

Limited Warranty ATMOCE for New Zealand February 2026

Introduction

This Limited Warranty is provided by ATMOCE Australia ("Warranty Provider") to the Covered Owner in New Zealand. It applies to products activated on or after the specified date, subject to the terms and conditions set forth herein. The purpose of this Limited Warranty is to outline the coverage provided by the Warranty Provider to the Covered Owner for defects in material or workmanship under normal use conditions.

Scope of the Warranty

This Limited Warranty ("Warranty") provided by ATMOCE Australia ("Warranty Provider") applies to the "Covered Owner" of the product(s) specified in the accompanying documentation or packaging ("Covered Product(s)").

For the purposes of this Warranty, a "Covered Owner" is defined as either:

1. The original End User who purchased the Covered Product from an Authorized Partner for their own use; or
2. An Authorized Distributor or Authorized Partner.

This Warranty covers any defects in material or workmanship under normal use during the Warranty Period. "Normal use" refers to operation in accordance with the official user manual and applicable market standards. The Warranty Period commences on the date of activation as defined below and continues for a period specified in the product documentation, unless otherwise stated in writing by the Warranty Provider.

Subject to any non-excludable rights under the Consumer Guarantees Act (CGA), if a defect arises and a valid claim is received within the Warranty Period, the Warranty Provider will, at its sole discretion, either repair the defective Covered Product or replace the Covered Product with a new or refurbished unit of equivalent or superior performance.

Unless a specific separate agreement exists between ATMOCE and the Authorized Partner, the costs associated with a valid warranty claim shall be covered as follows:

1. Hardware Costs: ATMOCE will cover the cost of hardware materials (spare parts or replacement units) necessary to restore the Covered Product to operational condition.
2. Labor and Transport Costs: Labor costs (including diagnosis, uninstallation, and reinstallation) and transport costs associated with the warranty service

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will be covered strictly in accordance with the standards and limits set forth in ATMOCE's "Labor Reimbursement Policy" in effect at the time of the claim.

If the original model of the Covered Product(s) is no longer available, the Warranty Provider will, at its discretion, replace it with an upgraded model that is functionally equivalent or functionally superior to the Covered Owner's defective product in terms of features, functions, and compatibility.

This Warranty does not cover any damage or malfunction that results from: (i) improper installation, maintenance, or use; (ii) unauthorized modifications or repairs; (iii) normal wear and tear; (iv) external causes such as accidents, abuse, or other actions or events beyond the reasonable control of the Warranty Provider.

To obtain warranty service, the Covered Owner must provide reasonable cooperation to the Warranty Provider or its Authorized Partner for remote diagnosis. Warranty service may be denied if the Product usage data is unavailable due to the fault of the Covered Owner.

Warranty Period

This Warranty shall commence on the Activation Date of the Covered Product(s) and shall continue in effect for the period specified in the product documentation provided to the Covered Owner at the time of purchase ("Warranty Period"). The duration of the Warranty Period may vary depending on the specific type of Covered Product(s) purchased. It is the responsibility of the Covered Owner to review the product documentation carefully to understand the duration of the Warranty Period applicable to their purchase.

Limited Product Warranty:

Covered Product	Warranty Period(s)
Microinverter: MI-450	25 years from Activation Date
Microinverter: MI-900-2M	15 years from Activation Date, can be extended to 25 years warranty
Gateway: MG100	5 years from Activation Date
Combiner: MC100PRO-S1P/MC100PRO-T3P	5 years from Activation Date
Current Sensor	5 years from Activation Date

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Relay M-Relay: MR100-S/MR100-T	5 years from Activation Date
Junction Adaptor M-Adaptor: MT-04003-A/MT-03205 -A /MT-04002-2in1	5 years starting one hundred eighty (180) days after shipment.
M-Battery: MS-7K-U	15 years from Activation Date, or Throughput Energy reach to 29.2MWH, whichever comes first

Activation Date: The Warranty Period for the Covered Product shall commence on the earlier of the following dates (the “Activation Date”):

- (i) The date the Covered Product is installed, activated, and registered on the ATMOCE Platform (Website or APP); or
- (ii) The date shown on the retailer’s invoice or valid delivery document (such as a Proof of Delivery) proving when the Covered Product was delivered to the installation site.

