

## Return Merchandise Authorization Procedure - Australia

### Purpose

This Labor Return Merchandise Authorization Procedure is designed to assist Anker SOLIX Certified Installers (Installer) to receive repair or replacement service under the Limited Warranty, credit or refund (if applicable), in Australia. The systems consist of the following Anker SOLIX X1 Home Energy Storage products (Eligible Products):

Product Name	Product Model	PN	SKU
Anker SOLIX X1 Power Module	X1-P6K-S	A5101	A5101GZ1
	X1-H3.68K-S	A5102	A5102GZ1
	X1-H4.6K-S	A5103	A5102GZ2
	X1-H5K-S		A5102GZ3
	X1-H6K-S		A5102GZ4
	X1-H5K-T		A5103GZ1
	X1-H8K-T		A5103GZ2
	X1-H10K-T		A5103GZ3
	X1-H12K-T		A5103GZ4
Anker SOLIX X1 Battery Module	X1-B5-H0	A5520	A5220TZ0
	X1-B5-H		A5220GZ1
Power Sensor (single-phase)	SDM230-Modbus v1	A5420	A5420G21
	DDSU666		A5420G22
Power Sensor 100A-3P (three-phase)	DTSU666	A5430	A5430G21
Power Sensor 250A-3P (three-phase)	DTSU666	A5430	A5430G22
Mobile Dongle	VD-606L7-WB-AK	A5460	A5460T12
WLAN Dongle	DG-WF-H	A5461	A5461G11

### Procedure

The customer must comply with the following policies and procedures.

- Contact Anker SOLIX customer service and request a remote diagnosis on an Eligible

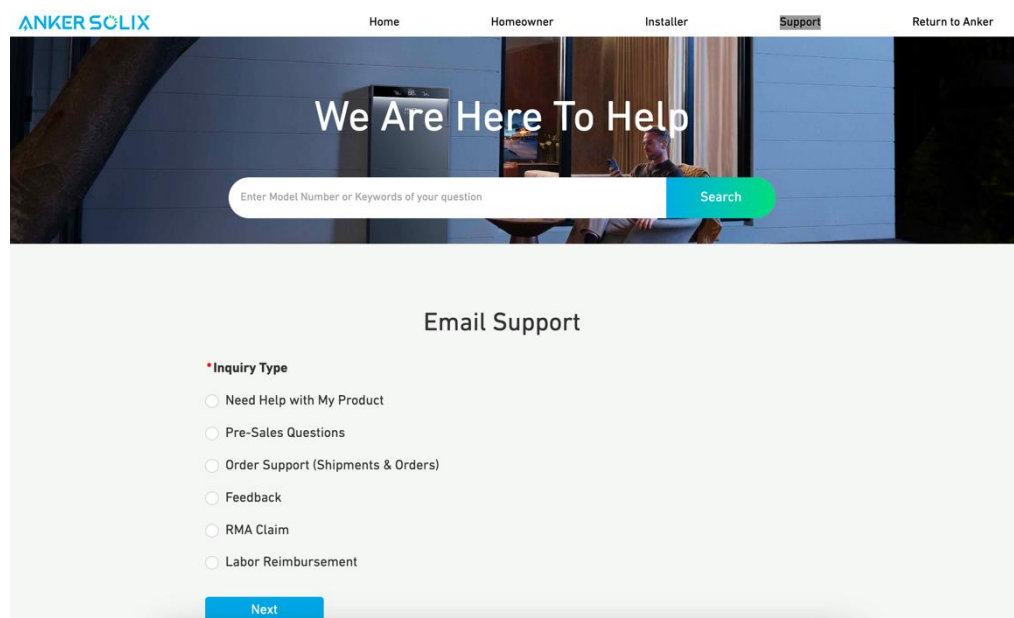
Product(s) at issue. You can mail to: [support@anker.com](mailto:support@anker.com)

- If troubleshooting does not resolve the problem, the customer may request a Return Merchandise Authorization (RMA) number from Anker SOLIX to return the defective product to Anker SOLIX.
- The RMA request must include the following information
  1. Proof of purchase in the form of a dated invoice or receipt for the defective product; and
  2. the model number, the serial number, the system ID, the nameplate of the defective product;
  3. A detailed description of the defect;
  4. The shipping address to which the repaired or replacement product should be shipped.

