

# Residential Battery System

## 10-year Warranty

Effective for systems purchased: from 1 Jan 2026



### 1 Australian Consumer Law

- 1.1 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 for compensation for any other reasonably foreseeable loss of damage. You are 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.

### 2 Product: Residential Battery System

- 2.1 This Warranty applies to the Residential Battery Systems set out below and manufactured by RedEarth Energy Storage Ltd (RedEarth) and installed from 1 Jan 2026.

Model numbers: 2GC1, 2GC3, 2BC1, 2BC3 series.

### 3 Your Warranty

- 3.1 Warranty. For a period of 10 years from the date of installation (**Warranty Period**), RedEarth warrants that your Residential Battery System will:

- (a) be free from defects in materials and workmanship;
- (b) retain 80% of their initial battery capacity; and
- (c) if additional batteries are added to your Residential Battery System after the initial installation, then these new batteries will have the same Warranty Period as the original batteries, provided such batteries were:
  - (i) purchased from an accredited reseller or RedEarth (as set out on RedEarth's website); and
  - (ii) notified to RedEarth within 30 days of installation.

- 3.2 Registration. Your Warranty is valid only upon registration using our product warranty registration form, available here: [www.redearth.energy](http://www.redearth.energy). Unregistered systems are not eligible for warranty claims. Registration must be completed within 30 days of installation and must include all information required by RedEarth's online registration process.

- 3.3 Repair, replacement or refund. If your Residential Battery System develops a fault during the Warranty Period, RedEarth will, in its absolute discretion, either:

- (a) repair your Residential Battery System;
- (b) replace your Residential Battery System with an equivalent new or refurbished product; or
- (c) refund you the market price of an equivalent product, reduced by the percentage of the Warranty Period used.

- 3.4 Continuation of Warranty. In the event of repair or replacement under this Warranty, the remainder of the original Warranty Period will apply to any repaired or replacement product.

### 4 Who can make a claim?

- 4.1 Warranty claims can be made by or on behalf of the end user who first acquired the Residential Battery System. A subsequent owner of the Residential Battery System who provides proof of ownership is also entitled to make warranty claims, provided both the original owner and new owner comply with the transfer requirements (see the remainder of this section 4).

- 4.2 Change of ownership. If ownership of the Residential Battery System is transferred during the Warranty Period, the original owner must notify RedEarth in writing within 30 days of the transfer. Notification must include the system serial number, transfer date, names and contact details of both parties, and proof of transfer.

- 4.3 Inspection. If ownership of the Residential Battery System is transferred during the Warranty Period, the Residential Battery System must be inspected by a qualified electrician (as authorised by RedEarth), who will provide a written report to RedEarth confirming the Residential Battery System is operating correctly and has not been misused, modified in an unauthorised manner or incorrectly installed.

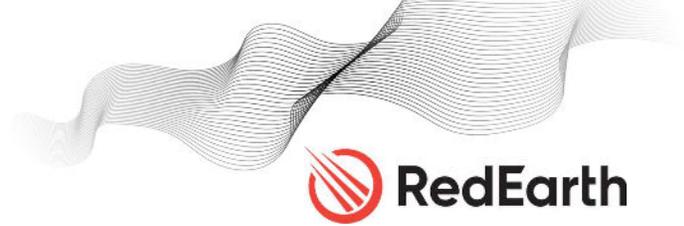
- 4.4 Entitlement to Warranty. Subject to compliance with sections 4.2 and 4.3, the new owner will be entitled to the remaining Warranty Period from the original installation date. Failure to comply with these requirements may result in the Warranty being voided.

### 5 This warranty does not cover

- 5.1 General exclusions. This Warranty does not apply to any fault, defect or reduction in capacity arising from or in relation to:
- (a) events and their effects beyond the reasonable control of RedEarth (such as lightning, flood, cyclone, fire or power or voltage surges);
  - (b) issues with any ancillary, non-core components of the Residential Battery System, including cables, LED indicators, circuit breakers, fans and any other consumable, as reasonably determined by us;
  - (c) transport, storage, handling, installation, commissioning, modification, operation, maintenance, service or repair of your Residential Battery System that is not in accordance with the applicable Installation Manual and User Manual as published at website [www.redearth.energy](http://www.redearth.energy) and updated from time to time;
  - (d) installation, commissioning, modification, service or repair of your Residential Battery System other than by a technician authorised by RedEarth;
  - (e) battery deterioration due to the Residential Battery System sitting in storage for more than 12 months prior to installation;
  - (f) use of your Residential Battery System in conjunction with any plant, equipment, generator or components other than those that are expressly authorised by RedEarth, whether in the User Manual or otherwise advised to you in writing;
  - (g) abuse, misuse or negligence;
  - (h) fair wear and tear, including normal battery performance degradation;
  - (i) scratches, dents or marks that do not have, or corrosion or weathering that does not have, an adverse impact on performance;
  - (j) any incidental or consequential damages, loss of profits, loss of data or any other indirect damages;
  - (k) noise or vibration that does not have an adverse impact on performance;
  - (l) theft (including theft of components); or
  - (m) damage or deterioration that occurs after expiration or voiding of the Warranty Period.

