



Midea Limited Warranty for Energy Manager System products

- 1) This Limited Warranty applies to MIDEA Energy Manager System Products purchased and installed in Australia.
- 2) 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.
- 3) OEM products are not applicable with this warranty terms & conditions. Warranty for OEM product should comply with the contract.

Warranted Products

M1 Series Inverter

Monitoring devices

Accessories

Warranty Period

The Warranted Products shall be subject to the following standard warranty period respectively, unless otherwise agreed in the related purchase contract regarding the warranted product between MIDEA and the Customer:

INVERTER	STANDARD WARRANTY PERIOD	SERVICE MODES
M1-T5K	10 Years	Remote Technical Support Service, or Onsite Service
M1-T6K	10 Years	Remote Technical Support Service, or Onsite Service
M1-T8K	10 Years	Remote Technical Support Service, or Onsite Service
M1-T10K	10 Years	Remote Technical Support Service, or Onsite Service
MONITORING DEVICES	STANDARD WARRANTY PERIOD	SERVICE MODES



WIFI kit	2 Years	Onsite Service
ACCESSORIES	STANDARD WARRANTY PERIOD	SERVICE MODES
Smart Meter	2 Years	Remote Technical Support Service, or Onsite Service
Cooling fan	2 Years	Remote Technical Support Service, or Onsite Service
CT Clamp	2 Years	Remote Technical Support Service, or Onsite Service
Note: If warranty period was specified on sales order, then warranty period would obey to sales order.		

The Standard Warranty Period will be starting from the original end user purchase date, if the customer is unable to provide adequate documentation of the original purchase, the warranty start date shall be 6 months after the product was manufactured.



Warranty Extension

If the Customer intends to purchase the Extended Warranty for any Inverter Product from MIDEA, it shall send the relevant written offer (including but not limited to purchase order and other similar documents) to MIDEA within 12 months upon the installation date of the Inverter Product.

The customer may, at its own discretion, purchase the extended warranty period 5 years from MIDEA.

The total Warranty Period, i.e. the Standard Warranty Period plus the Extended Warranty Period, shall not exceed 15 years.

Warranty extension certificates will be provided to confirm the extension upon purchase.

Out of Warranty

If the warranty is expired, MIDEA will charge the end user for on-site service expense, parts expense, labor expense and logistics expense. Please see the table below for detailed standards:

	Send back to the factory for repair	On-site service
No need to replace parts	Labor costs + logistics costs (delivery cost of devices from and to MIDEA)	Labor costs + on-site service fees
Need to replace parts	Labor costs + parts costs + logistics costs (delivery cost of devices from and to MIDEA)	Labor costs + on-site service fees + parts costs

Note:

On-site service expense: Travel cost of technicians present at the site.

Parts expense: Cost of replacement parts (including any freight/management fees).

Labor expense: The labor cost of technicians, including personnel who repair, maintain, install (hardware or software) and debug faulty equipment.

Logistics expense: Logistics costs for delivery of defective products from customer to MIDEA and replacement products from MIDEA to customer, including customs duties and other derivative charges

Warranty Conditions

In the case of a faulty inverter during the agreed MIDEA warranty period, please report the defective inverter with a brief error description to our service hotline for registering and send your warranty card to our service department by fax/email to process the warranty claim. You may also contact your dealer (MIDEA authorized dealer or distributor) or installer if your unit is defective or faulty.

To make a claim under the warranty periods of MIDEA, you need to provide us the following information and documentation of the faulty inverter:

- 1) Product Model and serial number
- 2) A copy of the valid purchasing invoice
- 3) Fault descriptions and error IDs (where applicable)



- 4) End user and/or claimant details
- 5) Detailed information about the entire system (module, PV system diagram, installation date, etc.)
- 6) Documentation of previous claims/exchanges (if applicable)

If an inverter is faulty while it is under MIDEA warranty period, it will be:

- Repaired by MIDEA, or
- Repaired on-site, or
- Exchanged with a refurbished inverter that includes all firmware updates

If the inverter needs to be exchanged, the remainder of the warranty period will be transferred to the replacement unit, i.e. the warranty period of the original device will continue. In this event, you will not receive a new warranty card, and this replacement will be registered by MIDEA. If the remaining warranty period is less than 6 months, you will automatically receive a 6-month warranty period for the replacement unit.

The warranty includes the cost of work and material necessary to regain a faultless functioning inverter. All other costs, particularly transports, travel and accommodation cost of MIDEA personnel as well as costs of your own staff are not included in the warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by the warranty.

Faulty inverters and components should be returned to MIDEA, they must be packed in their original or equivalent packaging for transportation.

MIDEA keeps the right to arrange the warranty service for end users and to use third parties for performing warranty services.

All warranty services are free of charge only if the action is agreed with MIDEA in advance.

Claiming Process

In the event of a fault, please contact the installer who sold you the products to arrange preliminary troubleshooting and contact MIDEA if necessary.

In order to make a claim under this warranty. End user must:

- Provide all of the information requested in the Warranty Card accompanying these Terms.
- Provide the serial number of the product and installation date.
- Provide the proof of the original purchase of the product and any subsequent ownership transfer.
- Provide description of alleged defect(s)

Warranty Limitations

Any defect caused by the following situations will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by MIDEA for the following investigation):



- 1) “Warranty Card” not being sent back to Distributor/Dealer or MIDEA
- 2) The Product has been modified, its design has been changed or parts have been replaced by parts not approved by MIDEA
- 3) Changes have been made, or repairs been attempted by technician, without authorization from MIDEA, or serial number or seals have been removed
- 4) The product has been installed or commissioned incorrectly
- 5) You or another user have failed to comply with the safety regulations (SAA standards or equivalent)
- 6) The product has been improperly stored and damaged while being stored by the dealer or the end user
- 7) The defect is damage during transportation (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to the shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified
- 8) You or another user have failed to follow any/all of the user manual, the installation guide, and the maintenance regulations
- 9) The device has been used improperly or misused
- 10) Insufficient ventilation of the device
- 11) The maintenance procedures relating to the product have not been followed to an acceptable standard
- 12) The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc.)

Applicable Law

This warranty is without prejudice to your rights under the statutory law, including but not limited to warranty rights in relation to the seller, i.e. if applicable rectification, reduction of the price, rescission of the sale and damages.

All demands from or in connection with this warranty are subject to Chinese law, Shenzhen is the exclusive place of jurisdiction and all disputes arising from or in connection with this warranty should be submitted for arbitration to the Shenzhen court of international arbitration. This warranty is provided in addition to other rights and remedies held by a consumer at law.

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Latest information about the warranty terms and conditions and local service hotline can be obtained from our website: aftersales@mdhome.com.au



Contact us:

Importer:

Importer Business Name: MD APPLIANCES PTY LTD

Importer Address: 7 Ordish Rd, Dandenong South VIC 3175, Australia

Importer Contact Number: 1300726002

Importer Website: <https://www.mdhome.com.au>

Importer Email: info@mdhome.com.au

Manufacturer:

GD MIDEA AIR-CONDITIONING EQUIPMENT CO., LTD

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