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**Redflow**  
Product Range Warranty Document  
January 2016



## Twelve Months Defects Guarantee

Redflow guarantees to the Customer that the ZBM product which is installed, used and serviced in accordance with the relevant product information will be free from defects in material and workmanship for a period of twelve months from the date of delivery to the Customer (**Defects Guarantee**). Customer is defined as the purchaser of the ZBM product from RedFlow. In the event that the ZBM product has a defect covered by this guarantee (**Defective Product**), RedFlow, at its discretion will (i) remedy the defect, (ii) supply a replacement ZBM product, or (iii) repay the purchase price of the Defective Product. The procedure for making a claim is set out below.

## Performance Warranty

Redflow warrants the **performance of the ZBM product to the Customer for the specified product as per table below (Table 1.0) or 10 years whichever comes first**. This performance warranty applies from the date of delivery and only when the ZBM product is used in accordance with the manufacturer’s operating instructions as defined in the ZBM product Installation and Operation Manual (**Performance Warranty**).

Table 1.0 – Product Performance

Product	kWh	Warranted Energy throughput - kWh
ZBM	8kWh	10,000
ZBM2	10kWh	30,000
ZBM3	11kWh	33,000
LSB (various models/sizes)	Up to 660kWh (Dependent on the model)	Up to 1,980,000 (Dependent on the model)

Should Redflow find that a ZBM product does meet the warranty terms and conditions, it will repair or replace the ZBM product or refund the amount paid (at Redflow’s discretion) and the warranty term remains as the balance of the original warranty.

## Performance Warranty Conditions

The performance warranty is applicable if the ZBM product fails to meet the minimum energy efficiency performance requirement of the standard calibration cycle as defined in the ZBM product Installation and Operation Manual, and subject to the conditions given by the Electrical Operating Envelope and the Physical and Communications Characteristics of the ZBM product as specified in the ZBM product Installation and Operation Manual. In addition, the following conditions must be met:

- The ZBM product delivers a maximum of 100% of kWh per 24 hour period.
- If the ZBM product indicates that it has reached end-of-life, the ZBM product must no longer be used.
- In the event of a warranty claim, full and complete operational logs of ZBM product data (as specified in the ZBM product Installation and Operation Manual) are to be provided to Redflow for analysis.
- Servicing of ZBM products can only be conducted by Redflow or RedFlow-approved personnel.
- This warranty is applicable on a return to supplier basis for the ZBM product only.
- Redflow reserves the right to perform any tests prior to considering any warranty claims.

## Limitations on the Guarantee and Warranty

Redflow is entitled to refuse and honour the Defects Guarantee and Performance Warranty in the following circumstances (regardless of how the circumstances arise):

- Where the ZBM product has been handled, or modifications made to the battery, not in accordance with the relevant product information (including the Installation and Operation Manual) or other written instructions issued by RedFlow;
- Where the ZBM product has not been installed in accordance with the Installation and Operation Manual or other written instructions issued by RedFlow;
- Where the system containing the ZBM product has been incorrectly configured;
- Where the ZBM product has not been serviced or maintained in accordance with the relevant product information or written instructions issued by RedFlow;

- Where the ZBM product has been used for purposes or in circumstances not conforming to the product specifications or not in compliance with the Installation and Operation Manual;
- Where the ZBM product has been damaged due to external or environmental causes of any kind (including pollution of any kind, fire, explosion, smoke, charring, lightning, hail, frost, snow or storms);
- Where the ZBM product has been damaged due to malicious acts by any person (including vandalism or violent activities);
- Scratches, marks, mechanical wear, rust, mould, degradation, discolouration and other changes which occur after the delivery of the ZBM product but which do not result in a reduction of performance which exceeds the levels set out in the Performance Warranty Conditions;
- Where the ZBM product is modified or used in processes involving, or in conjunction with, other products without RedFlow's prior written consent;

In no event shall Redflow be liable for consequential or incidental losses or damages. Redflow further disclaims all implied warranties of merchantability and fitness to the maximum extent permitted by law.

## Claims under the Defects Guarantee and Performance Warranty/ Notification of Defects

The ZBM product must be checked for visible defects on delivery. Any defects discovered during this process must be reported to Redflow immediately. If visible defects are not reported immediately, Redflow may refuse to honour this warranty. To claim under this warranty, please contact RedFlow Limited via email at [sales@redflow.com](mailto:sales@redflow.com) or phone: +61 (07) 3376 0008. We ask for our customers' understanding that Redflow cannot accept any unauthorised shipments of the ZBM product and we will not take delivery of such items.

## Choice of Law

These warranty terms and conditions shall be exclusively governed by the laws of Queensland, Australia. The UN Convention on Contracts for the International Sale of Goods shall not apply.



Telecommunication  
Application



Renewables  
Integration



On and Off Grid  
Remote Power



Micro Grid and  
Smart Grid



Transmission and  
Distribution Deferral