



## PLASMATRONICS PTY LTD

SOLAR CHARGE CONTROLLERS

ABN 98 073 758 497

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Victoria, Australia 3066

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Email [info@plasmatronics.com.au](mailto:info@plasmatronics.com.au)

Web [www.plasmatronics.com.au](http://www.plasmatronics.com.au)

### Limited Warranty

- a. The PL regulator range is supported with a limited five years warranty. It covers defects in materials and workmanship for a five year period from the date of purchase. This warranty does not cover defects arising from any of the following"
  1. Improper use, abuse, neglect, or accidents.
  2. Operations outside the unit's design limits as specified in the operating manual.
  3. Incorrect Installation including inadequate environmental protection. The unit will not be covered under warranty if the conformal coating has been pierced by any means, either by the user or the environment. For example, damage to the conformal coating caused by vandalism, abrasion by wind blown sand, or destruction by insects.
  4. Flood, fire, wind, lightning or earthquake.
  5. Damage in transit
- b. Warranty is void if the product has been tampered with, altered, or rearranged in any way.
- c. The warranty does not extend to damage to anything or anybody which may be caused by the failure or improper use of the equipment.
- d. Compatibility of this equipment with any other particular equipment cannot be guaranteed.
- e. Plasmatronics will decide if goods are repaired or replaced according to the nature of the fault.
  1. If there is any reason to believe there is a fire risk or extreme fault in unit all electricity should be disconnected immediately. Otherwise, to use the warranty these steps should be followed:
  2. Contact Plasmatronics by phone on +613 94869902 or email [support@plasmatronics.com.au](mailto:support@plasmatronics.com.au). Our Technicians will inform you if there are any further tests or setup changes that need to be made to the system. If they believe that there is a physical fault with the unit they will give you a return authorisation number.
  3. The unit must be packed properly to avoid damage in transit. Any damage which occurs in transit when the regulator is returned will not be covered under warranty. A written description of the alleged defect and a description of how the defect was traced to the regulator should be included with the regulator
  4. Return the goods to
    - Repairs
    - Plasmatronics
    - 75 Newman Street
    - Thornbury VIC 3071
  5. The user must pay the cost of freight, packaging, insurance, and any other costs associated with sending the goods back to Plasmatronics. We suggest that a tracked service such as a courier or registered post be used. Plasmatronics will not be liable for a regulator that is lost in transit.
  6. Plasmatronics will repair or replace any goods found to be faulty, subject to the terms of the warranty. If the warranty claim is accepted Plasmatronics will pay freight for the return of the PL regulator.
- f. Evaluation or repair will only be carried out at our factory in Thornbury VIC Australia. We are the only authorised repairers of our product. Plasmatronics will not be required to visit an installation site.
- g. The benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law
- h. 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.