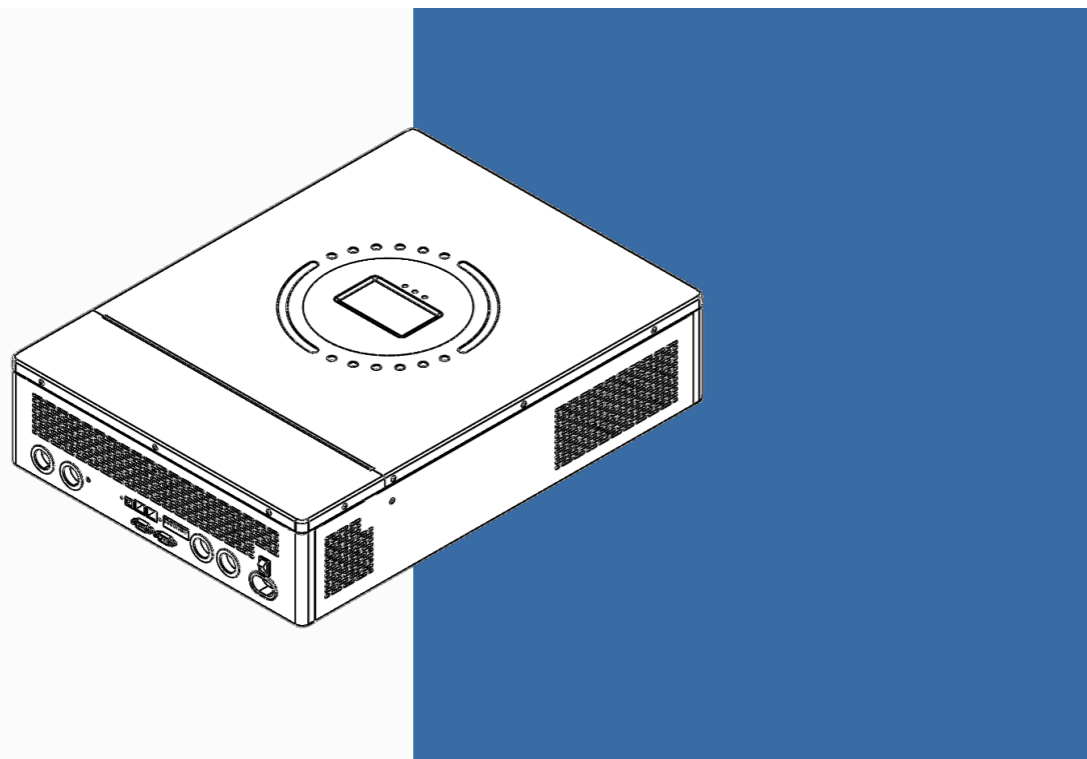


KTECH Warranty Terms and Policies



This Limited Warranty (hereinafter referred to as 'Warranty') applies to the KTECH KE Series Inverters (hereinafter referred to as 'Product') provided by KTECH Energy Co., Ltd. (hereinafter referred to as 'KTECH') to the original end user through authorized channels.

1. Standard Warranty

Our off-grid inverter products come with a 3-year warranty, while our hybrid inverter products come with a 5-year warranty. For products within two years of the manufacturing date, extended warranty services are available for purchase. Customers can contact the KTECH sales team for more information on how to purchase the extended warranty.

2. Warranty Policy

If the equipment malfunctions or does not work due to technical defects or material issues from our company within the warranty period, please contact us through the official after-sales service channels

According to KTECH's warranty terms, if the machine malfunctions, please provide the following information or documents (this information will assist the after-sales service team in handling the product issue)

1. Product nameplate photo;
2. Product serial number;
3. Error messages displayed on the screen (if any, please provide) and other describable error information;
4. Detailed information about the entire power generation system (including components, circuit connections, etc.);
5. Any previous error messages of the product (if any, please provide).

If the product malfunctions within the KTECH standard warranty period, we will provide the following solutions:

A: Remote diagnosis and support: Through online means, the KTECH technical team will first conduct a remote diagnosis of the issue, provide a solution, or guide the user on how to proceed.

B: Component Replacement: If remote support cannot resolve the issue, our technical staff will arrange for the replacement of the relevant components.

C: Factory Repair: For more complex problems, the equipment will be sent back to the factory for a thorough inspection and repair.

D: Whole Unit Replacement: If the equipment still fails to meet the normal usage standards after being repaired, or if the issue cannot be fixed, the customer will receive a new replacement unit.

During the warranty period, the replacement machine will automatically inherit the remaining warranty period of the faulty machine. Therefore, you will not receive a new warranty certificate. Please keep the purchase receipt for future reference. In case the machine or its components need to be returned, please ensure it is packaged in the original manner or with equivalent packaging. KTECH reserves the right to arrange for third-party service providers to offer after-sales services within the warranty period. KTECH's standard warranty covers labor and material costs for machine repairs while other expenses are not included, any direct or indirect losses resulting from machine failure are also excluded.

3. Warranty Disclaimer

The following conditions are not covered under KTECH's standard warranty

1. The product is already beyond the warranty period This does not apply if both parties have otherwise signed an extended warranty service agreement;
2. Malfunctions or damage caused by improper operation are not in accordance with the product manual or related installation and maintenance requirements, such as improper working environment, storage, or usage, like as installation distance, ventilation conditions, improper use of waterproof caps;
3. Unauthorized disassembly, repair, or modification of the product without KTECH's authorization;
4. Products obtained through unauthorized channels;
5. Malfunctions or damage caused by unforeseen or human factors, force majeure, or other reasons, such as stormy weather, flooding, lightning, overvoltage, pest damage, fire;
6. Unauthorized modifications, design changes, or replacement of parts;
7. Intentional damage, defacement, irreparable marking, theft;
8. Natural wear and aging;
9. Improper usage not following correct safety standards (such as VDE standards);
10. Malfunctions or damage caused by factors other than the product's inherent quality issues;
11. Damage caused during transportation, including scratches on the casing caused by collisions during packaging or shipping;
12. Rust and corrosion on the machine casing due to harsh environmental conditions.

4. Out-of-Warranty Services

KTECH offers remote diagnosis and consultation services covering the entire product lifecycle. For products that are beyond the warranty period or not covered under warranty, if the user requires repair services from KTECH, We will charge the end user relevant fees, including material costs, labor costs, and logistics costs.

After-Sales Service Channels :

Enerwise download QR codes



After-sales Email:
aftersales@ktechsolar.com

Address: No. 688 Zhenze Road, Taihu Street, Wugang
Economic Development Zone, Taihu Bay Information
Technology Industrial Park.
Email: info@ktechsolar.com
Web: www.ktechsolar.com