

## **WARRANTY CONDITIONS**

### **For KSTAR DC 240kW Series & KSTAR DC 480kW Series (EU Market)**

#### **Warranty**

Subject to the terms and conditions detailed below, we provide a voluntary product warranty (the Warranty) to end users of the following products (the Products) which are supplied by us:

- DC 240kW Series: 120kW (CAD12D, CAD12DS, CAD12DH), 160kW (CAD16D, CAD16DS, CAD16DH), 180kW (CAD12D, CAD18DH), 240kW (CAD24D, CAD24DH)
- DC 480kW Series: 300kW (CAD30DL, CAD30D, CAD30DS), 320kW (CAD32DL, CAD32D, CAD32DS), 360kW (CAD36DL, CAD36D, CAD36DS), 400kW (CAD40DL, CAD40D, CAD40DS), 420kW (CAD42DL, CAD42D, CAD42DS), 480kW (CAD48DL, CAD48D, CAD48DS)

This product warranty applies exclusively to customers meeting either of the following conditions:

- Products purchased directly through KSTAR official channels with designated usage in EU regions;
- Products purchased through authorized overseas distributors of KSTAR inverters (EU regions).

The scope of warranty services shall be provided in accordance with the countries or regions specified in the contract or agreement. In the absence of explicit provisions in the contract or agreement, the delivery location specified in the contract or agreement shall determine the coverage for warranty services. The warranty coverage shall follow the principle of alignment between the country of sale, the country of installation, and the country or region of after-sales service. In the event of a discrepancy between the country of sale and the country of installation, the agreed location or the delivery location shall prevail.

All warranty periods are as above unless specified on a KSTAR quote. If warranty period was specified on sales order, then warranty period would obey to sales order.

This warranty only applies to new product. Second hand product may carry partial warranty subject to its previous operation/install/de-install conditions.

This Warranty is non-transferable except: where the products are installed in a building, this

warranty will then transfer to any subsequent purchaser of that building or of the Products so long as the Products remain installed.

## General Terms

DC 240kW Series and DC 480kW Series:

2 years of product warranty: We warrant that we will repair or replace (at our option) a Product or any part thereof, if such Product is faulty or defective in manufacture or materials for a period of 2 years from the date of purchase.

We will endeavor to replace Products with identical products. However, due to technological advancements, that Product may not be available. In these cases, we will supply another type of product of at least the same value and standard, although the replacement product may be a different size, shape, color and/or capacity. Due to technological advances, replacement parts or components may not be compatible with other components already installed. We will provide replacement parts or components for the system to work properly, and any other costs incurred in the process related to system incompatibility are not covered by this warranty.

If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.

If the remaining warranty period is less than 6 months after the replacement, it will be extended to 6 months.

For every single device exchange case, the claimant must gather the necessary information and send the RMA report (by following KSTAR's RMA template) to KSTAR to confirm the RMA request, prior to the inverter being exchanged. The equipment that needs repair or replacement should be sent to the location specified by KSTAR

The RMA report should be sent to KSTAR within one month from the solution is determined, otherwise KSTAR will treat it as you have abandoned the right to make a warranty claim.

We monitor systems and inform end customers via internet in the event of defects in the material or workmanship of the product within the warranty period. For systems with no internet connection, the end customer should inform us ASAP if a product is found to be defect in order to qualify for repair or replacement under the warranty.

Each time a warranty claim is made against a system that has no internet connection, the installer or the end user is obliged to organize a qualified personnel to conduct an on-site

inspection and data collection under the instruction of KSTAR.

This warranty only covers repair or replacement of the defective product. It does not cover:

- Any costs incurred by the end-user or the installer in normal or scheduled maintenance of the Product; or
- Any other costs such as transportation, travelling and accommodation cost of personnel etc.;
- Subject to any law to the contrary, any damage to property, personal injury, direct or indirect loss, any consequential losses or other expenses arising from breach of this Warranty.

