

# Terms and Conditions, Warranty and Service for products sold in Australia

**This document details the terms and conditions of any service repair carried out by Selectronic Australia Pty Ltd (Selectronic).**

## Warranties

### Selectronic range of Inverter products and accessories

#### Field servicing

Field servicing is no longer available.

#### Changeover service for SP PRO inverters within warranty period

A changeover service is available to Selectronic Accredited Integrators for SP PRO inverters that are still within their warranty period. The installers Accreditation number must be supplied when requesting a Return Authorisation (RA) from Selectronic.

The availability of the changeover service is conditional on the availability of changeover units at the time.

The changeover service is only available by accessing the web site at [www.selectronic.com.au](http://www.selectronic.com.au) and following the prompts.

All changeover inverters will be invoiced to the Accredited Integrator at the time of dispatch. If there is no trading account with Selectronic then payment must be received before dispatch. Accepted credit cards may be used for payment.

On completion of the changeover, the replaced inverter must be received by Selectronic within 14 days from the date of the repair.

Once the replaced inverter has been returned, it will be assessed within 10 working days from receipt by Selectronic. If Selectronic deems the warranty to be valid, a credit for the invoice value of the inverter, including freight, will be given.

If the failure of the inverter was caused by factors outside the warranty conditions, a partial refund based on the repair cost of the failed inverter will be given and no refund will be given on freight or handling charges.

#### Installer charges – SP PRO inverters

Under no circumstances is Selectronic responsible for expenses incurred by the customer, installer or any other person relating to the repairing of goods supplied by Selectronic. Selectronic is not responsible for any losses incurred due to a product being decommissioned or repaired.

Only a Selectronic Accredited Integrator (SAI) may make a request for compensation for costs associated with carrying out a valid warranty repair or replacement on SP PRO series inverters. Any such request for claim must be first submitted by the SAI to Selectronic via the web site form (click [here](#) to access form) and an Approval to Proceed must be given by Selectronic in writing before any cost is incurred by the SAI. The Approval to Proceed is given at the sole discretion of Selectronic. Any request for compensation submitted after the cost has been incurred or from an installer that is not a SAI will be denied.

Any on-site labour costs may be claimed at the rate of AUD \$60 per hour, with a maximum of 3 hrs or \$180.

Travelling costs may be claimed at a rate of AUD \$35 per hour, with a maximum of 8 hrs or \$280.

Only one trip to site per service event may be claimed.

If the request for compensation is granted then it is at the full discretion of Selectronic as to how the SAI will be reimbursed. Reimbursement may be made in the form of subsidised pricing on future orders, cash payments or a credit to the SAI's account.

Once the work has been completed, the SAI must supply Selectronic with the failed SP PRO inverter along with supporting evidence of the costs incurred and a description of the work carried out. Selectronic will then assess the validity of the claim after investigating the evidence including but not limited to the assessment of any failed inverters or parts, photos of the failure or any other relevant documents. If there is insufficient evidence to support a warranty claim then final approval of the claim will be denied and no compensation will be given.

## **KACO Powador range of Inverter products and accessories – Sold by Selectronic.**

### **Warranty Repairs**

The following conditions only apply to KACO inverters imported by Selectronic Australia and sold through the Australian distribution network into Australia.

The KACO products are covered by a KACO factory warranty, the conditions of which are contained in the KACO warranty document accompanying the goods or on the KACO web site.

### **Service Repair of all KACO products**

All KACO inverters must be returned to Selectronic for repair. The freight must be paid by the sender.

Before sending a KACO inverter to Selectronic for repair, you must first apply for a Return Authorisation. This can only be done via the web site at [Service](#).

The status of the warranty and the conditions of the KACO repair will be advised via the web site.

### **RePower program for KACO products - Powered by Fronius**

All KACO products are eligible for the Selectronic RePower program. Under the program a customer may choose to purchase a new Fronius inverter at a heavily discounted price as a replacement for their KACO inverter.

The discount offered is based on the amount of warranty left on the KACO inverter.

The RePower program will be offered when applying for the Return Authorisation via the web site at [Service](#).

## **General conditions applicable to all products**

Any non-warranty repairs carried out by the Selectronic service centre will carry a 90 day warranty limited to the parts and labour related to the repair carried out.

### **Returning goods to Selectronic**

Any product whatsoever that is being returned to Selectronic, whether a spare part or complete product, must be accompanied by a Return Authorisation (RA) form. To request a RA form, visit the Selectronic web site at [Service](#).