

## Globe Power Warranty Policy

Globe Power Pty Ltd (GP) will repair and replace components that are deemed defective in materials or quality free of charge, except for those items listed under the section entitled “Non-warrantable Items”. Any repaired product is warranted for the remaining initial warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest an GP authorized service dealer (ASD) or branch thereof. The scheduled maintenance performed by a GP ASD or branch thereof is highly recommended, as outlined by the owner’s manual and any component documentation.

**Warranty Coverage:** Warranty coverage begins when the unit is delivered to the first retail buyer or put in use, whichever is earlier.

Product	Warranty Period
GP43k-Metro	One year / 1.4Mwh Discharged
GP65k-Urban	One year / 2Mwh Discharged

### New Owner Responsibility

1. The unit owner regularly services/inspects the machine with an GP ASD in the 12-month warranty period as per the manufacturer’s recommendations stated in the owner’s handbook.
2. The genuine GP replacement parts are used throughout the 12-month service period.
3. The verification of scheduled maintenance may be required for warranty coverage.
4. The user must follow the correct operating procedures, and the unit must not be operated if in need of repair.
5. All users must ensure that the unit complies with all statutory rules or regulations.
6. Safety instructions and warning plates attached to the machine remain the property of GP and must not be removed without the consent of GP.
7. The user must read the operator’s manual before use. Failure to follow the operation procedure may cause injury or death.

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1. GP will make warranty repairs at no charge for parts or labour. Components requiring replacement will be new or factory-authorized remanufactured parts by an accredited GP dealer.
2. All warranty is to be carried out at an authorized GP service agent or at a site location not greater than a 50km radius from the capital city centre of the state that the unit was purchased from.
3. All warranty claims are carried out during regular working hours (7 am -5 pm) Monday through Friday. Additional costs for overtime, holiday, or emergency labour costs for repairs outside of regular business hours will be the responsibility of the customer.

### What the Warranty Covers

1. Damage to any covered components or consequential damages caused by using a non-OEM part will not be covered by the warranty.
2. Replacement parts are only covered during the first three months of the warranty provision.
3. GP may choose to repair, replace, or refund a piece of equipment.
4. LED lights and drivers are covered under warranty for two years for parts.

## Design Change

Globe Power Pty Ltd has the right at any time to make changes to the design or specifications of any unit distributed by GP without notice or any obligation.

## Non-warrantable Items

1. Any unit which has been repaired other than by an authorized GP dealer or with parts not supplied by GP, adversely affect the quality or performance of the machine in respect of the defect for which the warranty is claimed.
2. Any failure caused by lack of maintenance and inspection.
3. Any parts and labour costs incurred in connection with required or recommended maintenance services outlined in the Operator's Manual.
4. Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts or nuclear holocaust, or any other matters which are reasonably beyond the manufacturer's control.
5. Normal deterioration of trim or paint
6. Products that are modified or altered in a manner not authorized by GP in writing.
7. Failures due, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing.
8. Any incidental, consequential or indirect damages caused by defects in materials or quality, or any delay in repair or replacement of the defective part(s).
9. Electrical switching and accessories are covered up to three months from the delivery date

\*\* In Australia – 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 do not result in a significant failure.

## **GLOBE POWER PTY LTD**

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