



Elpower S.r.l.

Via A. Beggiato, 23, int. 1
36025 Noventa Vicentina (VI) - ITALY
Tel. +39 0444 787882 - Fax. +39 0444 787758
C.F. – P.IVA – 03421010244
REA VI-324212
Capitale sociale € 100.000 i.v. <http://www.elpower.it>
e.mail: info@elpower.it

Elpower srl Guarantee

Update Released – January 2022

Version Notice: This warranty update was issued in January 2022 and is applicable to all Elpower products purchased from Freedom Won from 1 January 2025 onwards

This warranty covers the following products:

- Cleanisland 100 AU/NZ
- DB 200 kW (Distribution Board)
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Elpower guarantees that the service life of the products are guarantee for 2 years and that will achieve at least a 10 year service life.

Here below the extract of the:

"GENERAL CONDITIONS OF SALE" Effective
from 1st January 2022

This document contains the General Conditions of Sale that

govern all the relationships between the company Elpower s.r.l. (Vendor) and Customers (Purchasers) for any type of product and service.

6) WARRANTIES

6.1 The Vendor guarantees that its supply conforms to the specifications of the order, complies with current rules and regulations, is suitable for use, if expressly indicated and free from defects.

6.2 Unless otherwise agreed in a specific SUPPLY CONTRACT signed by both parties, the warranty on the product supplied has a duration of 24 months.

6.3 Should defects in manufacturing or materials attributable to the Vendor occur during the warranty period, it will:

- repair the device on the Vendor's premises or on site;
- replace the Product with a model having an equivalent duration of service.

In this latter case, the warranty will be transferred to the replacement Product without prolonging the original expiry date.



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In no case will new certificates be issued.

The choice between the first or second remedy described will be made at the sole discretion of the Vendor.

6.4 The warranty includes the labour and material costs necessary to restore the correct operation of the Product on the Vendor's premises.

All other costs, in particular expenses related to shipping, disassembly, on-site installation, travel and accommodation for technical assistance service personnel, as well as the costs of customer employees are not covered by this warranty.

6.5 This warranty does not cover malfunctions due to the following causes:

- Failure to follow the instructions regarding use, installation and maintenance provided to the customer by the Vendor.
- Incorrect installation of the Product.
- Incorrect commissioning of the Product.
- Damage to the Product during shipping at the expense of the customer.
- Incorrect or improper use of the Product.
- Insufficient ventilation of the Product or installation in unsuitable place.
- Service or repair of the Product performed by personnel not authorized in writing by the Vendor.
- Tampering or modification and reparation of the Product not authorized in writing by the Vendor.
- Disregard for the safety rules.
- Damage resulting from other system components.
- Damage caused by third parties.
- Fortuitous event or force majeure (by way of example: lightning, surges, fire, hail, flooding, riots, etc.).
- Normal wear of the Product.

6.6 Also excluded from this warranty are malfunctions that do not affect the regular operation of the Product, like aesthetic defects or "minor defects" (for example, non-perforating rust) and damage caused to other parts of the system.

6.7 The Product warranty will only be effective if the Product is installed in the country declared by the Customer at the time of purchase. In any case, the warranty is not valid for Products that have been introduced into the countries of the United States of America and Canada for any reason.



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Note specifically pertaining to Elpower products sold in Australia:

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 claims for Elpower products should be addressed as follows:

Warranty claims pertaining to products sold worldwide

Attention: Service Manager Email:

service@elpower.it

Physical Address:

Via Beggiano 23
36025 Noventa Vicentina
ITALY www.elpower.it

Warranty claims pertaining to products sold in Australia, New Zealand and all other countries of the Oceania region:

Attention: Hennie Coleman

Email: sales@freedomwonaustralia.com

Contact Number: +61477304101

Physical Address:

Stalwart Energy Australia Pty Ltd (ABN 17 132 808 694)
U220 / 17 Partridge ave
Castle Hill, 2154, NSW
website
www.freedomwonaustralia.com

Warranty thus confirmed by signature

COO

ELPOWER SRL