



## **Australia Warranty Terms and Conditions**

### **Statement**

These warranty terms and Conditions are applicable only for Australia, for the following inverters that were sold from 1<sup>st</sup> DEC 2019 to 30<sup>th</sup> Nov,2020 in Australia.

### **Applicable Models**

Three phase inverters:

SPI5K-B/SPI6K-B/SPI8K-B/SPI10K-B

SPI12K-BL/SPI15K-B/SPI17-B/SPI20K-B

Single phase inverters:

SPI1500-B2/SPI2000-B2/SPI3000-B2/SPI3600-B2

SPI4000-B2/SPI4600-B2/SPI5000-B2/SPI6000-B2

### **Warranty Period**

#### **Five Years Standard Warranty**

Kehua warrants the inverters will be free from defects in materials and workmanship for a period of five (5) years from the date of installation of the relevant Inverter, but no more than six (6) years from the manufacturing date of that Inverter (whichever comes first).

#### **Extension Five Years Parts Warranty:**

This adds 5 years parts warranty is applicable from the 6th to the 10th years and will only cover the cost of the replacement material (a relevant part or an equivalent replacement), but it will not cover any freight costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

## **WARRANTY CONDITIONS**

This warranty only applies to the original purchaser of the inverter and is non-transferable. In case of a faulty inverter during the agreed KEHUA Standard warranty period, customers shall report defective inverters with a brief error description to our local authorized distributor for logging and send your warranty card to our local authorized distributor by fax/email to process the warranty claim, and also send the pictures of damage components if available.

To make a claim under the warranty terms of KEHUA, you shall supply us with the following information and documentation regarding the faulty inverter:

- Product Model No. (Such as SPI-XXX) and serial number(e.g.B507B0220A0F).
- Copy of the invoice and warranty certificate for the inverter.
- 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.).
- Operating information etc





## SCOPE OF THE WARRANTY

If the inverter needs to be repaired with replacement spare parts, you will receive a one-year warranty for the replacement part. This replacement part will be registered by KEHUA. KEHUA is only obliged to remove or install the part if this requires very specific knowledge that is not available at the customer, otherwise the warranty obligation of KEHUA ends upon delivery of the repaired or replaced spare part. All other costs, particularly transport, travel and accommodation cost of KEHUA personnel as well as costs of your own staff are not included in the Standard 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 Standard warranty.

KEHUA keeps the right to arrange the warranty service for end users and to use third parties for performing warranty works. All warranty services are free of charge only if the course of action is agreed with KEHUA in advance.

To provide excellent Service to end users, all KEHUA authorized Dealers or Distributors are requested to respond to your warranty claim.

## WARRANTY EXCLUSIONS

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

- Unauthorized attempts to repair or modify the Product or change component
- Identification marks or serial number are removed or altered in any way.
- Non-compliance with the user manuals, installation guides and maintenance requirements.
- Improper installation or testing or commissioning.
- Failure to observe the applicable safety regulations
- The Product has been improperly stored and damaged while being stored by the end user.
- Transport damage, Painting scratch caused by shipping pumping. It should declare to insurance company as soon as containers unload with enough evidence.
- Incorrect use or inappropriate operation.
- Operate in inappropriate on-site conditions, including: insufficient ventilation, corrosive environment, sustained temperatures outside the specified operating range of the equipment, exposure to power surges and or electrical surges, improper grounding or any other external influences.
- The damage is only cosmetic and has no impact on the functioning of the device
- Force majeure (e.g., lightning, overvoltage, storm, fire)

KEHUA is entitled to invoice the customer for cost generated from unnecessary or unjustified Service activities requested by the customer. Also the customer shall pay KEHUA for the cost of its Service employees if an immediate access to the defective device is not secured.

This warranty is without prejudice to your rights under statutory law, including but not limited to warranty rights in relation to the seller, i.e., if applicable rectification, reduction of the price, rescission of the sale and damages, loss of profits.

## OTHER LEAGAL INFORMATION

For customers in Australia, our goods come with guarantees that can not be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.