

Manufacturer Warranty Statement

Noark Australia provides a warranty for two years from the date the product (Switchboards) is delivered. This warranty covers:

- **Manufacturing Defects:** Any issues arising from the manufacturing process.
- **Material and Component Quality:** Defects in the materials or components used in the switchboards.

Warranty Coverage:

- The warranty ensures that the switchboards will perform adequately under proper conditions of use, installation, and maintenance.

What We Do:

- If a product fails to function properly within the warranty period due to manufacturing or material defects, Noark Australia will, at our discretion:
 - Repair the defective product, or
 - Replace the product with a new or equivalent item.

Return Policy:

- All defective products must be returned to Noark Australia for assessment and subsequent repair or replacement.

Special Warranty Conditions:

- Noark Australia may offer extended or special warranty conditions based on local technical or commercial requirements. These conditions will be detailed in a separate document.

Terms and Conditions:

- This warranty is subject to the terms and conditions outlined in the accompanying document provided by Noark Australia.

Noark Switchboard Standard Warranty Terms and Conditions

Effective from 01 Feb 2024

Warranty Actions:

If a switchboard is deemed faulty under Noark Australia's warranty, and if feasible and appropriate, Noark Australia will, at their discretion:

1. Provide Telephone and Email Assistance.
2. Repair the switchboard:
 - At Noark Australia's in-house workshop or an authorized service center, or
 - By a Noark Australia field service engineer on-site or at an authorized service center.
3. Replace the switchboard with an equivalent model, ensuring the same service life. The remaining warranty period will transfer to the replacement, with no extensions beyond the original deadline.

Warranty Coverage:

- The warranty covers the time and material costs to restore the switchboard to full functionality.

Exclusions from Warranty:

- a. Accidental Damage.
- b. Negligent, Improper, or Inadequate Use.
- c. Failure to Follow Instructions: Including those in the End User Manual and Installation Manual.
- d. Unauthorized Modifications or Repairs.
- e. Natural Disasters or External Actions: Such as surges, floods, plagues, earthquakes, or third-party actions not under Noark Australia's control.
- f. Overvoltage Damage: From the DC side of solar modules or the AC side of the utility grid.
- g. Insufficient Ventilation.
- h. Inadequate Transport Conditions.
- i. Non-Compliance with Installation Standards.
- j. Serial Number Issues: Products with manipulated or unreadable serial numbers are excluded from warranty.
- k. Aesthetic Complaints: Unless they affect functionality or performance as described in Noark Australia's technical and commercial brochures.

Additional Exclusions:

- Transport Costs: For sending damaged products to the factory for repair or returning them are not covered.
- Labor Costs: Related to dismantling damaged products or reinstalling repaired ones are not covered.

- Unspecified Rights: Any warranty rights not explicitly mentioned in this document are not covered.

Manufacturer's Responsibility Limitations:

1. Force Majeure: Noark Australia will not be held responsible for any delay or failure to fulfill warranty commitments due to force majeure or other unforeseen circumstances beyond our control.
2. Liability Exclusions:
 - Noark Australia is not liable for:
 - Personal Injuries or Property Damage.
 - Business Interruption Costs.
 - Costs Related to Dismantling and Installing Replacements.
 - Overhead Charges.
 - Loss of Profits.
 - Loss of Data.
 - Damage to Reputation or Customer Relationships.
3. Legal Compliance:
 - These warranty limitations apply unless they conflict with current legal requirements regarding product liability in any country. In case of such conflict, only the conflicting clause will be void, while the rest of the warranty terms remain valid.

Manufacturer Representative and Importer Information:

Company name: Noark Australia Pty Ltd

Company address: Warehouse 1 10-12 Fairford Road Padstow 2211 NSW Australia

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