Default Start Date (in absence of proof): If the Start Date cannot be determined by either of the above methods (e.g., lack of registration and missing invoice), the Start Date shall be deemed to be:

- For Batteries: 6 months after the delivery from ATMOCE / Warranty Provider to Covered Owner;
- Other Products: 12 months after the delivery from ATMOCE / Warranty Provider to Covered Owner.

Limited Performance Warranty for M-Battery

ATMOCE warrants that the Product will retain sixty percent (60%) of its Usable Energy (as listed below) for fifteen (15) years from the Warranty Start Date; or reach the Minimum Throughput Energy, whichever comes first, on the condition that the Product is operated under normal use in accordance with the manual provided by ATMOCE.

Covered Product	Usable Energy (KWh)	Minimum Throughput Energy*(MWh)	Availability @ EOL
MS-7K-U	7KWH	29.2MWH	60%

*The term “Throughput Energy” refers to the total amount of energy a battery is expected to deliver over its lifetime. Battery usage must comply with the operating conditions outlined in the ATMOCE specifications and installation manual.

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For this Limited Warranty, Usable Energy is measured and calculated using the following standardized testing method:

1. Maintain an ambient temperature between $25^{\circ}\text{C}\pm 3^{\circ}\text{C}$.
2. Discharge the battery at a constant power until it reaches either the End of Discharge Voltage or its self-protective voltage.
3. Wait for 10 minutes before proceeding.
4. Charge the battery at a constant power until it reaches either the End of Charge Voltage or 100% SOC.
5. Wait for another 10 minutes.
6. Discharge the battery again at a constant power until it reaches either the End of Discharge Voltage or its self-protective voltage.
7. Record the total energy released during this process as the Remaining Usable Energy of the battery.

Covered Product	End of Discharge Voltage (V)	End of Charge Voltage (V)	CONSTANT POWER
MS-7K-U	20.4	28.8	1400W

Precondition For Warranty of M-Battery

This Warranty is subject to the following conditions:

(1) Storage Requirements (If Not Installed or Used Immediately)

- State of Charge (SOC): Maintain SOC between 20% and 50%. Charge and discharge the battery every six months.
- Temperature: Store between -20°C and 35°C (for up to six months).
- Humidity: Maintain between 5%RH and 95%RH (no condensation). Do not install the battery if moisture or condensation is detected.
- Placement: Store in a cool, dry location, away from direct sunlight and rain.
- Safety Precautions: Keep away from flammable, explosive, and corrosive materials.

(2) Operating Temperature

- The product must operate between -20°C and 55°C .
- The recommended working temperature range is 15°C to 30°C for optimal performance.

(3) Firmware Updates & Warranty Validity

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- To ensure the maximum warranty period for the inverter and battery, ATMOCE will periodically perform remote firmware updates. These updates may cause brief operational interruptions.
- By connecting your equipment to the internet, you agree to allow ATMOCE to update the firmware without prior notice.
- If your equipment remains offline for more than 30 days, critical updates may not be completed, and ATMOCE may not be able to honor the warranty commitment.

(4) Installation Requirements

- The battery system must be installed by a qualified and trained professional.
- The installation location must comply with the ventilation guidelines specified in the User Manual and Installation Guide.

The Warranty Provider reserves the right to amend the duration of the Warranty Period for future purchases without notice, provided that any such amendment will not affect the Warranty Period for Covered Product(s) already purchased by a Covered Owner prior to the date of such amendment.

In case of doubts the Covered Owner must prove the fulfillment of the above conditions. Warranty Provider is not responsible for and cannot be burdened with Data Protection law. In case of doubts, missing data are not a burden for Warranty Provider.

When the parties are in dispute because of the evaluation of the respective warranty the burden of proof is transferred to Covered Owner and may address the local courts. But beforehand the parties shall seek friendly and amicable solutions and settlements, under certain circumstances, by involving experts whom they appoint on an equal basis.

Warranty Recipient

This Warranty is provided by the Warranty Provider to the Covered Owner of the Covered Product(s) (hereinafter referred to as the "Covered Owner"). The Covered Owner is entitled to the benefits of the Warranty for the Covered Product(s) for the Warranty Period, as defined in the accompanying documentation or packaging of the Covered Product(s).

