Terms and Conditions, Warranty and Service for products sold in Australia and New Zealand

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

Changeover service for SP PRO inverters within warranty period

A changeover service is available to qualified installers and system integrators for SP PRO inverters that are still within their warranty period.
The availability of the changeover service is conditional on the availability of changeover units at the time.
The changeover service is only available if:

- The Product in question has been registered on the Selectronic Web site.
- After a product support ticket has been raised with the Selectronic at www.selectronic.com.au/support/
- A changeover has been by Selectronic Support or customer has Power Assist.

Refer to www.selectronic.com.au/powerassist

Changeover units will be in good condition and carry the balance of the existing warranty.

A holding deposit will be invoiced to the qualified Integrator or installer 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 returned to Selectronic. To prevent damage during transit, the replaced inverter must be packed in the packaging in which the changeover inverter was delivered.
The changeover unit becomes the property of the replaced inverter's owner, and the replaced inverter becomes the property of Selectronic.

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 and no additional repairs are required not related to the warranty claim (such as markings and dents incurred during install, operation, de-installation or inappropriate packing), a credit for holding deposit will be given.

If the failure of the inverter was caused by factors outside the warranty conditions, the holding deposit less the repair cost of the failed inverter (including freight or handling charges) will be given.

Installer Compensation – SP PRO inverters

To see Installer compensation conditions, visit: www.selectronic.com.au/warranty/compensation

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, contact Selectronic

Currency of this document

This document supersedes previous versions of the document "Terms and Conditions - Service".
This document becomes effective from 01 July 2021 until the next version is released and published on the Selectronic Australia website https://www.selectronic.com.au