

Foxess Australia

Official Notice

Notice on Waterproof Plug Installation Requirements and Warranty Responsibility

Foxess Australia has recently identified multiple installation cases where waterproof plugs were not installed in accordance with Foxess installation guidelines, including but not limited to:

- Missing waterproof plugs on inverter and battery ports;
- Missing waterproof protection on the EPS port of single-phase inverters.

Such non-compliant installations pose serious risks to equipment safety, system reliability, and long-term performance, and have already resulted in multiple equipment failures caused by water ingress and moisture exposure.

To clearly define installation responsibilities and ensure fairness in warranty assessment, Foxess Australia hereby formally states the following:

1. Scope of Application

This notice applies to:

- All new Foxess system installations; and
- All installed systems that have not yet passed final acceptance and remain within the warranty period.

2. Installation Requirements

Effective immediately, all installation companies must ensure that:

- All inverter and battery ports, including unused ports, are properly fitted with compliant waterproof plugs;
- The EPS port on single-phase inverters must be fitted with a waterproof plug or equivalent waterproof protection;
- All installations strictly comply with Foxess official installation manuals and relevant Australian electrical and waterproofing standards.

3. Warranty and Liability

1. Foxess Australia will inspect the installation status of waterproof plugs during warranty assessment and service requests.
2. If a product failure is confirmed to be caused by missing or improperly installed waterproof plugs:
 - Foxess Australia will not provide warranty coverage for the affected equipment;
 - All associated repair, replacement, labour, and related costs shall be borne entirely by the installation company.

4. Final Authority

Foxess Australia reserves the final right to determine the cause of equipment failure and the applicability of warranty coverage.

All installation partners are strongly urged to strictly comply with the above requirements to safeguard product quality, industry standards, and end-customer interests.

Foxess Australia Pty Ltd

Date: 19 December 2025