eclipse Inverter includes the **Eclipse Standard 5 Year Warranty**. Alternatively, the **Eclipse Premium 10 Year Warranty** is available to buy at \$450.00 (excluding GST) on the Date of Purchase.

The particular warranty provided with Your Eclipse Inverter is specified on Your Warranty Certificate issued on the Date of Purchase. The warranty is registered to Your Eclipse Inverter Serial Number.

Warranty is provided for Your Eclipse Inverter at its first Installation Site within Australia only. Warranty does not apply to Eclipse Inverters that have been removed and re-installed at a different location.

ECLIPSE STANDARD 5 YEAR WARRANTY

The Eclipse Standard 5 Year Warranty provides the following to the Customer at no cost:

- (a) the repair at Our Factory in Melbourne, of an Eclipse Inverter that develops a Substantiated Fault within the Standard 5 Year Warranty Period. Warranty includes parts and labour to do the repairs;
- (b) a replacement Eclipse Inverter, or equivalent inverter, if MIL-Solar elects to replace rather than repair an Eclipse Inverter that develops a Substantiated Fault within the Standard 5 Year Warranty Period. The replacement Eclipse Inverter may be an updated model or other inverter with equivalent power rating or payment of the market price for an equivalent inverter;
- (c) the associated freight costs of repairing or replacing an Eclipse Inverter that develops a Substantiated Fault within the Standard 5 Year Warranty Period, using MIL-Solar's nominated freight company (up to a maximum of \$200.00 per warranty claim);
- (d) on site removal and re-installation labour by an approved Service Agent (up to a maximum of 3 hours per warranty claim); and
- (e) any approved travel costs of the Service Agent (up to a maximum of 4 hours per warranty claim).

ECLIPSE PREMIUM 10 YEAR WARRANTY

The Eclipse Premium 10 Year Warranty is available to buy at \$450.00 (excluding GST) on the Date of Purchase.

The Eclipse Premium 10 Year Warranty provides the following comprehensive cover to the Customer:

- (a) the repair at Our Factory in Melbourne, of an Eclipse Inverter that develops a Substantiated Fault within the Premium 10 Year Warranty Period. Warranty includes parts and labour to do the repairs;
- (b) a replacement Eclipse Inverter, or equivalent inverter, if MIL-Solar elects to replace rather than repair an Eclipse Inverter that develops a Substantiated Fault within the Premium 10 Year Warranty Period. The replacement Eclipse Inverter may be an updated model or other inverter with equivalent power rating or payment of the market price for an equivalent inverter;
- (c) the associated freight costs of repairing or replacing an Eclipse Inverter that develops a Substantiated Fault within the Premium 10 Year Warranty Period, using MIL-Solar's nominated freight company (up to a maximum of \$200.00 per warranty claim);
- (d) on site removal and re-installation labour by an approved Service Agent (up to a maximum of 3 hours per warranty claim); and
- (e) any approved travel costs of the Service Agent (up to a maximum of 4 hours per warranty claim).

WARRANTY REQUIREMENTS

The Eclipse Inverter must be installed and maintained in accordance with the MIL-Solar Installation and Operation Manual.

The Eclipse Inverter must be installed by a licensed electrician in accordance with the Installation Requirements.

If no Substantiated Fault is found when the Eclipse Inverter is tested by MIL-Solar or its Service Agent, an inspection fee and freight costs may be charged to the Customer.

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.

WARRANTY EXCLUSIONS

The Eclipse Inverter Australian Warranty does not cover the following circumstances:

- (a) cosmetic shortcomings which do not affect the operation of the Eclipse Inverter;
- (b) damage to the Eclipse Inverter arising from mishandling during transport or installation;
- (c) failure to comply with any Installation Requirements;
- (d) failure to correctly install or commission the Eclipse Inverter and related wiring, including inverter being positioned in direct rain or with inadequate ventilation;
- (e) failure to correctly maintain the Eclipse Inverter;
- (f) changes to wiring, mounting or other solar system components required when installing a replacement inverter provided under warranty;
- (g) unauthorised attempts to modify or repair the Eclipse Inverter during the relevant warranty period;
- (h) force majeure, including but not limited to, lightning induced electrical transients, photovoltaic input overvoltage, fire and flood, pests and rodents;
- (i) where MIL-Solar could not identify a fault upon examination of the Eclipse Inverter; or
- (j) any claims for consequential losses, such as compensation for any loss of solar power generation, feed-in credits or any other profit.

WARRANTY CLAIM PROCESS

1. Customer to initiate the Warranty Claim

To initiate a warranty claim, the Customer (or their representative) must first notify MIL-Solar by phone, then by email or post with the following information:

- (a) a completed Warranty Claim Form with all fields completed;
- (b) a description of the observed fault sufficient for MIL-Solar to substantiate; and
- (c) photos of the Eclipse Inverter showing its location, photovoltaic panel arrays and switches.

The Warranty Claim Form included in this document can also be downloaded at www.mil-solar.com.au.

Phone: (03) 9325 3455

Email: info@mil-solar.com.au

2. MIL-Solar to substantiate the Warranty Claim

MIL-Solar will substantiate the fault and make a determination as to whether the relevant warranty is valid. MIL-Solar will decide whether to carry out fault verification or repairs at the Installation Site, or remove the Eclipse Inverter for offsite inspection and repair. MIL-Solar will advise the Customer of this decision and provide the Customer with a Warranty Claim Number.