## **Warranty Extension Options**

On top of the 2 years limited warranty which comes with the inverter product by default, KSTAR offers warranty extension options for all inverters which were purchased through authorized distribution channels. For the warranty extension price list, please contact KSTAR via [sales@kstar.com](mailto:sales@kstar.com).

## **Conditions**

This Warranty is subject to the following conditions:

- KSTAR's liability under this Warranty shall be limited to replacement, repair, and refund. Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.
- Where a Product or part thereof is replaced or repaired under this Warranty, the balance of the original Warranty period will apply. The replacement product or part(s) do not carry a new voluntary warranty.
- The Products must have been installed and correctly commissioned by an authorized and licensed installer. Proof may be required of correct commissioning of the Product (such as certificate of compliance). Claims for failures due to incorrect installation or commissioning are not covered under this Warranty.
- The Product must have its original serial number and rating labels intact and readable.
- This Warranty does not extend to any Products that have been completely or

partially disassembled or modified, except where such disassembly is carried out by KSTAR.

- The terms of this Warranty cannot be amended except in writing by one of our authorized officers.
- This Warranty only applies to Products purchased by an end-user from us directly or a reseller where the Products have been sold to the reseller by us directly.
- Any warranty claim under this Warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.
- There must have been a commissioning report signed by the end-user and the installer for product commissioning and handling instructions.

## Exclusions

This warranty will not apply to a defect or fault to the extent to which one or more of these conditions arises:

- Due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the Product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care including installation of a Product which is of an inappropriate size or type for the intended purpose;
- Due to operation, use or maintenance of the Product otherwise than in accordance with instructions provided by us or without reasonable care (including failure to maintain/ clean the Product in accordance with recommendations in instruction/ operation manuals);
- Due to accidental damage, theft or vandalism, or use of the product for a purpose or in environmental conditions for which the Products were not designed for or sold, or use of the Products outside the specified or normal operating ranges for such Products;
- Covered products are not intended for use as a primary or backup power source for life- support systems, other medical equipment, or any other use where product failure could lead to injury, loss of life, or catastrophic property damage. KSTAR disclaims any and all liability arising out of any such use of your Covered Products. Further, KSTAR reserves the right to refuse to provide support in

connection with any such use and disclaims any and all liability arising out of KSTAR's provision of, or refusal to provide, support for your Covered Product in such circumstances;

- As a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event.
- Any rust that appears on the device's enclosure caused by harsh environmental conditions. Faults or damage caused by exposure to sea coasts/saltwater or other aggressive atmospheres or environmental conditions without KSTAR's written confirmation/approval prior to the installation.
- From normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Product or where the damage is only to surface coating, varnish or enamel;
- As a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by us;
- From the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of Product; or as a result of the interconnection of the Product with products of another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed;
- Where the nameplate or serial number of the Product is modified, altered or not readable;
- If damage has occurred during transportation;
- Other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching).

This warranty does not apply to damage caused by continued use of the Product after it is known, or would have been known with regular servicing, it is defective.

### **Customer's assistance in returning the faulty unit:**

Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. KSTAR will supply all labels, documentation and freight details for the return of the allegedly faulty unit. All allegedly faulty units must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the remaining warranty period of the faulty unit.

### **Distributor Responsibility:**

In the event of an equipment failure or fault, it is the distributor responsibility to work directly with KSTAR Service Center in order to limit the return of non-faulty equipment. KSTAR Service Center will work with the distributor to rectify the fault or fault message through telephone support or with direct PC links. Note: In order to qualify for further compensation and a replacement unit, the distributor/installer must first contact KSTAR and fulfill the distributor/installer's responsibilities under Section "how to make a claim"

### **Wrong Deliveries and Transit Damage**

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be referred to Customer Service on [www.KSTAR.com](http://www.KSTAR.com).

