

# FranklinWH Warranty and Labor Reimbursement Process (AU/NZ)

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## Purpose

The FranklinWH Australia Pty Ltd (FranklinWH) Labor Reimbursement Program is designed assist FranklinWH Certified Installers (Installer) with the costs associated with replacing defective FranklinWH energy storage systems and components installed in the Australia and New Zealand. The systems consist of the following FranklinWH products (Eligible Products):

Product Name	Product Model
aPower X	APR-05K13V1-AU
aGate X 1.2	AGT-R1V1-AU
Smart Circuits Module	ACCY-SCV1-AU
Generator Module	ACCY-GENV1-AU
Energy Meter 3P Solar or Grid	ACCY-3PMTERKIT-AU
	ACCY-3PM120CT-AU

## Labor Reimbursement Amount

- \$200 for each truck roll to a site for performing removal and replacement of a defective Eligible Product, including removal or replacement of an accessory.
  - \* Covers roundtrip 250 km, each additional > 250 km at additional \$ 0.80 per km.
- \$200 for each defective aPower that is replaced at a customer site.
- \$150 for each defective aGate that is replaced at a customer site.
- Reimbursement amount is inclusive of GST.

## Terms and Conditions

All amounts are in AUD Dollars including GST. To be eligible for reimbursement under the Labor Reimbursement Program, all of the following conditions must be met:

- FranklinWH has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer prior to performing the Eligible Product Warranty Replacement.
- Removal and replacement of defective Eligible Products (Eligible Product Warranty Replacement) is completed within the warranty period commencing on the date the system is activated (permission to operate is granted by the authority having jurisdiction).
- FranklinWH will ship a replacement unit to the provided address. Upon receipt, the installer should return the defective product using the same box and the included return label. Ensure the product is securely packed in the original or equivalent protective packaging.
- Installer has submitted a claim for reimbursement within 30 days of completing the Eligible Product Warranty Replacement.

## Labor reimbursement process

### Prerequisites

- Request from FranklinWH a remote diagnosis on an Eligible Product(s) at issue.
- Obtain an RMA from FranklinWH.
- Perform the Eligible Product Warranty Replacement at the site.
- Return the defective Eligible Products according to the return label on the RMA shipping packaging.
- Submit the labor reimbursement application within 30 days of completing the Eligible Product Warranty Replacement.

*\*Note: Payment is made after verification and the receipt of the defective Eligible Products by the FranklinWH team.*

### Contact Information for FranklinWH

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