

L A V O · O ·

LAVO S2 AIO Warranty Card

LAVO



Warranty Card

The user should retain this Warranty Card

1. Overview

The document is a Warranty Card for the LAVO AIO product, detailing product information, a 10-year warranty period from the installation or purchase date, and terms and conditions of the warranty, including coverage for defects and exclusions for damages due to various reasons like improper installation or external events. It also outlines the rights under the Australian Consumer Law, provides spaces for customer and dealer information, and includes instructions for registering the product via mail.

1.1 Version Control

Version	Date	Author	Authorisation	Revision Comments
1.0	23/4/24	Reju	Lyndon	New Document

1.2 Product Information

LAVO AIO Product Information	
Inverter Model	
Serial Number of Inverter	
Invoice Number	
Purchase Date	
Date of Commissioning	
Warranty period	10 years from the date of the LAVO S2 AIO unit installed

2. Definitions

- **Company** means LAVO Life Pty Ltd, a limited liability company with its registered office in Sydney, Australia.
- **Customer** means an undertaking whose order for product has been accepted by the Company or by the Company's authorised service provider.
- **Product** means:
 - All-in-One battery storage and smart inverter unit (S2 AIO unit);
 - Firmware and software related to the above.
- **Defect** means a defect, error, omission, failure, irregularity or other aspect in or of the product(s).

3. Terms and Conditions

- During the Warranty period, if the Product is deemed to be defective, which is recognized in accordance with the instructions and other cautions by the authorised service personnel, the Company will either repair or replace it at its discretion and the Company will bear the costs of any such repair or replacement, including parts and labour charges.
- If the defect is not remedied after following the applicable procedures set out in the troubleshooting guide, the 'Company' will arrange a free replacement unit of the same model.
- Please provide Proof of Purchase and Warranty Card to our authorised service personnel for a warranty repair.

3.1 Exclusion of liability

If the Defect of the AIO Unit under Warranty is caused by one or more of the following circumstances, the warranty will not be covered by the 'Company'.

- Transportation damage.
- Normal wear and tear (including, without limitation, wear and tear of batteries).
- Incorrect installation that does not comply with standards, improper operation, and unauthorised modifications to the units or repair attempts, particularly by non-approved electrical engineers.
- Operated using defective equipment.
- If the installation and operation of the unit do not comply with the conditions outlined in the user manual
- Faults or damage due to unforeseen external events, man-made factors, or force majeure, including but not limited to stormy weather, flooding, overvoltage, pests, inappropriate handling, misuse, neglect, fire, water, lightning, or other acts of nature.
- The warranty expires when the warranty card and purchase invoice are altered. Product malfunction is caused by the above. If you require maintenance service, we can provide paid

service.

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 'Customer' is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. 'Customer' is 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.

3.2 Customer information

LAVO Customer Information	
Customer Name	
Customer Tel. No	
Customer Email	
Customer Address	
Post Code	

3.3 Installer's information

LAVO Installer's Information	
Installer Name	
Company Name	
Installer Address	
Installer Tel. No	

To register LAVO AIO product, please mail this warranty registration card to procurement@lavo.com.au