IMPORTANT: The Warranty Claim Form with all fields filled in must be submitted to MIL-Solar for substantiation prior to any work being carried out by a Service Agent. MIL-Solar will not cover costs associated with any removal, re-installation, travel or freight before it provides the Customer with a Warranty Claim Number.

3. MIL-Solar to engage a Service Agent to repair or replace the Eclipse Inverter

MIL-Solar will issue instructions to a Service Agent, who will then visit the Installation Site to repair or replace the Eclipse Inverter. MIL-Solar may use replacement parts or a replacement inverter at the Installation Site during the first visit by the Service Agent to minimise resolution time and number of visits.

Where parts or inverters are replaced, the remaining warranty period is transferred to the replacement part or replacement inverter. The Customer will not receive a new Warranty Certificate.

If MIL-Solar or the Service Agent determines that the Eclipse Inverter is not faulty, is out of warranty or is excluded from warranty, then MIL-Solar may charge the Customer for the repairs, replacement inverter, freight and time of the Service Agent and MIL-Solar.

DEFINITIONS

“Customer” means the person who owns the Eclipse Inverter and has registered for warranty or holds the warranty certificate for the inverter registered serial number. This may be the person who first purchases and installs the Eclipse Inverter, or a person who later acquires the Eclipse at its Installation Site;

“Date of Manufacture” means the date on which the Eclipse Inverter was ready for sale at the MIL-Solar factory as indicated by the manufacture month and year on the serial number sticker;

“Date of Purchase” means the date on which the Customer purchased the Eclipse Inverter;

“Standard 5 Year Warranty Period” means the period of five years commencing at whichever is the earliest of the following dates:

(a) the date of installation of the Eclipse Inverter; or

(b) six months from the Date of Manufacture of the Eclipse Inverter;

“Eclipse Inverter Serial Number” means the unique six-digit number listed on Your Warranty Certificate and on the product label on Your Eclipse Inverter;

“Premium 10 Year Warranty Period” means the period of 10 years commencing at whichever is the earliest of the following dates:

(a) the date of installation of the Eclipse Inverter; or

(b) six months from the Date of Manufacture of the Eclipse Inverter;

“Installation Requirements” mean the installation requirements of Standards Australia relating to grid connection of energy systems via inverters (AS/NZS 4777.1), wiring (AS/NZS 3000) and photovoltaic systems (AS/NZS 5033);

“Installation Site” means the first address at which the Eclipse Inverter is installed;

“Installer” means the person who installed the Eclipse Inverter at the Installation Site. This person may also be the Retail Installer;

“MIL-Solar” means MIL-Systems Pty Ltd and its employees acting for MIL-Systems Pty Ltd or MIL-Solar;

“MIL-Solar Installation and Operation Manual” means the product manual for the Eclipse Inverter, which is available at www.mil-solar.com.au;

“Our” means MIL-Systems Pty Ltd and its employees acting for MIL-Systems Pty Ltd or MIL-Solar;

“Retail Installer” means the person who sold the Eclipse Inverter to the Customer. This person may also be the Installer;

“Service Agent” means a suitably qualified and experienced person such as a licensed electrician or solar installer. This may be the same company or person who first sold or installed the Eclipse Inverter or a Service Agent nominated by MIL-Solar to carry out warranty work;

“Substantiated Fault” means an Eclipse Inverter fault for which MIL-Solar is responsible within the relevant warranty period;

“Warranty Certificate” means the Eclipse Inverter Warranty Certificate;

“Warranty Claim Number” means the unique number assigned to a warranty claim;

“Your” means the Customer's.



ECLIPSE INVERTER WARRANTY CLAIM FORM

All fields must be completed before a warranty claim will be processed.

INSTALLATION SITE DETAILS

Name		Phone	
Email address			
Site Address			
State		Postcode	
Site Type	Business <input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/>		

SERVICE AGENT DETAILS

Technician Name		Phone	
Company			
Location Address			
Email			

ECLIPSE INVERTER PURCHASE AND INSTALLATION DETAILS

Eclipse Inverter model		Serial number	
Date of Manufacture			
Date of Purchase			
Sale Tax Invoice attached	Yes <input type="checkbox"/>	Invoice number	No <input type="checkbox"/>
If You purchased the Eclipse Premium 10 Year Warranty, is proof of purchase attached?	Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>		
Eclipse Inverter options	1P Power meter <input type="checkbox"/> 3P power meter <input type="checkbox"/> Export limit <input type="checkbox"/>		
PV panel make & model		PV panel watt rating and qty	
MPPT1 OC voltage		MPPT2 OC voltage	
Photos of site attached	Yes <input type="checkbox"/> No <input type="checkbox"/>	Line diagram of the site attached	Yes <input type="checkbox"/> No <input type="checkbox"/>
5 min logs attached	Yes <input type="checkbox"/> No <input type="checkbox"/>	Error logs attached	Yes <input type="checkbox"/> No <input type="checkbox"/>

FAULT INFORMATION

Full description of the fault, the LED colours and flashing, fault messages reported by the Eclipse inverter:

Date when the fault was noticed? Were there any events around the same time as the fault occurring such as lightning, wind storm, heavy rain, high temperature or other condition?

Please describe any actions taken to investigate and resolve the fault?