Below are the guidelines:

- a. Find the RMA Claim on the support center:

<https://support.ankersolix.com/s/emailcontactus>



The screenshot shows the Anker SOLIX support center website. The header includes the Anker SOLIX logo and navigation links: Home, Homeowner, Installer, Support (highlighted), and Return to Anker. The main banner features the text 'We Are Here To Help' and a search bar with the placeholder 'Enter Model Number or Keywords of your question' and a 'Search' button. Below the banner, the 'Email Support' section is displayed. It includes a section titled '\*Inquiry Type' with six radio button options: 'Need Help with My Product', 'Pre-Sales Questions', 'Order Support (Shipments & Orders)', 'Feedback', 'RMA Claim', and 'Labor Reimbursement'. A 'Next' button is located at the bottom of the form.

- b. Complete the form by filling out the necessary blanks:

ANKER SOLIX

HomeHomeownerInstallerSupportReturn to Anker

We Are Here To Help

Enter Model Number or Keywords of your questionSearch

Email Support

DEVICE INFORMATION

\* Model

\* Serial Number (SN)

\* System ID

\* Nameplate

Upload Files

Or drop files

ORDER INFORMATION

\* Buyer Name

Phone Number

\* Email Address

\* Proof of Purchase

Upload Files

Or drop files

PICKUP INFORMATION

\* Contact Name

\* Telephone

\* Address1

\* Zip Code

\* City

Number of Boxes

Weight

Remarks

Attach Files

Help us understand better by uploading related videos or pictures through the button below.  
\*Up to 5 attachments, each less than 50MB.

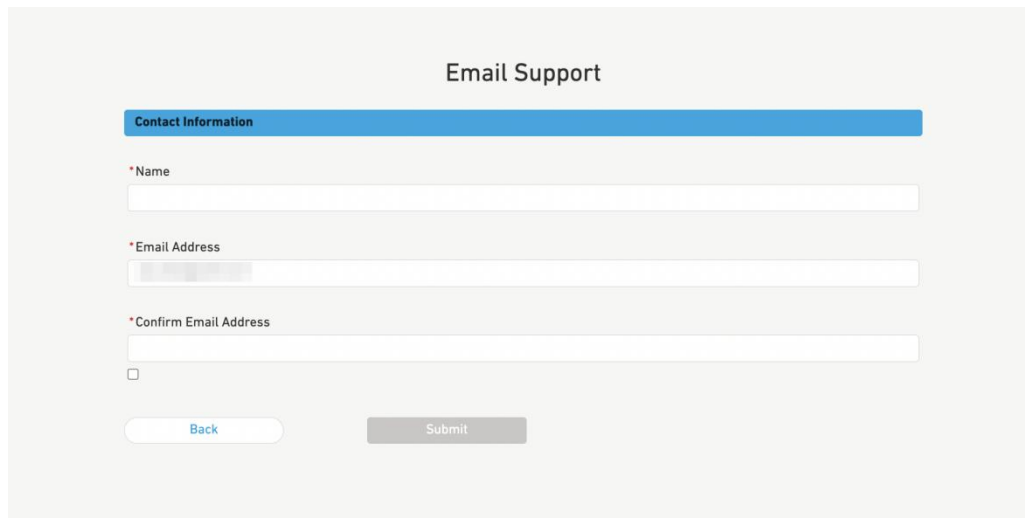
Upload Files

Or drop files

Back

Next

c. Double confirm the email address:

A screenshot of the 'Email Support' form. The form has a title 'Email Support' at the top. Below it is a blue header bar with the text 'Contact Information'. The form contains three text input fields: '\* Name', '\* Email Address', and '\* Confirm Email Address'. There is a checkbox below the 'Confirm Email Address' field. At the bottom of the form are two buttons: 'Back' (light blue) and 'Submit' (grey).

Anker SOLIX team will review the submitted cases within 48 hours and get you a reply.

- Upon issuance of an RMA, Anker will ship the replacement unit to the address provided in Address1 of the PICKUP INFORMATION. Defective products must be returned to Anker under the assigned RMA when designated for return within 30 days of receiving the replacement products.
- To return a defective battery module the UN certified battery packaging is required. This can be sourced by contacting Anker SOLIX Customer Support. When the replacement unit arrives, you must place the defective unit in the same shipping box, affix a shipping label, and call the shipping provider or place the box at the nearest shipping location. All defective products that are approved for return must be returned in the original shipping box or other packaging that also protects the product. Contact [support@anker.com](mailto:support@anker.com) to get a return shipping label or return address. You may affix the shipping label/required documentation to the shipping box and return it to the specified address.

If Anker SOLIX does not receive the defective products or parts within 30 days of issuance of the RMA, the replacement unit will not be covered by the warranty. Anker SOLIX will invoice Customer and Customer will pay the then-current list price for such new products or parts.

Returned defective products may not be disassembled or modified without prior written approval from Anker SOLIX.