



# FranklinWH Products Australia Limited End User Warranty

Effective Date: June 2026

# FranklinWH Products Limited End User Warranty

This limited warranty applies to FranklinWH energy storage systems installed in Australia and New Zealand. It applies to the following FranklinWH products ('Products'):

Product Name	SKU	Warranty Coverage
aPower	APR-05K15V1-AU APR-05K13V1-AU	12 years
aGate	AGT-R1V1-AU	12 years
Smart Circuits Module	ACCY-SCV1-AU	12 years
Generator Module	ACCY-GENV1-AU	12 years

\* APR-05K15V1-AU (Model: aPower X-02-AU)  
APR-05K13V1-AU (Model: aPower X-01-AU)

\* The Energy Meter 3P, for both Solar (ACCY-3PMTERKIT-AU) and Grid (ACCY-3PM120CT-AU), are covered by a 2-year warranty.

\* The aGate communications module, which supports Ethernet, Wifi, and 4G, comes with a limited warranty of up to 5 years. This warranty does not cover the continuity, quality, strength, or coverage of 4G service at the location where the FranklinWH System is installed.

This warranty only applies when the products are purchased from an authorized reseller and installed by an installer who is certified by FranklinWH Technologies Ltd. Co. (FranklinWH) or its affiliate, FranklinWH Australia Pty Ltd.

The limited warranty includes a warranty period and performance warranty.

## Warranty Period

FranklinWH warrants that your Products will be free from defects for twelve (12) years starting from the date of the initial installation. FranklinWH will offer remedies according to the Remedies section.

## Security Update Support Period

The defined support period for security updates for FranklinWH System is a defined period of 5 years from the date of initial installation. For example, a product installed on 1 January 2026 has a defined security update support end date of 1 January 2031. FranklinWH may extend this support period, and any extension will be published; but FranklinWH will not shorten the defined support period after it is published.

# Performance Warranty

FranklinWH guarantees that, when this limited warranty begins, each FranklinWH aPower will have its rated energy capacity as follows:

- SKU: **APR-05K13V1-AU**: 13.6 kWh
- SKU: **APR-05K15V1-AU**: 15 kWh

During the warranty period, FranklinWH further guarantees that the capacity retention will not be less than 70% of the rated capacity upon the earliest occurrence of: (i) the expiration of the 12-year warranty period; or (ii) the aggregate energy throughput reaching **43 MWh** (APR-05K13V1-AU) or **60 MWh** (APR-05K15V1-AU).

SKU	Rated Energy Capacity	Energy Retention	Aggregate Throughput
APR-05K15V1-AU	15 kWh <sup>1</sup>	70% at the end of the 12-year warranty period	60 MWh
APR-05K13V1-AU	13.6 kW <sup>1</sup>	70% at the end of the 12-year warranty period	43 MWh

*NOTE:*

1. The rated capacity measurement should be performed on a new system at 25 degrees Celsius and 2.5kW charge and discharge power.

This warranty gives you specific legal rights. You may have further legal rights and remedies under local laws in your country. The terms of this warranty will apply to the extent permitted by applicable law. Please see the disclosures relating to your country in the appendix to this warranty. For a full description of your legal rights, you should refer to the laws applicable in your country.

## Remedies

If your FranklinWH System is defective within the warranty period, FranklinWH will, at its sole discretion, repair or replace your faulty device (aPower/aGate) with an equivalent product (new or refurbished). The remaining warranty period will be transferred to the repaired or replacement product. Under no circumstances will the original warranty period be extended as a result of your FranklinWH product being repaired or replaced.

FranklinWH can also refund you the actual purchase price of the defective products less reasonable depreciation based on use at the time of the warranty claim when 1) FranklinWH is unable to provide a replacement and repair is not commercially practicable or cannot be timely made, or 2) You are willing to accept such a refund.

In the event of a defect, to the extent permitted by law, the above-mentioned repair, replacement or refund are the sole and exclusive remedies that FranklinWH provide. FranklinWH's responsibility under this warranty extends to valid service tickets or replacement requests initiated before the expiration date of the warranty for items and services covered by the warranty, even if the resolution occurs after the warranty period has expired. All remaining liability shall terminate upon expiration of the warranty period.

