



## Australia Warranty Terms and Conditions

### FACTORY WARRANTY

#### Statement

These warranty terms are applicable only for Australia, for the following inverters that were sold in Australia.

#### Applicable Models

Single phase inverters:

SPI1500-B2/SPI2000-B2/SPI3000-B2/SPI3600-B2  
SPI4000-B2/SPI4600-B2/SPI5000-B2/SPI6000-B2

#### Warranty Period

The inverter provided by Xiamen Kehua Digital Energy Tech Co.,LTD has 60 months standard warranty period.

### 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 factory warranty period, please 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 please send the picture of damage components if available.

To make a claim under the warranty terms of KEHUA, you will need to 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 and etc

If the inverter needs to be repaired with replacement 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 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 factory 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 factory 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.

## SCOPE OF THE MANUFACTURER WARRANTY

To provide excellent Service to KEHUA end users, all KEHUA authorized Dealers or Distributors are requested to respond to your warranty claim. KEHUA will replace the inverter or parts of the inverter during the Warranty Period proved to be defective in design or manufacture. 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 factory warranty.

## WARRANTY EXCLUSIONS

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

- The Product has been improperly stored and damaged while being stored by you, the Dealer or the end user;
- The Product has been modified, its design has been changed or parts have been replaced by parts not
- Changes have been made, or repairs been attempted by non KEHUA technician, or series number or seals have been erased;
- The Product has been installed or commissioned incorrectly;
- Insufficient ventilation of the device;
- You or another user have failed to comply with the safety regulations;
- The device has been used improperly misused;
- The defect is a transport damage (including painting scratch caused by movement inside packaging during shipping). A claim for such transport damage should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;
- You or another user have failed to follow any/all of the user manual, the installation guide and the maintenance regulations;
- The maintenance procedures relating to the product have not been followed to an acceptable standard;
- The defect has been caused by force majeure (violent or stormy weather, lightning, overvoltage, fire etc).
- The damage is only cosmetic and has no impact on the functioning of the device



## Xiamen Kehua Digital Energy Tech Co., Ltd.

Add: Xiamen Kehua Digital Energy Tech Co., Ltd.  
Room 208-38, Hengye Building, No. 100 Xiangxing Road, Torch High-tech Zone  
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PEOPLE'S REPUBLIC OF CHINA  
Tel: +86-592-5160516 Fax: +86-592-5162166  
Email: Intertrade@kehua.com www.kehua.com



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

This factory 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.

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Email: Intertrade@kehua.com www.kehua.com



**Solar Inverter Warranty card**

**Customer information**

★Name: \_\_\_\_\_

★Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

**System information**

Product Model: \_\_\_\_\_

No. of Products Installed: \_\_\_\_\_

Date of Production: \_\_\_\_\_

★No. of Fault Products: \_\_\_\_\_

Fault Date and time: \_\_\_\_\_

★Series No. of Faulty Products: \_\_\_\_\_

★Brief Fault Description and Photos: \_\_\_\_\_

**Installation information**

★PV Modules Installed: \_\_\_\_\_

★No. of Modules Per String: \_\_\_\_\_

★Installation company: \_\_\_\_\_

Installer Name: \_\_\_\_\_

Field marked with ★ are required information:

★Customer Signature: \_\_\_\_\_ ★Date: \_\_\_\_\_



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### Statement

INTEGRA ENERGY GROUP PTY LTD is the Authorized distributor of Xiamen Kehua Digital Energy Tech Co., Ltd. in Australia. Please contact our authorized distributor the first time when you have a warranty claim.

#### Manufacturer Contact:

Name: Xiamen Kehua Digital Energy Tech Co., Ltd.

Address: Room 208-38, Hengye Building, No. 100 Xiangxing Road, Torch High-tech Zone (Xiang'an) Industrial Zone, Xiamen PEOPLE'S REPUBLIC OF CHINA

E-mail: Intertrade@kehua.com

The Customer Service: 400-808-9986

Website: www.kehua.com

#### Authorized distributor Contact:

Name: INTEGRA ENERGY GROUP PTY. LTD

Address: 3/20 Decor Drive Hallam VIC 3803 Australia

E-mail: enquiry@integrasolar.com.au

Phone number: 1300658712

Website: www.integrasolar.com.au

### Warranty Terms & Conditions

Please refer to the document of *Warranty Terms and Conditions* from Xiamen Kehua Digital Energy Tech Co., Ltd.