



Warranty Card

Warranty Policy

MANGO POWER products and accessories purchased from authorized platforms come with a limited warranty.

The warranty period is measured starting on the date the original purchaser receives the products.

Customer should provide the invoice or relevant purchase proof when filing a warranty claim at our official website: www.mangopower.com.

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 compensation for any other reasonably foreseeable loss or 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.

Warranty Period

Product	Model	Warranty Period(Years)
MANGO POWER M Inverter	M Hybrid Inverter 6kW	10
MANGO POWER M Inverter	M Hybrid Inverter 5kW	10
MANGO POWER M Battery	M LFP Battery 280Ah	10
Accessories	Accessories	3

Valid Proof of Purchase

- Order No. of purchases made through Mango Power website: www.mangopower.com or our distributor.
- Sales invoice or order confirmation of the product, price and sales channel.
- Visible proof (e.g. Short video) depicting the defect will be required.

How To Claim Your Warranty

For any product defects not caused by the consumer, please feel free to contact the Mango Power customer service team.

Mango Power service email: support@mangopower.com

Warranty Exclusions

MANGO POWER'S warranty DOES NOT apply to:

- Misused/abused/damaged by accident or mishandling due to acts of nature. (For example, lightning strikes, tornadoes, hurricane ect.)
- Unauthorized modification/ repair/ dis-assembly or operation not in accordance with the official instructions or manuals.
- Non-quality related issues.
- Items purchased from unauthorized resellers
- Notable to provide valid proof of purchase

How To Return/ Replace/ Repair

- Contact us for a Return Merchandise Authorization (RMA) Number. MANGO POWER will not accept returned items without prior authorization and RMA.
- Write the RMA number on the shipping label outside the package.
- Send the defective product to our local warehouse.

Contact Information

Manufacturer

- Company Name: Shenzhen Xihe Future Technology Co., Ltd.
- Address: Room 1814-1815, Xusheng R&D Building, Zone Xifa B, Gonghe Industrial Road, Gonghe Community, Xixiang Street, Baoan District, Shenzhen, 518102, Guangdong]
- Email Address: support@mangopower.com
- Phone Number: +1 (510) 726-0166
- Website: www.mangopower.com

Importer in Australia

- Company Name: AULTUN ENERGY PTY LTD
- Address: 1297A Nepean Highway, Cheltenham, 3192, Australia
- Email Address: admin@aaltungroup.com.au
- Phone Number: 0061 3 9551 7959
- Website: aaltungroup.com.au