

Powerdiverter

Power Diverter Australia Pty Ltd

5-Year Limited Warranty

Powerdiverter products supplied by Power Diverter Australia Pty Ltd

Warranty item	Warranty coverage
Triac and touch screen display	24 months: free replacement part if faulty due to manufacturing defect. Return-to-base repair and return delivery included during the first 24 months.
Triac and touch screen display after 24 months	\$49.99 incl. GST replacement part. If the unit is returned to Powerdiverter, fitting is free. Return delivery after 24 months is \$30 incl. GST.
All other internal components	5 years: customer returns the faulty unit; Powerdiverter repairs and returns the unit free of charge where the fault is covered by this warranty.
On-site labour	Not included. Removal, reinstallation, electrical work, diagnostics, and trade labour are excluded unless required by Australian Consumer Law.

Document version: 1.0 Effective date: 28 April 2026

Important: This warranty is provided in addition to any rights customers may have under the Australian Consumer Law.

1. Warranty Provider

This warranty is provided by **Power Diverter Australia Pty Ltd**, trading as **Powerdiverter**.

Address: 30 Pirie Street, Adelaide, 5000, SA

Email: info@powerdiverter.com

Phone: 0432 121 633

This warranty applies to eligible Powerdiverter products purchased directly from Powerdiverter or from an authorised Powerdiverter reseller or installer.

2. Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with goods, you are entitled to a replacement or refund and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For services, you are entitled to a remedy if the service is not provided with due care and skill, is not fit for purpose, or is not provided within a reasonable time.

This limited warranty is provided in addition to, and does not exclude, restrict, or modify, any rights or remedies you may have under the Australian Consumer Law.

3. Warranty Period

Powerdiverter provides a **5-year limited warranty** from the original date of purchase, subject to the terms and exclusions set out in this document.

3.1 Triac and Touch Screen Display - First 24 Months

The **triac** and **touch screen display** are covered for a period of **24 months** from the original date of purchase.

During this 24-month period, if either the triac or touch screen display is found to be faulty due to a manufacturing defect, Powerdiverter will provide a replacement part free of charge.

Labour to remove, replace, reinstall, reconnect, or diagnose the product on site is not included.

However, if the customer returns the Powerdiverter unit to Powerdiverter within the first 24 months, Powerdiverter will repair or replace the faulty triac or touch screen display free of charge and return the repaired unit to the customer free of charge.

3.2 Triac and Touch Screen Display - After 24 Months

After the first 24 months, the triac and touch screen display remain serviceable replacement parts.

If the triac or touch screen display requires replacement after 24 months, Powerdiverter will supply the replacement part for **\$49.99 including GST**.

If the customer returns the Powerdiverter unit to Powerdiverter, Powerdiverter will fit the replacement triac or touch screen display free of charge. The customer will only be charged **\$49.99 including GST** for the replacement part, plus **\$30 including GST** for return delivery.

Labour for on-site removal, reinstallation, reconnection, or diagnosis is not included.

4. Remaining Components - 5-Year Warranty

All other internal components of the Powerdiverter product are covered for **5 years** from the original date of purchase against defects in materials or workmanship.

If a covered component fails within the 5-year warranty period, the customer is responsible for returning the faulty product to Powerdiverter.

Powerdiverter will inspect the returned product and, where the fault is covered under this warranty, will repair the product and return it to the customer free of charge.

5. What Is Not Covered

- Incorrect installation or wiring
- Installation by an unlicensed or unqualified person
- Misuse, abuse, neglect, or accidental damage
- Water ingress, corrosion, vermin, insects, or contamination
- Lightning, power surges, grid faults, or abnormal electrical supply conditions
- Unauthorised modification, repair, or tampering
- Use outside the product's published specifications
- Normal wear and tear
- Damage caused during transport to Powerdiverter unless properly packaged by the customer
- The cost of an electrician, plumber, installer, technician, or other tradesperson to remove, reinstall, reconnect, or diagnose the product on site

6. Making a Warranty Claim

To make a warranty claim, the customer must contact Powerdiverter before returning the product.

Please provide the customer name, installation address, contact phone number and email, product serial number, proof of purchase, a description of the fault, and photos or videos of the issue where possible.

Powerdiverter may ask for basic diagnostic information before authorising a return. Products must not be returned without first contacting Powerdiverter and receiving return instructions.

7. Return Shipping

During the first 24 months, if the product is returned to Powerdiverter and the fault is covered under this warranty, Powerdiverter will repair the product and return it to the customer free of charge.

After 24 months, if the product is returned to Powerdiverter for replacement of a triac or touch screen display, Powerdiverter will fit the replacement part free of charge, but the customer will be charged **\$49.99 including GST** for the replacement part, plus **\$30 including GST** for return delivery.

For all other covered warranty repairs within the 5-year warranty period, Powerdiverter will repair the product and return it to the customer free of charge once the warranty claim has been approved.

The customer is responsible for safely packaging the product and covering the cost of returning it to Powerdiverter unless otherwise required by Australian Consumer Law.

8. Inspection and Assessment

Once the product is received, Powerdiverter will inspect and test the unit.

If the fault is covered under this warranty, Powerdiverter will repair or replace the faulty component at its discretion.

If the fault is not covered under this warranty, Powerdiverter will contact the customer with an explanation and, where possible, provide a quotation for repair before carrying out any paid work.

9. Transfer of Warranty

This warranty applies to the original product and may transfer with the product if the product remains installed at the original installation address.

Proof of purchase and installation details may be required.

10. Important Notes

This warranty applies only to the Powerdiverter product itself.

It does not cover connected equipment, hot water systems, switchboard components, wiring, contactors, meters, solar inverters, household electrical systems, or third-party accessories unless supplied by Powerdiverter and expressly stated as covered.

Any repairs or replacements carried out under this warranty do not restart the warranty period. The original warranty period continues from the original date of purchase.

Customer Support

For warranty support, please contact Powerdiverter using the details listed at the start of this document. Please keep a copy of your proof of purchase and product serial number for future warranty claims.