

**C06.P04\_A04**  
**Bosch Power Tec,**  
**a trading division of Robert Bosch (Australia) Pty Ltd**

**Voluntary Repair or Replacement Warranty**

**Applicable for purchases of specified Bosch Power Tec products in Australia and New Zealand  
after 1 October 2014 supplied by Robert Bosch Australia Pty Ltd**

All Bosch Power Tec products are carefully checked, tested and are subject to the stringent quality controls of the Bosch Power Tec Quality Assurance.

**Important Note: Australian Consumer Law**

If you have purchased your product in Australia, you should be aware that:

*This warranty is provided **in addition to** other rights and remedies held by a consumer at 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.*

**Important Note: New Zealand law**

If you have purchased your product in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the *Consumer Guarantees Act 1993 NZ*, unless your purchase is made for commercial purposes, in which case Bosch Power Tec excludes all consumer guarantees implied in the *Consumer Guarantees Act 1993 NZ* in respect of your product.

**Warranty**

Subject to the terms and conditions detailed below, Bosch Power Tec provides a voluntary product warranty (**Voluntary Warranty**) to 'end users' of the following products (**Products**):

- Photovoltaic String Inverters BPT-S 3, 3.68, 4 and 4.6
- e.Control

which are supplied by Bosch Power Tec in Australia and New Zealand. No other voluntary manufacturer's warranty is provided by Bosch Power Tec or any other Bosch entity in respect of the Products supplied in Australia and/or New Zealand. This Voluntary Warranty does not apply to anyone who has purchased the Products for the purpose of resale.

This Voluntary Warranty is non-transferable and only applies to the original purchaser of the new Products. However, where the Products are installed in a building, this Voluntary Warranty will transfer to any subsequent purchaser of that building so long as the Products or solar system which they form part of remain installed.

**This Voluntary Warranty only applies where the Products have been installed by a properly certified and licensed installer. At the time of publication, in Australia the Products must be installed by an installer accredited by the Clean Energy Council.**

## Standard Voluntary Warranty

Bosch Power Tec warrants that it will repair or replace (at Bosch Power Tec's option) the Product or any part thereof if such Products are faulty or defective in manufacture or materials for a period of 5 years from the date of purchase.

Bosch Power Tec will endeavour to replace Products with identical products. However, due to technological advancements that Product may not be available. In that case, Bosch Power Tec will supply another type of product of

at least the same value and standard, although the replacement product may be a different size, shape, colour, manufacturer and/or capacity. Due to technical advances it is possible that replacement products or components may not be compatible with the system monitoring or other components already installed in the solar system. Any costs relating to the incompatibility of systems are not covered by this Voluntary Warranty.

This warranty only covers repair or replacement of the defective Product. It does not cover:

- any costs incurred by the end-user in normal or scheduled maintenance of the Products; or
- subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty. Any end-user concerned with this exclusion should consider the "*Important Note: Australian Consumer Law*" above.

## Warranty Conditions

This Voluntary Warranty is subject to the following conditions:

- The Products must have been installed and correctly commissioned by an authorised and licensed installer. Proof may be required of correct commissioning of the Products (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Voluntary Warranty.
- Where a Product or part thereof is replaced or repaired under this Voluntary Warranty, the balance of the original Voluntary Warranty will apply. The replacement product(s) does not carry a new voluntary warranty.
- The Product must have its original serial number and rating labels intact.
- This Voluntary Warranty does not extend to any Products that have been completely or partially disassembled.
- The terms of this Voluntary Warranty cannot be amended except in writing by an authorised officer of Bosch Power Tec.
- This Voluntary Warranty only applies to Products purchased by an end-user in Australia or New Zealand from Bosch Power Tec or from a reseller where the Products have been originally sold by Bosch Power Tec.
- Any warranty claim under this Voluntary Warranty must meet the requirements set out below in the "How to Make a Warranty Claim" section.

## Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the Products otherwise than in accordance with instructions provided for the Products by Bosch Power Tec, applicable safety regulations or without reasonable care including installation of a Product which is of inappropriate size or type for the intended purpose, or;
- due to operation, use or maintenance of the Products otherwise than in accordance with instructions provided for the Products by Bosch Power Tec or without reasonable care (including failure to maintain/clean the Products in accordance with recommendations in instruction manuals and/or data sheets);
- due to accidental damage, theft or vandalism, or to use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the Products outside the specified or normal operating ranges for such Products;
- as a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities) or water entry or as a result of exposure to excessive heat or solvents or because of use of the Products with insufficient ventilation (in particular the maximum temperatures according to the operating manual) or damage as result of an Act of God including but not limited to storms, fires, floods and lightning strikes;
- from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products or where the damage is only to surface coating, varnish or enamel;

- as a result of repairs, alterations or modifications to the Products which have been performed by a third party;
- from the use of any spare parts not manufactured, sold or approved by Bosch Power Tec in connection with the repair or replacement of Products; or as a result of the interconnection of the Products with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Products have been installed.
- Other damages not affecting energy generation and which are of a visual nature (eg surface scratching).

This Voluntary Warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

### **Wrong Deliveries and Transit Damage**

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch Power Tec's Customer Service line on +61 1300652471 or email [Service.BoschPowerTec@au.bosch.com](mailto:Service.BoschPowerTec@au.bosch.com).

### **How to Make a Warranty Claim**

If a Product fails within the warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source (please refer to the Product installation manual or the shut down procedure provided by the installer), make a claim as soon as possible and follow all directions provided by Bosch Power Tec, by its representative, Robert Bosch (Australia) Pty Ltd or its agents.

