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## WARRANTY TERMS AND CONDITIONS

**Applicable Products:** SPI Series grid-connected inverter.

**Statement:** These warranty terms are applicable in oversea regions. This warranty only applies to the original purchaser of the products and is non-transferable. If products exceed the warranty period, KEHUA can provide the renewal service for the product beyond the warranty period, and sign a renewal contract for the renewal fee and service.

### Warranty Period

#### **Ten Years (120 months) Standard Warranty**

Kehua warrants the inverters will be free from defects in materials and workmanship for a period of 10 years from the date of BL of the relevant inverter

Kehua will not cover any shipping or transports costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

The warranty period starts from the date of product is shipping. The warranty period for the KEHUA Warranty differs depending on the type of warranty product. The extended warranty period can only be purchased together with the purchase of products from Kehua. If the warranty period is extended, the customer shall pay a certain percentage of the unit price.

### **WARRANTY CLAIM PROCEDURE**

In case of a defective inverter during the warranty period, customers shall report defective inverter with a brief fault description and warranty card information to our local authorized distributor or service partner by fax/email to process the warranty claim, To make a claim under the warranty terms of KEHUA, It shall to supply our distributor or service partner with the following information and documentation regarding the defective inverter:

- A copy of invoice, receipt, commissioning report or any other document which provides proof of purchase of the KEHUA inverter.
- Product Model No. (Such as SPI-XXX) and serial number.
- Copy of the invoice and warranty certificate for the inverter.



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- Copy of the installation report, installation date and maintenance work done.
  - Error message on LCD screen (if available) and additional information regarding the fault/error.
  - Detailed information about the system design (modules, circuits, etc.).
  - Operation process and status information of products etc.

Please contact our local authorized distributor or service partner to arrange preliminary troubleshooting if necessary and preliminary judgement. If we agree to provide a repair or replacement, we generally send the spare part or an equivalent replacement inverter according to model and age, the remainder of the warranty entitlement will be transferred to the replacement inverter. Repair or replacement of a defective Product or part thereof does not extend the original warranty period.

The defective spare part or inverter should be packaged and shipped to the KEHUA distributor or service partner at their own expense within 2 working days from the date the end customer receives the replacement inverter. If the on-site service of re-installation is necessary, the customers need to negotiate with the distributors or service partner in advance.

## **WARRANTY SERVICE**

The warranty obligation of KEHUA ends upon deliver the repaired inverter or replaced spare part to distributor or service partner, And KEHUA offer Online support: KEHUA provides after-sale technical support services on line during 8:00~24:00 (Beijing time), and Distributor or service partner can contact the business representative by:

SKYPE (kehua-service)

- Email(service@kehua.com)
- Wechat(+86-19859253059)
- Telephone(+86-592-5160516)

The business representative can let the corresponding after-sales technical engineer remotely conduct online or ask and get a Q&A.

If Distributor or service partner still fails to solve the existing problems, Distributor or service partner needs KEHUA to send technical personnel to the user site to guide the installation or provide technical services, etc., Distributor or service partner shall be responsible for the technical personnel round-trip airfare, local transportation cost, accommodation, visa fees and technical services according to KEHUA 's foreign service charges.

The warranty cost that KEHUA should bear does not include: transport, travel and accommodation cost of KEHUA personnel as well as costs of Customers' own staff are not included in the warranty. Customs duties, taxes and all other import cost are excluded. Expendable materials such as filters, fuses or overvoltage protection material are not covered by this warranty. Furthermore, claims for compensation for direct or indirect damages arising from the defective inverter are not covered by this warranty. KEHUA keeps the right to arrange the warranty service for users and to use third parties for performing warranty works.

### **WARRANTY EXCLUSIONS AND DISCLAIMER**

Any defect caused by the following circumstances will not be covered by the warranty:

- 1) Unauthorized attempts to repair or modify the Product or change component;
- 2) Identification marks or serial number are removed or altered in any way;
- 3) Non-compliance with the user manuals, installation guides and maintenance requirements;
- 4) Improper installation or testing, excessive discharge of batteries, external storage time of batteries, unsuitable storage temperature or humidity of batteries, improper maintenance or causes external to the unit, including but not limited to general environmental conditions such as rust, corrosion, mold or dust, animal or insect damage or water damage;
- 5) Incorrect or inadequate electrical voltage or connection;
- 6) Operate in inappropriate on-site conditions, including: insufficient ventilation, corrosive environment, sustained temperatures outside the specified operating range of the inverter, exposure to power surges and or electrical surges, improper grounding or any other external influences;
- 7) The Product has been improperly stored and damaged while being stored by the end user;
- 8) Transport damage, painting scratch caused by shipping pumping. It should declare to insurance company as soon as containers unload with enough evidence.
- 9) Force majeure, including but not limited to lightning, overvoltage, storm, fire, natural disasters and theft.
- 10) The damage is only cosmetic and has no impact on the functioning of the inverter.

Claims that go beyond the rights cited in the warranty principles, in particular claims for compensation for direct or indirect damages arising from the defective inverter, for compensation for costs arising from disassembly and installation, or loss of profits are not



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covered by KEHUA's warranty and insofar KEHUA is not subject to liability.