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**Rise With Your Inner Power**  
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# Warranty Card

Firefly 3K/4.6K/5K Hybrid

Factory Warranty

Warranty Conditions

**Manufacturer/Certificate holder contact details:**

**Name:** Chengdu TecloMan Energy Storage Technology Co., Ltd.

**Address:** No. 1008 Gui Jin Road, Xindu District, Chengdu City, Sichuan Province, China

**Email address:** [tecloman@tecloman.com](mailto:tecloman@tecloman.com)

**Phone number:** +86-28-83932902

**Web address:** [www.tecloman.com](http://www.tecloman.com)

**Australia Importer contact details:**

**Name:** Energy Formula Pty Ltd.

**Address:** 1/18 Ellerslie Road, Meadowbrook, Brisbane, QLD 4131

**Email address:** [hello@energyformula.com.au](mailto:hello@energyformula.com.au)

**Phone number:** 1300 903 925

**Web address:** <https://energyformula.com.au>

If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer by law.

Our goods come with guarantees that cannot be excluded under 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.



[www.tecloman.com](http://www.tecloman.com)

Chengdu TecloMan Energy Storage Technology Co.,Ltd



## Factory Warranty

Only applies for following products produced from factory warranty:

- Firefly 3k Hybrid, Firefly 4.6K Hybrid, Firefly 5K Hybrid:

For the above mentioned products, you receive warranty valid for 5 years from the date of delivery from factory warranty. The factory warranty covers any costs for repair or spare parts during the agreed period beginning on the date of delivery of the device, subject to the following conditions.

This warranty includes all defects of design, components and manufacturing.

## Factory Warranty Scope

The factory warranty does not cover damages caused by following reasons:

- Breaking the products seal (opening the casing);
- Transport damage;
- Incorrect installation or commissioning;
- Failure to observe the user manual, quick installation instructions;
- Unauthorized modifications, changes or attempted repairs;
- Incorrect usage or inappropriate operation;
- Insufficient ventilation of the device;
- Failure to observe the applicable safety regulations;
- Force majeure.

Neither does it cover cosmetic defects which do not influence the energy production.

## Warranty Conditions

If a device becomes defective during the agreed factory warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of factory warranty:

- Device repair at factory warranty, or
- Device repair at on-site, or
- Exchange for a replacement device or equivalent value with regard to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device and you entitlement will be documented at factory warranty.

Excessiveness in the meaning above exists in particular if the cost of the measures for factory warranty would be unreasonable.

- In view of the value that the device would have without the defect;
- Taking into account the significance of the defect, and
- After consideration of alternative work around possibilities that factory warranty customers could revert to without significant inconvenience.

The Warranty is subject to the law of the Australian States.

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.

This warranty only applies to the Customer who has purchased the Product for his or her own use.

Please fill the required information in and send this page to factory warranty when you need to apply warranty service support.

### User Information

Company/User Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Project Installation Location: \_\_\_\_\_

### Product Information

Inverter Model: \_\_\_\_\_ Serial No: \_\_\_\_\_

Invoice No: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Dealer: \_\_\_\_\_ Commission Date: \_\_\_\_\_

Fault/Error Description: \_\_\_\_\_

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