

Warranty Claim Procedure

In the event of a fault, the End-User should first contact the Installer from whom the Swatten product was purchased to arrange initial troubleshooting. If further assistance is required, the Installer may then contact Swatten. Where a product is suspected to be faulty, Swatten may request a warranty claim be submitted, including supporting reasons.

Both the End-User and the Installer may follow the procedure below to lodge a warranty claim.

Please note:

- It is the claimant's responsibility to obtain and provide all required information.
- Swatten will not contact the End-User directly to collect information.
- Claims cannot be processed until all information has been provided in full. Incomplete information may result in delays to the warranty process.

Warranty Claim Procedure

1. Submit a warranty claim through the Swatten official website: go to the **“Contact Us”** page, click **“Warranty Claim”**, and fill in your details. Once we receive your information, our team will contact you within 48 hours. At the same time, you may prepare supporting documents (e.g. test photos or reports) and follow the instructions from Swatten Australia Technical Support (+61 401 104 745) or our hotline 1300 712 216 for further guidance.
2. A confirmation with an RMA number will be sent via email or WhatsApp once the warranty claim is submitted.
3. Once the warranty claim is approved, a replacement unit will be dispatched from Swatten's warehouse in 5 business days, or in some cases, a Swatten service contractor will attend to the warranty case.

4. After the unit is replaced, the Installer must take the original unit back to their premises (it must not be left with the End-User). The faulty unit must be returned to Swatten within four (4) weeks; otherwise, charges may apply.

Service Rebate Procedure

To arrange pickup of the faulty unit, please go to the Swatten official website: enter the “Contact Us” page, click [“Installer”](#), and fill in the required details, including the case reference, pickup time, and address. Swatten will then arrange collection.

Installers may be eligible for a service rebate for replacing a defective unit, provided the unit has been returned to Swatten and, upon testing and inspection, is deemed defective due to workmanship or materials. Please refer to the details below.

Swatten Service Rebate for Installers

Swatten will provide a service rebate to installers who replace a product that falls within our warranty terms, once the item has been returned to Swatten and confirmed through testing and inspection to be defective in workmanship or materials. The standard service rebate—covering average time on-site, travel, and associated expenses, and excluding GST—is as follows:

Hybird Inverters, including 1-Phase inverters, 3-Phase inverters and all in one inverter	\$180 AUD*
Stackable BESS and all in one battery pack	\$150 AUD* for single BMS or Battery pack \$300 AUD* for more than two equipment
Accessories such as WiFi dongle and energy meter	\$100 AUD*
EV charger	\$120 AUD*

* Service rebate rates are effective from 01/08/2025 - 31/12/2026

Please note: Service rebate claims must be submitted within six (6) months of the warranty case being approved. Claims lodged outside this period may not be accepted.

Note 1: Please provide supporting documents (e.g. test photos or test reports) when submitting your claim.

Note 2: By default, warranty service will be carried out by the claimant. If you require Swatten service contractors, please advise Swatten at the time of lodgement.

Note 3: Installers may be eligible for a service rebate for replacing a defective unit, provided the unit has been returned to Swatten and, upon testing and inspection, is confirmed to be defective due to workmanship or materials.