

WARRANTY TERMS AND CONDITIONS FOR ISTOREGE HYBRID INVERTER AND LITHIUM BATTERY

KEHUA Inverters and accessories are manufactured by Xiamen Kehua Digital Energy Tech Co., Ltd. (hereinafter referred to as KEHUA) provides the following Warranty to the purchaser (referred to as “Customer”) of the Inverters and accessories (referred to as “Products”). (Customer is deemed to be the owner of the installed Products at first sale.)

These Warranties are applicable only for Australia for the following Products and/or system in respect of such Products that were originally sold in Australia.

1. WARRANTY PERIOD

1.1 The Standard Warranty period is 5 years for iStoragE hybrid inverter (iStoragE1 3600, iStoragE1 5000, iStoragE1 6000) and lithium battery(iStoragE B5-S1), 2 years for other accessories, such as Wifi sticks, meters.

The Standard Warranty period begins from following two dates, whichever is early:

- (1). The date on which products was first installed.
- (2). 6 months after the date of production.

1.2 The extension of warranty period is 5, 10 or 15 years which it’s from the end of the Standard Warranty Period. It can be purchased from KEHUA’s Local Distributor (abbreviation: Distributor) a warranty extension only one time within one year from purchased date. Kehua’s Standard and Extended Warranties are not otherwise transferable.

2. WARRANTY CLAIM PROCEDURE

2.1. In case of a defective device during the warranty period, Customer should contact Distributor where Products was purchased. If the claimant is unable to obtain service from them, or is NOT satisfied with their service, the claimant can escalate their service request by creating a service ticket and make a claim to KEHUA via www.kehua.com/WarrantyClaims.html,

Please have the following information to hand as it may be required when contacting Distributor:

- (1) Any claims shall be made within 14 days of failure date to be considered under the warranty;
- (2) A copy of invoice, receipt, commissioning report or any other document which provides proof of purchase of the KEHUA inverter;
- (3) Provide the Products for inspection, testing and correction;
- (4) Product Nameplate, Model No. (Such as SPI-XXX) and serial number (If the accessories claims, the serial number of the host inverter must be provided);
- (5) Copy of the installation report including brand, model and number of PV panels; if the defective Products is an energy storage system, the brand and model of batteries are also needed, installation date and maintenance log
- (6) Error message on LCD screen (if available) and additional information regarding the fault/error;

- (7) Detailed information about the system design (modules, circuits, etc.);
- (8) Operation process and status information of Products etc.

Notice: When making a claim under KEHUA's warranty terms, the Customer shall provide the above information and documents regarding the defective device, If the claimant fails to provide the above information, the warranty claim may be rejected.

3. WARRANTY SERVICE

If a claim is received within the warranty period and a fault with the Products is discovered that is covered under the warranty, Distributor may elect at its sole discretion:

3.1. Fix the issue by changing configurations or updating software.

3.2. Repair the Products by replacing with spare parts.

3.3. Exchange the Products for a Products that is brand new or refurbished or ceased to manufacture, but at least functionally equivalent to the original Products, or a superior upgraded model (including size, color, shape and/or power). If the device is replaced within the warranty period, the remainder of the warranty entitlement will be transferred to the replacement device, the warranty period will be kept for at least 3 months. If the parts are repaired, the warranty period of the original device does not extend the original warranty period, but repaired parts warranty for at least 3 months from the date of repair completion.

3.4. If it is proved that the problem was caused by faulty installation, Distributor reserves the right to contact the original installer and request that they provide a solution to fix the issue before KEHUA's intervention and may charge the subsequent cost to the original installer if they fail to provide a proper solution to fix this issue.

3.5. The Customer must return replaced parts or devices in the original packaging or equivalent. If the replaced faulty part or device is not received by Authorized Service Provider (abbreviation: Services) or Distributor within 14 days, the Customer will be charged for the part/device at the current price for a new part/device. All parts of the Products or other equipment that Services or Distributor replace shall become KEHUA's property. If the Products is found not to be covered by this warranty, KEHUA shall not bear the costs arising therefrom. When repairing or replacing the Products, Services or Distributor may use Products that are new, equivalent to new or refurbished.

