

# Haier HV Series Residential Battery Manufacturer's Warrant

**Haier**

## Manufacturer's Warranty

When you purchase any new Haier HV Series Residential battery (Product) you automatically receive a 10-year Manufacturer's Warranty covering parts and labour.

In addition, Haier warrant that the Product will retain not less than either seventy percent (70%) of Nominal Energy, or of the Min Through Output Energy as set out in the table below.

Model Number	Nominal Energy(kWh)	Min Through Output Energy (MWh)
HHS-1X5K	5	14.4
HHS-1X10K	10	28.8
HHS-1X15K	15	43.2
HHS-1X20K	20	57.6

### Haier undertakes to:

- Repair or, at its option, replace without cost to the owner either for material or labour any part of the Product, the serial number of which appears on the Product, which is found to be defective within 10 years of the date of purchase.

**NOTE:** Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair Products.

## **This warranty DOES NOT cover:**

- Service calls to which are not related to any defect in the Product. The cost of a service call will be charged if the problem is not found to be a Product fault. For example:
  - Correcting the installation of the Product including where the Product has not been installed in accordance with the Product's User Manual (except where the installation is performed by Haier).
  - Instructing you how to use the Product.
  - Replacing house fuses or correct house wiring.
  - Correcting fault(s) caused by the user.
  - Correcting defects caused by use other than normal domestic use or use in accordance with the Product's User Manual.
  - Defects, damage or loss of performance caused by the connection of the Product to a different type of battery module, for example: installing your Product with Low voltage battery or another manufacturer's battery.
  - Correcting damage caused by pests, e.g. rats, cockroaches etc.
  - Correcting cosmetic corrosion or discoloration and water or dirt or dust ingress.
  - Faults caused by power outages, surges or over voltage events.
  - Removing debris.
  - Defects to the Product caused by accident, neglect, misuse, or Act of God.
  - Normal recommended maintenance as set out in the Product's Operation and Installation Manual.
  - Faults caused by the dismantling, repair, or service of the Product by other than a Haier authorised service technician or the selling dealer.
  - Transportation or travelling costs involved in the repair when the Product is installed outside the Haier authorised service technician's normal service area.
  - If the Products are altered or modified in any way (including if the Products' serial or identification number is altered, defaced, or removed) unless such modification has been approved in writing by Haier.

This Warranty is an extra benefit and does not affect your legal rights.

## **Product Sold in Australia Only**

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 for 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.

## **How to claim:**

To avoid a service charge, please check the following items carefully:

- Do you have a power cut in your area.
- Have you had a recent storm and the panels have been hail damaged, if yes please follow the procedures below.
- Has the sun light faded, and the solar panels don't have enough sunlight to produce power.
- Are your panels clean.
- Do you have trees that since your install have now become overgrown, and are causing shading on your panels.
- Have you had electrical work on the day your Product stopped working.

If your Product is not producing power, please first follow the steps set out below.

Shutdown procedure:

Step 1: Turn off the "MAIN SWITCH" (Inverter Supply) located in switchboard.

Step 2: Turn off the "D.C Isolator" located next to the inverter.

Battery Shutdown procedure:

1. Turn OFF the inverter (follow the above steps).
2. Turn OFF the adjacent "Battery DC Isolator (If installed).
3. Open the battery wiring cover.
4. Turn OFF the battery circuit breaker.
5. Make sure every indicator on the battery pack is OFF.
6. Turn OFF the auxiliary power ON/OFF switch.
7. Close the wiring box cover.

Battery Turn on procedure:

1. Open the battery wiring box cover.
2. Make sure the battery circuit breaker is in the OFF position.
3. Turn ON the auxiliary power ON/OFF switch.
4. Turn OFF the battery circuit breaker.
5. Close the wiring box cover.
6. Turn ON the adjacent "Battery DC Isolator" (if installed)

Step 1: Turn On the "D.C Isolator" located next to the inverter.

Step 2: Turn On the "MAIN SWITCH" (Inverter Supply) located in switchboard.

If after checking the above, your Product requires attention, please contact us with a description of the fault and the model and serial number of the Product.

Company: FISHER & PAYKEL AUSTRALIA PTY. LIMITED

Address: QLD 4178

In Australia telephone 1300 729 948

Email: [FPA.CXQHomeSolutionsTier3@fisherpaykel.com](mailto:FPA.CXQHomeSolutionsTier3@fisherpaykel.com)

<https://www.haierhome.com.au/help-and-support/contact-us>

Company: FISHER & PAYKEL APPLIANCES LIMITED (43285)

Address: 78 Springs Road East Tamaki Auckland NZ 2013

In New Zealand telephone 0800 424 372

Email: [FPA.CXQHomeSolutionsTier3@fisherpaykel.com](mailto:FPA.CXQHomeSolutionsTier3@fisherpaykel.com)

<https://www.haierhome.com.nz//help-and-support/contact-us>

If a service is to be carried out, reasonable access to the Product will be required. If you have any doubts as to the accessibility of your Product, please advise the service technician prior to arrival so that access arrangements can be made.

When making a service enquiry/booking please have a description of the fault and the model and serial number of the product available. This will ensure your Haier Service Technician has all available information on your product before he or she calls on you.

## **Manufacturer's Warranty Registration:**

We recommend that you register your products online at:

In Australia -<https://support.haier.com.au/s/product-registrations> In

New Zealand -<https://support.haier.co.nz/s/product-registration>

Manufacturer: Qingdao Nahui Energy Technology Co., Ltd.

Address: Room 303, Entrance 1, No. 4 Building Lan Gu Entrepreneurship Center

Phase 1, No. 7, Keji Yilu Road, Aoshanwei Subdistrict Office Jimo District Office

266200 Qingdao, Shandong, China

China telephone 0532-88935801

Email: [nahuies@haier.com](mailto:nahuies@haier.com)

In

For your own records we recommend you retain your invoice or home builder document as a proof of purchase as this will be required for warranty repair.

[haierhome.com.au](http://haierhome.com.au)  
[haierhome.co.nz](http://haierhome.co.nz)