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## 6 Requirements

- 6.1 **Internet connection.** RedEarth requires remote access to your Gecko Battery System to make firmware & software updates and to provide other services as part of RedEarth's Private Power Plant (PPP). Accordingly, you must maintain reliable internet connection to enable remote diagnostics, updates and support services. By allowing RedEarth to connect the internet to your system you consent to RedEarth making such updates without further notice to you.
- 6.2 **Installation.** This Warranty will only apply where your installer has documented evidence of successful commissioning of your Residential Battery System. The installer must provide photographic proof of the commissioned system to RedEarth at support@redearth.energy within 14 days of installation. The documentation must demonstrate that the system has been installed and commissioned in accordance with the Installation Manual.
- 6.3 **Incident reporting.** You must report any incident affecting system performance to RedEarth's support line using the contact details in section 9 as soon as reasonably practicable after becoming aware of the issue. Failure to report incidents in a timely manner may affect RedEarth's ability to diagnose issues and may result in warranty claims being declined where the delay has affected RedEarth's assessment of the fault or increased the cost of remediation.

## 7 Limitation of use

- 7.1 Your Residential Battery System is not intended for use as a primary or back-up power source for life-support systems, other medical equipment or in any other circumstance where product failure could cause or contribute to personal injury or serious property damage.

## 8 How to make a warranty claim

- 8.1 **Contact your certified installer or authorised reseller:** To make a claim under this Warranty, you should first contact the certified installer or authorised reseller who sold you your Residential Battery System.
- 8.2 **Contact RedEarth.** If you did not purchase your Residential Battery System from a certified installer or an authorised reseller, or if you purchased it directly from RedEarth, you should contact RedEarth using the contact details below or as updated from time to time and published at website [www.redearth.energy](http://www.redearth.energy).

RedEarth Contact Details	
Address	15 Fienta Place Darra, QLD 4076 AUSTRALIA
Email	<a href="mailto:support@redearth.energy">support@redearth.energy</a>
Phone	1800 733 637 +61 7 3279 6707

- 8.3 **Pre-approval.** All warranty repairs must be arranged or pre-approved by RedEarth before any work is undertaken. Failure to arrange repairs without first contacting RedEarth may result in this Warranty being voided or reduced. RedEarth will charge for support services where the fault is determined not to be covered by this warranty or Australian Consumer Law guarantees.
- 8.4 **Provide details.** To process your claim RedEarth requires:
- (a) proof of original purchase of your Residential Battery System from RedEarth, a certified installer or an authorised reseller;

- (b) description of alleged defect(s), ideally including photographs emailed to RedEarth;
- (c) your Residential Battery System serial number;
- (d) your name and the date and location of original installation; and
- (e) the name and contact details of the authorised installer who installed your Residential Battery System.

- 8.5 **Repairs.** RedEarth will first endeavour to diagnose and repair your system remotely. If necessary RedEarth may require a technician to repair the system on-site. Repairs must be carried out by a licensed qualified electrician selected by RedEarth
- 8.6 **Cost coverage.** If your claim is covered by this Warranty, RedEarth will reimburse:
- (a) the cost of eligible replacement parts;
- (b) labour costs based on time spent on the repair, calculated at RedEarth's standard rates; and
- (c) travel costs to the site up to a maximum of \$200.

If your claim is not covered, you will pay for RedEarth's transport, inspection, testing and analysis costs arising from your claim.

- 8.7 **Returns.** Before returning your Residential Battery System or any component of the system, you should obtain a Return Merchandise Authorisation (RMA) number from RedEarth. All warranty-related quotes and invoices must include the RMA number and the installer's electrical license number.
- 8.8 **Transport.** When on-site repair is not responsibly practical you may need to arrange transport of your Residential Battery System to and from RedEarth in line with the RMA process. If your claim is covered, RedEarth will pay for or reimburse your transport costs arising from your claim up to a maximum amount of \$200. If your claim is not covered you will pay for or reimburse RedEarth's transport, inspection, testing and analysis costs arising from your claim.