

Warranty Statement

Products Base:

- a) Be free from defects in design, material and manufacturing during Warranty Period;
- b) Conform to the applicable specification, if any;
- c) Be new, unused and not contain used or repaired parts;
- d) Be free and clear of all liens, claims, encumbrances and other restrictions.

Warranty Period:

| Products | Standard Warranty |
|-------------------|---------------------------------------|
| On-Grid inverters | 60 months from the date of production |
| Hybrid inverters | 60 months from the date of production |
| Accessories | 24 months from the date of production |

Technical Support:

- a) Dedicated service contact shall be assigned to response service requirement including remote technical support on critical issues.
- b) Technical training shall be performed on-line or off-line to support customer to update related field service technology.

Replacement Service:

- a) Spare units will be sent to customer for the best benefit of customer while RMA (Return Material Authorization) confirmed by the service contact, Spare units come from refurbished defective units.
- b) Customer is responsible for returning the defective units with well-condition package.
- c) The remaining warranty period of the defective unit will be transferred automatically to the replacement unit, if a replacement occurred within warranty.

RMA Service Procedure:

- a) Repair Center built in Shenzhen DK factory to insure an easy and speedy RMA for customer.
- b) Customer sends FFR (Field Failure Report) to service contact person for returning permission.
- c) Service contact issues effective RMA number to customer within 5 working days after receiving FFR, or on-site inspection is performed.
- d) Customer returns the defective Product with effective RMA number, and in advance, customer informs all necessary shipping information so that the service contact can arrange for logistic operation and repairing resources.
- e) In order to avoid any damages during transportation, all returned products should be packed in packaging materials well-condition, original packaging materials recommended.
- f) For regular RMA cases, both parties should bear respectively the freight cost of returning Product, one way for each other based on CIF. In other words, customer pays the freight for the RMA Products from customer to factory, and factory pays the freight for the repaired Products from factory to customer.
- g) After repairing, factory informs customer about the status and provide all necessary shipping documents to customer after the shipment comes into effect.

Warranty Limitation

Damages due to following are excluded from warranty:

- a) Seal on Product is broken; or
- b) Improper transportation and delivery; or
- c) Unqualified persons opening the unit; or
- d) Improper installation; or
- e) Unauthorized modification, test or repairing; or
- f) Use and application beyond the definition from manual; or
- g) Application beyond the scope of safety standards (VDE, UL, AS etc.); or
- h) Acts of God such as lightning, fire, storm etc.; or
- i) Engineering samples.

Warranty Extension:

Extended warranty period is optional as below:

| Products | Extended Warranty |
|-------------------|-----------------------|
| On-Grid inverters | 12/24/36/48/60 months |
| Hybrid inverters | 12/24/36/48/60 months |
| Accessories | 12/24/36 months |

Out Warranty Service:

For the products out of Warranty and the damages excluded from the warranty limitation, Service shall be performed after agreement between both parts achieved case by case.

For the Australian consumer law, see below.

“This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable 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.”

Single phase model: PVT-SE3KTL, PVT-SE5KTL

Three phase model: SE 5KTL-D3, SE 6KTL, SE 8KTL, SE 10KTL, SE 12KTL, SE 15KTL

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