To make a warranty claim under this voluntary warranty, the end-user must contact Bosch Power Tec by calling Bosch Power Tec's Customer Service line on +61 1300652471 or emailing [Service.BoschPowerTec@au.bosch.com](mailto:Service.BoschPowerTec@au.bosch.com).

Alternatively, for claims in Australia, you can post details of your claim to Robert Bosch (Aust) Pty Ltd, Attn Bosch Power Tec, Locked Bag 66, Clayton Sth, Victoria, 3169. Claims received by post will take longer to process and we encourage you to call us first. Bosch may refer you to one of its Bosch Warranty Authorised Service Dealers.

When contacting Bosch Power Tec, please have following information at hand:

- Your name, address, post code and a telephone number and e-mail address where you can be contacted;
- The model designation and serial number of the Product (you can find both on the device);
- Proof of purchase with date and address of the vendor;
- Installation date and installation address;
- Contact details of the installer and a copy of their Clean Energy Council accreditation (if installed in Australia); and
- A complete list of observed faults, notifications to the device and further information which could help with the analysis of the fault.

Bosch Power Tec may require you to provide other documents or information reasonably necessary to substantiate your warranty claim.

### **Costs of Submitting a Warranty Claim**

For invalid claims under this voluntary warranty, Bosch Power Tec will not be liable for the end-user's costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this voluntary warranty, the end-user will not be charged for reasonable costs associated with making a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this manufacturer's warranty may be claimed from Bosch Power Tec. Documentary evidence in support of such claim will be required.

### **Deadlines for Submitting Warranty Claims**

Bosch Power Tec aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all claims under this Voluntary Warranty are promptly submitted to Bosch Power Tec as soon as the product fails, and in any event, within three months of knowledge of the matter of event

giving rise to the claim. No consideration will be given to claims under this Voluntary Warranty which are made after this period.

### **Optional Extended Warranty**

For additional peace of mind, Bosch Power Tec offers all end-users the option to purchase an Extended Voluntary Warranty. The Extended Voluntary Warranty can be purchased anytime up to six months after purchase of the Products. The Extended Voluntary Warranty offers an extension of the Standard Voluntary Warranty up to a total of

- 10 years for the Photovoltaic String Inverters BPT-S 3, 3.68, 4 and 4.6

for the date of purchase along with the additional benefits described below. To obtain a price quote or to purchase an Extended Voluntary Warranty please contact Bosch Power Tec on +61 1300652471 (Mo-Fr, 08am-5pm (AEST)) or your Bosch Power Tec installer.

The Extended Voluntary Warranty offers the following benefits that apply for the extended warranty period:

- hotline for service assistance (Mo-Fr, 8am-5pm (AEST) by calling +61 1300652471;
- on-site repair or replacement (by Bosch Power Tec or its representative); and
- next-business day dispatch of spare/replacement parts and products.

The Extended Warranty applies alongside and in addition to any remedies offered to end users under Australian or New Zealand consumer protection laws.

All Standard Voluntary Warranty terms and exclusions apply to the Extended Voluntary Warranty. When making a warranty claim under an Extended Voluntary Warranty, you must provide your Warranty Extension Certificate.

### **Product Liability and Product Safety**

Bosch Power Tec should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch Power Tec is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

### **Privacy**

Bosch Power Tec has adopted the Layered Privacy Policy format. Bosch Power Tec is a related company of Robert Bosch (Australia) Pty Ltd.

Individuals can obtain further information in relation to Bosch Power Tec's comprehensive privacy policy in the privacy section of its website under [www.bosch.com.au](http://www.bosch.com.au), or by contacting the privacy officer of Robert Bosch (Australia) Pty Ltd at [privacy@au.bosch.com](mailto:privacy@au.bosch.com).

#### Collection

Bosch Power Tec requires personal information from an end-user to process claims under this warranty. Bosch Power Tec collects personal information directly from the end-user or an authorised representative.

#### Use and Disclosure

Such personal information may be used by Bosch Power Tec and/or any authorised service technician or representative (who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch Power Tec) for the purpose of processing such warranty claims and also for the provision of customer support and further information about Bosch Power Tec's products and services.

If an end-user does not wish to provide Bosch Power Tec and/or its authorised service technician with personal information, Bosch Power Tec may be unable to process the end user's warranty claim or to provide the end user with additional customer support, services and information.

#### Data Quality

Bosch Power Tec maintains and updates personal information as necessary or when it is advised by individuals that their personal information has changed.

#### Data Security

Bosch Power Tec takes steps to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure, and against other misuse.

Personal information is securely stored in central Bosch Data Centres' in Germany and Singapore.

When the personal information that Bosch Power Tec collects is no longer required, it is destroyed or deleted in a secure manner.

#### Access and Correction

You can access the personal information that Bosch Power Tec holds about you, and you can ask for the personal information held about you to be corrected by contacting Bosch Power Tec at the contact details below.

#### Obligations

Bosch Power Tec is bound by the National Privacy Principles in the Australian *Privacy Act* 1988 and the Information Privacy Principles described in the New Zealand *Privacy Act* 1993.

#### **Bosch Power Tec Contact Details**

This warranty is offered by Robert Bosch Australia Pty Ltd.

If you have any queries in relation to this warranty please contact Robert Bosch (Australia) Pty Ltd of 1555 Centre Rd, Clayton Victoria 3168 by calling +61 1300652471 or email [Service.BoschPowerTec@au.bosch.com](mailto:Service.BoschPowerTec@au.bosch.com).