

PRODUCT TERMS AND CONDITIONS

Paramount Energy Services Pty Ltd will provide One (1) Year warranty from date of invoice for all system hardware and software. Should a defect arise due to faulty/defective hardware during the warranty period, it will be repaired or replaced at no cost to the client.

A- Subject to:


1. All hardware is installed as per Panoramic Power Installation Guide and/or as directed by PES.
2. Warranty claims must be notified in writing within 30 days.
3. The customer should return any faulty hardware to Paramount Energy Services (Aust) Pty Ltd within 30 days.

Paramount Energy Services (Aust) Pty Ltd is not obliged to provide material support where an issue is as a result of negligence or willful misconduct.


B - Standard Product/Support warranty is voided where a Product:

1. has not been installed, operated, or maintained in accordance with the Panoramic Power Installation Guide.
2. has been used by the Customer, or any 3rd party on their behalf, in applications with equipment, software or materials not permitted by PES.
3. has been subjected to abnormal physical or electrical stress, misuse, negligence or installed in extreme environments (temperature/atmospheric) that could negatively affect the product.
4. has been damaged as a result of service, testing, adjustments, modifications or alterations which were not pre-authorized in writing by Paramount Energy Services (Aust) Pty Ltd.
5. has been damaged or rendered non-functional as a result of power failure or abnormal power surges, lightning, fire, flood, theft, pest damage, accident or actions not arising from normal operating conditions to the extent beyond PES's reasonable control.
6. has been damaged in transport/shipping from the Customer to PES where the customer is the registered consignor.

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