Extended Product Warranty

Subject to an additional fee, the Warranty Period applicable to Inverters may be extended to the durations specified below ("Extended Warranty Period"). The purchase of an Extended Warranty is permitted only during the validity of the original warranty period.

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Covered Product*	Extended Warranty Period
Microinverter M-series: MI-900-2M	+5 years / +10 years

* Extended warranties may be sold exclusively for the device types specified above. ATMOCE reserves the right, at its sole discretion, to add or remove device types from the overview list at any time.

Any Extended Warranty shall be subject to and construed in accordance with the terms and conditions applicable to the standard Warranty Period.

Additional Rights

The Warranty conferred by the Warranty Provider under this Limited Warranty is in addition to, and not in lieu of, any rights and remedies available to the Covered Owner under any applicable consumer protection laws and regulations of New Zealand.

Nothing in this Limited Warranty shall exclude or limit the Covered Owner's statutory rights or remedies that cannot be excluded or limited under applicable law. However, the Warranty is covered by the Limits of Liability below and subsidiarily of the T&Cs.

Continuous Connectivity Requirement

To ensure optimal performance and maintain the full validity of the Limited Warranty, the Covered Product must remain connected to the internet. This allows ATMOCE to perform remote firmware upgrades to optimize system efficiency and battery health.

1. Consent to Updates: By connecting the Covered Product to the internet, the Covered Owner consents to ATMOCE performing remote software or firmware updates without prior specific notice. These updates may briefly interrupt the operation of the Covered Product.

2. Effect of Disconnection: If the Covered Product is not connected to the internet for a continuous period of 30 days, ATMOCE will issue a notification requesting reconnection.

If connectivity is not restored after such notification and the Covered Product remains disconnected for an extended period, the Warranty Period will automatically be reduced to the Standard Warranty Period (from the Warranty Activation Date). The full Warranty is contingent upon continuous connectivity to enable remote monitoring and maintenance.

Covered Product	Standard Warranty Period(s)
Microinverter: MI-450	5 years from Activation Date

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Microinverter: MI-900-2M	5 years from Activation Date
Gateway: MG100	3 years from Activation Date
Combiner: MC100PRO-S1P/MC100PRO-T3P	3 years from Activation Date
Current Sensor	3 years from Activation Date
Relay M-Relay: MR100-S/MR100-T	3 years from Activation Date
M-Battery: MS-7K-U	5 years from Activation Date

Note: This reduction applies only to the commercial warranty provided by ATMOCE and does not limit any non-excludable statutory rights the Covered Owner may have under the Consumer Guarantees Act.

Warranty Exclusions

This Warranty does not apply to any damage or malfunction resulting from:

1. Normal wear and tear of the Covered Product(s).
2. Improper or unauthorized repair, maintenance, installation, or modification of the Covered Product(s).
3. Use of the Covered Product(s) in a manner for which it was not designed or intended by the Warranty Provider.
4. External causes such as accidents, abuse, misuse, or natural disasters including but not limited to fire, earthquake, flood, and lightning.
5. Failure to maintain Continuous Connectivity of the Covered Product(s), unless otherwise specified by the Warranty Provider.
6. Use of parts, components, or accessories not approved or provided by the Warranty Provider.
7. Damage or malfunction caused by software, viruses, or other software-related issues not originating from the Covered Product(s).
8. Failure to follow the operating instructions provided with the Covered Product(s) or failure to perform preventive maintenance.
9. Products with altered or missing serial numbers.
10. Damage or loss of data due to interoperability with current and/or future versions of operating system, software, or hardware.

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11. Damage resulting from the use of the Covered Product(s) outside the geographical limits of New Zealand, unless otherwise specified by the Warranty Provider.
12. Damage caused by distributor or third parties' non-compliance with Warranty Provider's requirements or instructions during installation or modification.

This list of exclusions is intended to illustrate the most common circumstances in which the Warranty does not apply. Furthermore, the Warranty Provider may, acting reasonably, exclude other instances of damage or malfunction of a similar nature to those set out above, provided that any such exclusions are consistent with applicable law.

