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### **Returns Procedure**

### Introduction

Averge Technologies (Pty) Ltd prides itself in delivering quality products and services to all our customers. Various warranty options exists on our inverters and batteries. Please contact your INSTALLER if your unit is defective or faulty and report the defective device with a brief error description and pictures. Our product warranty terms are only valid between us and the customers listed on the original invoice. Warranties are not transferable. In the event of a faulty item, it can be returned to Averge as with the below set-out procedure:

- 1. To submit a valid returns request, Averge Technologies (Pty) Ltd must be contacted to request authorisation for the return of their purchased item. The customer must be able to provide a sales order or Invoice number of purchase. The customer will then be provided with a fault form to complete as part of this document (Please see attached Annexure A).
- 2. Once the fault form is comprehensively filled in and returned to Averge, the item warranty will be evaluated. Once the warranty has been determined, the customer will be provided with a Return Authorisation number.
- 3. The customer must return the item(s) to Averge Technologies (Pty) Ltd's **Johannesburg service centre** and present the return authorisation reference number upon delivery. If stock is returned via courier, the items must be clearly labelled with the RA number. No returned stock will be accepted without a return authorisation reference number. Averge Technologies (Pty) Ltd will not accept or authorise walk-in returns or swop-outs.
- 4. The customer must request a copy of the signed return authorisation document as proof of delivery.
- 5. If a refund is requested for an item being returned, where the item was supplied correctly and an good condition, a handling fee might be applicable.
- **6.** Should testing be required, testing will <u>begin</u> 3-5 business days after the stock is received, subject to technician availability. Depending on our testing schedule, testing can take between 1 week 1 month to complete.
- 7. The customer will be contacted once testing is complete. The technical representative will provide the customer with the test results and whether the fault is covered by the product warranty. Should the fault not be covered by the warranty, the reason must be provided to the customer.
- **8.** If the faulty item is found to not be under warranty, and cannot be repaired, the customer will need to provide a written instruction to return the item to the customer or to be scrapped by Averge.
- 9. If repairs are required, this will be carried out by the technical representative. Should the repairs not be within the product warranty the customer must be informed of the estimated cost of the replacement. Authorisation must be received from the customer before repairs can be carried out. Any parts replaced by Averge will become the property of Averge.
- **10.** The customer will be contacted upon completion of the repairs and testing. A collection date will be scheduled with the customer.
- 11. Upon collection the customer must pay any outstanding repair fees, should this be applicable. Payment must be received prior to the equipment being released, should this be applicable. The customer will receive an invoice for the replacement product/repairs done. If the equipment was replaced under warranty a new tax invoice and credit invoice will be provided to the customer.

Directors:

E.D.W Visser, J.S. Gouws, D.R.Theron, T.B. Sefolo, D. Grobberlaar

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## Annexure A: Fault Form (To be completed per Sales Order)

Please full out all the applicable fields. Please note that the document will not be accepted without Serial numbers or Sales order information.

Company Name:  Person requesting return:  Installer No: Sales order/Invoice number:  End User Info: Name: Surname: Surna		fo:							
return: Installer No: Sales order/Invoice number:  End User Info: Name: E-Mail: Address of installation: Reason for return: Warranty Claim Repair request  Tem: Serial Number:  Basic description of Problem: Information (Annexure B and provided?  Statement:  I									
Installer No: Sales order/Invoice number:  End User Info: Name: E-Mail: Address of installation:  Reason for return:   Warranty Claim		esting			Cell Numb	er:			
Sales order/Invoice number:    End User Info:					Email				
Internation					Email:				
End User Info: Name:   Surname:   E-Mail:   Cell Number:   Reason for return:   Fault finding request   Repair request   Other (Please Specify)  Item:   Serial Number:   Basic description of Problem:   Technical Information (Annexure B and provided?    Statement:   declare that all the information protrue and accurate. The items and products have been installed and maintained according the manufa guidelines and South African standards.		itivoice							
Name: E-Mail: Address of installation:  Reason for return:    Warranty Claim		io.							
E-Mail: Address of installation:  Reason for return:  Warranty Claim Repair request  Other (Please Specify)  Item:  Serial Number:  Basic description of Problem: Information (Annexure B and provided?  Statement:  Median declare that all the information protrue and accurate. The items and products have been installed and maintained according the manufa guidelines and South African standards.		U.		Surnam	ne·				
Address of installation:    Reason for return:   Warranty Claim									
Warranty Claim		nstallation:							
Warranty Claim	Peacer for ret	turn							
Repair request  Other (Please Specify)  Item: Serial Number: Basic description of Problem: Technical Information (Annexure B and provided?  Statement:  I	reason for ret	turn:							
Item:  Serial Number:  Basic description of Problem:  Technical Information (Annexure B and provided?  Statement:  I	□ Warrar	nty Claim			☐ Faul	t finding r	equest		
Item:  Serial Number:  Basic description of Problem:  Information (Annexure B and provided?)  Statement:  I	☐ Repair	request			☐ Othe	er (Please	Specify)		
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# **Annexure B: Technical Inverter or charger Information**