### **How to Make a Warranty Claim**

If a product fails within the Warranty period, the end-user must stop using the Product or the system in which the Product is installed as the case may be by isolating the Product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

KSTAR reverse the right to reject the warranty claims without the necessary information. In this case, it's the customer to responsible for the loss or any other consequence.

To make a warranty claim under this voluntary warranty, the end-user must contact us by the official website: <https://www.kstar.com/ContactKstar.jhtml> or by email at [service\\_solarinverter@kstar.com](mailto:service_solarinverter@kstar.com).

When contacting us by the official website, Please fill in the details of the relevant equipment, including product model, serial number, failure phenomenon, etc.;

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the Product (you can find both on the Product)
- Proof of purchase with date and address of the vendor
- Installation date and installation address
- Signed commissioning report or protocol
- Contact details of the installer
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

### **Costs of Submitting a Warranty Claim**

For invalid claims under this Warranty, we will not be liable for the end-user's costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this Warranty may be claimed from us. Documentary evidence in support of such claim will be required.

### **Deadlines for Submitting Warranty Claims**

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action EU sures to prevent re-occurring of the warranty failures. It is therefore critical that all claims under this warranty are promptly submitted to us as soon as the Product fails, and in any event, within one months of knowledge of the matter of event giving rise to the claim. No consideration will be given to claims under this Warranty which are made after this period.

## Product Liability and Product Safety

We should be informed immediately about any potential product safety concerns within and outside the warranty period. We are well aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any product.

## Miscellaneous

This Warranty shall form part of the purchase contract in respect of the Product between us and the end-user and shall be complied with by both parties.

## Warranty Claim

KSTAR standard warranty claim form should be followed while End user make any claim for warranty. Details should be mentioned in the form regarding fault occurrence and fault time. KSTAR reserve the right to reject the warranty claims without the necessary information. In this case, it's the customer to responsible for the loss or any other consequence.

KSTAR oversea warranty form are valid in EU.

A standard form format is shared below:

CLAIMANTS DETAILS (Must be completed)		DELIVERY ADDRESS (Must be completed if DHL spare parts)	
COMPANY	Country	COMPANY	Country
Address.		Address.	
TELEPHONE:	EMAIL:	TELEPHONE:	EMAIL:
POSTCODE	CONTACT NAME	POSTAL CODE	CONTACT NAME
Basically Kstar Product Information (Must be completed)			
Product Type		Mode	
Quantity		Fault Date	
Specification		Inverter S/N	
Battery pack S/N		Logger S/N	
Detail Quality Abnormal Information (Must be completed)			
Problem description : (include the Utility and Environment status, Load percentage and feature, the present status etc )			
Problem description			

<b>1. Whether unit packaging abnormal</b>	<b>Yes / No</b>	<b>(If yes , please attach relevant pictures )</b>
Picture and description		
<b>2. Whether product appearance abnormal</b>	<b>Yes / No</b>	<b>(If yes , please attach relevant pictures )</b>
Picture and description		
<b>3. Whether product quality abnormal</b>	<b>Yes / No</b>	<b>(If yes , please attach relevant pictures )</b>
Picture and description		
<b>a) Error code or detail alarm information description in the LCD panel</b>	<b>(please attach its relevant pictures )</b>	
Picture and description		
<b>b) Detail abnormal parameter in the LCD panel or by EU surement</b>	<b>(please attach its relevant pictures )</b>	
Picture and description		
<b>c) Damaged or defected parts description</b>	<b>(please attach its relevant pictures )</b>	
Picture and description		
<b>Remark or Requirement</b>		
<b>Requirement statement:</b> Such as what kind of PCB you want to apply for ?		

## Contact Details

Headquarter:

Shenzhen Kstar New Energy Co., Ltd

Address: 4/F, No.1 BLDG. Software Park, Keji C. Rd. 2nd, Hi-Tech industrial Zone, Shenzhen  
518057, P.r. China

E-mail: service\_solarinverter@kstar.com