Warranty Claim Process

To initiate a warranty service claim under the Warranty, the Covered Owner must comply with the following procedure:

1. **Contact Channel:** Contact the Authorized Installer or Reseller who sold the system. If the installer or the reseller is unavailable, contact ATMOCE Customer Service. In this case, ATMOCE will process your warranty claim and may assign service personnel, either from ATMOCE or an authorized service partner, to follow up with your case.
2. **Claim Period (Time Limit):** Please make the claim within 30 days from the failure date. Otherwise, to the extent permitted by law, ATMOCE reserves the right to treat the claim as invalid or abandoned, especially if the delay prevents accurate diagnosis or exacerbates the defect.
3. **Provide Information:** Provide a detailed description of the problem, the Serial Number (SN), Proof of Purchase (Invoice), and the Activation Date of the Covered Product(s).
4. **RMA Issuance:** Upon receipt of a warranty service request, the Warranty Provider will provide the Covered Owner with a Return Merchandise Authorization (RMA) number, if the Covered Product is confirmed as defective after analysis by the Warranty Provider technical teams. This number must be clearly marked on the outside of the package in which the Covered Product(s) will be returned.
5. **Replacement Shipment:** The Warranty Provider will send the replaced Covered Product(s) to the Covered Owner via standard ground shipping at the Warranty Provider's expense, unless otherwise specified in the Warranty.
6. **Packing:** The Covered Product(s) must be properly packaged to prevent damage during shipping.

Note on Connectivity: The Covered Owner must ensure that the Covered Product(s) maintains Continuous Connectivity as required by the Warranty. Failure to do so may result in the Warranty Period being reduced to the Standard Warranty period.

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Limitation of Liability

Notwithstanding any other provision in this Limited Warranty or any applicable law or regulation, the liability of the Warranty Provider under this Warranty shall be limited as follows:

- The Warranty Provider shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to loss of profits or feed in tariffs, revenue, data, or use, incurred by the Covered Owner or any third party, whether in an action in contract or tort or based on a warranty, even if the Warranty Provider has been advised of the possibility of such damages.
- The Warranty Provider's total liability under this Warranty for damages shall not exceed the purchase price of the Covered Product(s).
- The Warranty Provider shall not be liable for any damages or losses that result from the failure of the Covered Owner to follow the Warranty Provider's instructions regarding the use and maintenance of the Covered Product(s), or from the Covered Owner's failure to maintain Continuous Connectivity of the Covered Product(s) throughout the Warranty Period.
- Any claim under this Warranty must be made by the Covered Owner within the Warranty Period, and failure to do so shall constitute an unconditional waiver of any and all claims related to the Covered Product(s).

This limitation of liability shall apply to the fullest extent permitted by the laws of New Zealand and shall survive the termination or expiration of this Warranty.

Governing Law and Jurisdiction

This Warranty and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of the jurisdiction where the product was purchased.

Each party irrevocably agrees that the courts of New Zealand shall have non-exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Warranty or its subject matter or formation.

Severability

If any provision of this Warranty, or the application thereof to any person or circumstance, is held invalid, illegal, or unenforceable to any extent for any reason by any court of competent jurisdiction, such provision shall be deemed severable and the invalidity, illegality, or unenforceability thereof shall not affect the validity, legality, and enforceability of the remaining provisions of this Warranty which shall continue in full

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force and effect. To the extent permitted by law, the parties hereby agree to substitute for any invalid, illegal, or unenforceable provision a valid, legal, and enforceable provision that most closely approximates the intent and economic effect of the invalid, illegal, or unenforceable provision.

Further Protection Rights

This Warranty regulates warranty cases conclusively but does not affect any statutory mandatory rights that the Covered Owner may have under applicable local indispensable laws.

Important Note: Consumer Guarantees Act (CGA)

This Limited Warranty operates in conjunction with, and does not supersede, waive, or otherwise affect any statutory protections afforded to consumers under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 (collectively, "New Zealand Consumer Law").

Where the Product is acquired for business-related purposes, the parties agree that the provisions of the Consumer Guarantees Act 1993 shall not apply.

Furthermore, any statutory guarantees under New Zealand Consumer Law shall extend to any components or units repaired or replaced under this Warranty.

Contact Information

For any inquiries related to the Warranty, the Covered Owner may contact the Warranty Provider using the following details:

ATMOCE Australia

- Email: support_au@atmoce.com
- Phone: +61 (02) 5570 7821
- Address: 1 Sussex St, Barangaroo NSW 2000

Communication regarding the Warranty should include the Covered Owner's full name, contact information, and the serial number of the Covered Product(s) to ensure prompt and accurate assistance.