(To be completed per site)

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Product name:	Serial Number(s):										
Inverters/chargers:	Inverters/chargers: # Brand			Max load for system:			kW	kW			
Error codes:	What		were reporte	ed by the Inverter at, or leading up			up to, the	Site COC:	Y/N		
Solar on inverter?	Y / N Extra MPPT			: Y / N MPPTs conne			nected:	ected: #No			
Inv Solar capacity installed:	kW			Extra Solar capacity installed:			kW	kW			
Inv PV String Voltage:	V			Extra PV String Voltage:			V				
Surge Protection 1(AC):	Y/N Brand						No#.	Status (e.g.: red)			
Surge Protection 2(PV):	Y/N	Bra	nd				No#.	Status (green)			
Surge Protection 3(PV):	Y/N	Bra	nd				No#.	Status (gre	een)		
Charge Bulk/Cycle voltage:	V		Float Voltage	:			V				
Cut off voltage:	V	Battery Voltage at fault:					V				
Max charge current:	A <sub>DC</sub>		Battery used	with G	rid (self-con	sumption or <sup>-</sup>	Time-of-use	e) Y/N			
☐ Equalize setting used:	V		Equalize time	e: h	ours	Equalize int	erval:	days			
More info: (Please fill this in a information stated below.)  Breaker/fuse was tripped High Dust concentration other)	J/blowr	ı. (Spe	cify)	□ T	There was re	cently a light ant/ "Hum") ntaneous/ "Ba	ning/thund		cire -		
□ System got wet (Or a lar near-by) □ Battery backup time was				☐ Live or Neutral, Input and Output of inverter connected together (Neutral fault) ☐ Smoke							
<ul><li>□ Inverter turned off randomly</li><li>□ Inverter turned off, immediately after grid fails</li></ul>			☐ Burn marks								
			□ Shorted								
☐ Inverter turned off after cut-off setpoint	grid-fail before battery			□ Fire							
					Reverse Pola	rity Connecte	d (battery	or PV)? (Spec	cify:		
					ot really co inder 10°C)	ld in battery I	location? (l	ow temperati	ures		
Statement:  I true and accurate. The ite guidelines and South Afr	ems a	ınd p	roducts hav	ve bee	en installe	declar d and mai	re that al ntained a	the inforraccording t	mation p		
Name:			Signed:			_		Date:	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		

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# **Annexure C: Technical Battery Information**

(To be completed per site)

Product name:	Serial Number(s):									
Batteries on site:	Number#	Battery	Name/	code (e.g.: 481	.00S)	7				
Other Batteries on	NI		y Name/ code (e.g.: 481005)							
site:	Number#									
Voltage of battery:	□12V	□24V		□48V	☐ Other (Specify)					
Series connected:	Y/N	Numbe	r Series	No#						
DC Supply breaker:	Adc	Last tin fully:	ne batte	ery was charged						
More info: (Please fill the proof of the information		it may ha	ve an ir	mpact on your	warranty claim. We may request					
☐ Breaker/fuse was tr		ecify)	_ T	here was recen	tly a lightning/thunder storm					
☐ High Dust concentration (Recent				□ Noise (constant/ "Hum")						
construction or other)				Noise (Instantaneous/ "Bang")						
□ System got wet? (Or a large amount of liquid near-by)			☐ Live or Neutral, Input and Output of inverter connected together (Neutral fault)							
☐ Battery backup time was too short				□ Smoke						
☐ Bulging/swelling of the battery			☐ Burn marks							
☐ Liquid leaking from	battery		□ S	□ Shorted						
			□ F	ïre						
				Reverse Polarity Specify:	Connected (battery or PV)					
				ot really cold in emperatures ur	n battery location? (low nder 10°C)					
Statement:						_				
I					declare that all the informatio	n provided i				
	items and pro	ducts ha			d maintained according the m					
Name:	_ Si	gned:			Date:					

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