3.6. In order to deliver a friendly and timely service, KEHUA cooperates with several distributors and installers all over the world. As such KEHUA reserves the right to arrange the warranty service for Customer or to make third parties for performing warranty works.

3.7 KEHUA may arrange an on-site inspection to find out the root of the faults. The claimant is responsible for granting access, making time, and ensuring the safety of the inspection by a technician from KEHUA or an authorized third party company. KEHUA reserves the right not to enter the site, if the KEHUA technician consider it unsafe to do so.

4. WARRANTY EXCLUSIONS AND DISCLAIMER

4.1. Any defect or damages caused by the following circumstances will not be covered by the warranty:

- (1) The Customer fails to file a warranty application in accordance with the warranty claim procedure.
- (2) Identification marks or serial number are removed or altered in anyway;
- (3) Unauthorized attempts to repair, adjustment or modify the Product or change component;
- (4) Non-compliance with the user manuals, installation guides and maintenance requirements and over-testing;
- (5) Non-compliance with applicable regulations and standards;
- (6) Voltage surge coming from PV array DC side or from grid AC side, lightning;
- (7) Operate in inappropriate on-site conditions, including but not limited to: insufficient ventilation, rust, mildew, corrosive environment, salt and flammable gases, or any other external influence, such as dust, animal or insect or water damage, vibration, shock-prone locations, sustained temperature exceeding the specified operating range of the device improper grounding;
- (8) The Product has been improperly stored and damaged while being stored by the Customer;
- (9) Transport damage, painting scratch caused by shipping pumping. It should declare to insurance company as soon as containers unload with enough evidence;
- (10) The damage is only cosmetic and has no impact on the functioning of the device;
- (11) Force majeure, including but not limited to earthquakes, floods, fire, natural disasters and theft.

4.2. Expendable materials such as filters, fuses, lightning arrester or overvoltage protection material are not covered by this warranty.

5. LIMITATION OF LIABILITY

5.1. Under no circumstances, KEHUA only provides services in accordance with KEHUA standards during the Standard Warranty term and the Extended Warranty term, KEHUA reserves the right of final interpretation. The Extended Warranty covers only the cost of hardware material required to get the device functioning again. It excludes any inbound/outbound transportation, duty, travel and accommodation cost or labor cost of replacement/on-site service except with the written consent of KEHUA.

5.2 All other costs including but not limited to compensation from direct or indirect damages arising from the defective device or other facilities of the PV system, or loss of electrical power generated during the Products downtime are NOT covered by KEHUA's warranty extension options.

5.3. Due to technological progress, the replacement part or replacement device provided may not be compatible with the system monitoring or other components installed on-site. Costs incurred as a result are not part of this warranty service and will not be covered by KEHUA.

5.4. These services do not include modifications to the existing photovoltaic system of the device, building wiring or other devices.

5.5. KEHUA will not be liable for any special, consequential, or punitive damages (including lost profits, cost due to disassembly and installation, loss of data, loss of electrical power generated during the Products downtime) arising out of or relating to this Product or the transactions it contemplates whether for breach of contract, tort, negligence, or other form of action, and irrespective of whether KEHUA has advised of the possibility of any such damage. Under no condition, KEHUA's total liability shall not exceed the total amount of payments

received by KEHUA for this Products that is the subject of a claim.

6. NON-APPLICABILITY OF WARRANTY CLAIM

In case a warranty claim is reported which shows not to be valid, the costs incurred by KEHUA due to this non-applicability of warranty claim shall be covered by the Customer.

7. UPDATE OF WARRANTY TERMS

To the extent permitted by the applicable law, KEHUA reserve the right update this warranty terms from time to time, and such update may be published on the official website of KEHUA or sent by email or to the address of the Customer. This Warranty terms expires automatically upon the updated version of warranty standard issued by KEHUA.

8. APPLICABLE LAW

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.

* **Limited Warranty** is a basic warranty promise from KEHUA to the Customer. In certain countries/regions, Customer may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by KEHUA's Distributor; should any claims arise in this respect, please direct them to Distributor.

Contact Details

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