# Warranty Exclusions

This Limited Warranty **does not cover**, and FranklinWH will not be liable for any defects, damages, or performance issues caused by, arising from, or related to any of the following circumstances:

## **Misuse, Negligence, or Improper Use**

Damage due to improper use, misuse, abuse, negligence, unauthorized modifications, or operating beyond intended conditions as outlined in product documentation.

## **Shipping, Handling, and Storage Damage**

Damage incurred during shipping or transit. (**Note:** Report shipping damage immediately to your distributor or the shipper within five (5) business days.)

Damage caused by improper or negligent handling or improper storage, including but not limited to moisture exposure, extreme temperatures, physical impacts, or storage in conditions violating the conditions specified in the product's user manual, datasheets, or any provided instructions.

## **Installation-Related Issues**

Installation performed by non-certified or unlicensed personnel, or installation not adhering to FranklinWH installation instructions, guidelines, or applicable local and federal electrical codes and standards. (Certification is required to carry out installations. Learn more at: [Installer Certification](#))

Removal, relocation, reinstallation, or alteration of the product from its original installation location without prior written consent from FranklinWH.

## **Unauthorized Repairs or Modifications**

Repair, disassembly, modification, tampering, or replacement attempts performed by personnel not explicitly authorized by FranklinWH. Obtain authorization by starting a service ticket and to ensure personnel are FranklinWH Certified Installers.

Damage or defects arising from unauthorized third-party service or maintenance actions.

## **Purchase from Unauthorized Channels**

Products obtained from sources are not officially authorized by FranklinWH.

## **External and Environmental Factors**

Damage due to external environmental events, such as lightning, power surges, floods, tidal waves, fires, earthquakes, storms, or other force majeure.

Installation in conditions outside of FranklinWH guidance, such as extreme temperatures, humidity, altitude, or corrosive environments.

Physical or electrical stress beyond the documented operating conditions, including exposure to abnormal voltage, power surges, or interference. For detailed technical specifications, refer to the Product Data Sheet.

## **Failure to Report Issues in a Timely Manner**

Defects or damage must be reported to FranklinWH or your FranklinWH Authorized Installer within **two (2) weeks** from the date of occurrence or discovery.

## **Normal Wear, Tear, and Cosmetic Issues**

Regular wear, cosmetic imperfections, dents, scratches, glue marks, discoloration, superficial defects, or cosmetic deterioration that do not materially affect product performance or reliability. Paint should be limited to external application for scratches and small damage as referenced in the FranklinWH installation manuals.

Normal operating noise or vibration that is below 50 dB and does not adversely affect system performance or reliability.

## Remote Updates and Internet Connectivity

To maintain the full 12-year warranty coverage, your FranklinWH System **must maintain consistent internet connectivity** allowing FranklinWH to remotely update system software.

By installing the FranklinWH System and connecting it to the internet, you agree to allow FranklinWH to perform these remote software updates without prior notice, which may temporarily interrupt system operation.

If the FranklinWH System remains disconnected from the internet for more than **90 consecutive days**, FranklinWH will issue a notification requesting reconnection. If internet connectivity is not restored, the warranty period will automatically be reduced to a **four-year limited warranty** from the initial installation date.

## Unregistered Products

FranklinWH Systems **must be registered at the time of installation**. Systems that are not registered upon installation will only be eligible for a **four-year limited warranty** from the installation date.

# LIMITATION ON USE

THE FRANKLINWH PRODUCTS AND SYSTEM ARE NOT DESIGNED OR INTENDED FOR USE AS A PRIMARY OR BACKUP POWER SOURCE FOR LIFE-SUPPORT SYSTEMS, MEDICAL EQUIPMENT, OR ANY APPLICATION WHERE PRODUCT FAILURE COULD RESULT IN PERSONAL INJURY, LOSS OF LIFE, OR CATASTROPHIC PROPERTY DAMAGE.

FRANKLINWH EXPRESSLY DISCLAIMS ALL LIABILITY ARISING FROM SUCH USES OF FRANKLINWH SYSTEMS AND PRODUCTS. FURTHERMORE, FRANKLINWH RESERVES THE RIGHT TO DECLINE SERVICE FOR FRANKLINWH PRODUCTS USED IN THESE PROHIBITED APPLICATIONS AND DISCLAIMS ALL LIABILITY ARISING FROM SUCH SERVICE REFUSAL.

# LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FRANKLINWH SHALL NOT BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, ECONOMIC LOSSES OF ANY KIND, PROPERTY DAMAGE OR LOSS, OR PERSONAL INJURY ARISING FROM ANY CAUSE, WHETHER IN CONTRACT OR TORT. FRANKLINWH'S TOTAL LIABILITY UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR YOUR FRANKLINWH PRODUCTS.

# WARRANTY DISCLAIMER

THIS LIMITED WARRANTY CONSTITUTES THE SOLE EXPRESS WARRANTY PROVIDED FOR FRANKLINWH PRODUCTS. FRANKLINWH DISCLAIMS ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY OR IMPLIED, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES AGAINST LATENT OR HIDDEN DEFECTS.

Additionally, this Limited Warranty does not cover:

- Damage from improper installation or maintenance.
- Unauthorized modifications or repairs.
- Normal wear and tear.
- Damage from external environmental factors, including but not limited to direct exposure to sunlight, snow, or rain.
- Damage from power surges or grid instability.
- Data loss or software compatibility issues.

Where such warranties cannot be legally disclaimed, FranklinWH limits their duration and remedies to those specified in this Limited Warranty.

## MODIFICATIONS AND WAIVERS

No individual or entity, including FranklinWH employees or authorized representatives, may modify or waive any provision of this Limited Warranty.

FranklinWH may, at its sole discretion:

- Offer to cover costs for certain repairs not covered by this Limited Warranty
- Make such offers for specific covered products or on a case-by-case basis
- Make these decisions without creating any obligation to extend similar offers to other owners of the Products

If FranklinWH publishes any new or modified version of this Limited Warranty, such version shall apply only to Products ordered after the publication date of the modified warranty.

## GOVERNING LAW AND JURISDICTION

This Limited Warranty shall be governed by and construed in accordance with the laws of the jurisdiction where the product was purchased. Any disputes arising from or relating to this Limited Warranty shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.

## SEVERABILITY

If any provision of this Limited Warranty is held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected or impaired thereby.

## Warranty Claim Process

In order to make a claim under this Limited Warranty, please contact the installer or reseller who sold you the FranklinWH System. If you are unable to contact your installer or reseller, you may contact FranklinWH using the contact information below. In this case, FranklinWH will process your warranty claim and may assign a service personnel, either from FranklinWH or an authorized service partner, to follow up with your case.

For a warranty claim to be processed, please prepare the following information.

- 1) Proof of the original purchase of your FranklinWH System, or any subsequent transfers of ownership.
- 2) A description of the alleged defects.
- 3) The serial number of the aPower X or aGate X, and its installation date.

If a replacement is needed, before sending the defective device back to FranklinWH, an RMA (Return Merchandise Authorization) number must be obtained from FranklinWH, otherwise FranklinWH will not bear the shipment cost, or the returned device might be refused.

## Contact Information for FranklinWH

**Importer: FranklinWH Australia Pty Ltd.**

Address: Suite 4, Level 4, 4 Drake Ave, Macquarie Park NSW 2113

Email: [service-au@franklinwh.com](mailto:service-au@franklinwh.com)

Website: [www.franklinwh.com/au](http://www.franklinwh.com/au)

Contact phone number: 1800 161 300

## Appendix-Country Specific Disclosures

- Australia

THIS WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT EXCLUDE, RESTRICT OR LIMIT ANY RIGHTS A CUSTOMER HAS UNDER THE AUSTRALIAN CONSUMER LAW.

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.

- New Zealand

THIS WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT EXCLUDE, RESTRICT OR LIMIT ANY RIGHTS A CUSTOMER HAS UNDER THE CONSUMER GUARANTEES ACT 1993 AND THE FAIR TRADING ACT 1986 (THE "NEW ZEALAND CONSUMER LAW"). IF THE PRODUCT IS ACQUIRED FOR THE PURPOSES OF A BUSINESS THEN THE CONSUMER GUARANTEES ACT 1993 SHALL NOT APPLY.

YOUR RIGHTS UNDER NEW ZEALAND CONSUMER LAW MAY ALSO APPLY TO ANY REPAIRED OR REPLACEMENT FRANKLINWH.

**FRANKLINWH**

FranklinWH Australia Pty Ltd.