

Redback Technologies and Pylontech's Battery Warranty Resolution



Redback Technologies is pleased to share an *important update* regarding warranty resolutions for Pylontech battery models US2000, US3000, US5000, HB48050, and HB48074. Since early 2024, our team has been working diligently alongside Pylontech to address these challenges, that have caused frustration for our customers. Now under new management, we are excited to announce a clear path forward for affected customers.

Key Details:

- Affected Models: US2000, US3000, US5000, HB48050, HB48074.
- Replacement Timeline: New replacement batteries will begin arriving *from 1 April 2025*.
- Support Scope: Redback Technologies can only assist customers who have purchased Pylontech batteries *directly through our authorised channels*.

For customers who acquired Pylontech batteries via third-party distributors or unofficial channels, please contact Pylontech's warranty department directly at service@pylontech.au for support.

A Commitment to Resolution

We understand the frustration caused by these warranty issues and share in these legacy challenges. While replacements cannot begin until 1 April 2025 due to factors beyond our control, we have worked closely with Pylontech to ensure a smooth resolution.

We know this wait is not ideal and we sincerely regret the inconvenience. Our team is committed to transparency and clear communication. We will continue to provide updates as we move forward with the replacement process.

Next Steps for Eligible Customers:

- Redback Technologies will proactively contact eligible customers (those who purchased directly from us) with further instructions as the replacement timeline approaches. We will mainly communicate with the original retailer/installer who is responsible for the work.

- We encourage customers to ensure their contact details are up-to-date by emailing warranty@redbacktech.com or call us on 1300 240 182.

Gratitude and Partnership

We sincerely thank our customers for their patience and trust as we navigate this situation. Redback Technologies and Pylontech are committed to strengthening our collaboration to ensure smoother operations and enhanced customer support moving forward. For questions or clarifications, please don't hesitate to contact the Redback Technologies' support team at warranty@redbacktech.com.

Thank you for your understanding,
The Redback Technologies Team