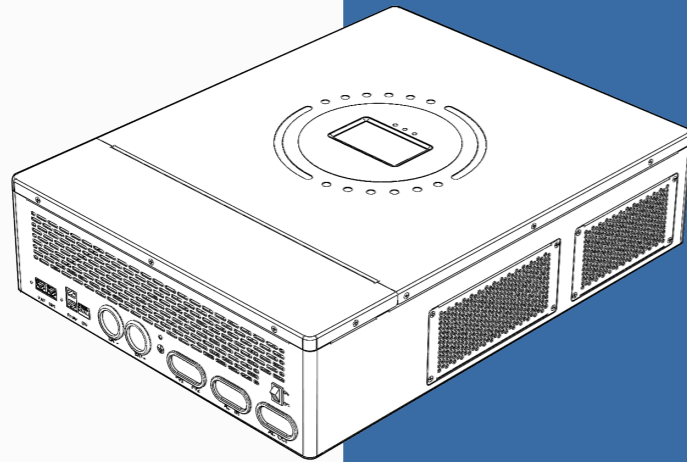


# KTECH WARRANTY TERMS AND POLICIES



This Limited Warranty Letter (hereinafter referred to as the "Warranty") applicable to KTECH Energy Co.,Ltd (hereinafter referred to as the "KTECH") provides coverage, by way of authorization, for the KTECH KE series of inverters (hereinafter referred to as the "Products") to the original end-users.

## 1. Standard Warranty

Our off-grid inverters come with a 1-year warranty, and our hybrid inverters come with a 5-year warranty. For our company's products, an extended warranty service can be purchased within two years from the production date. Customers can contact the KTECH sales team for more information on purchasing an extended warranty.

## 2. Warranty Policy

If the equipment malfunctions or fails to work due to technical defects of our company or material issues within the warranty period, please contact us through the official after-sales service channel. According to the KTECH warranty terms, if the machine malfunctions, please provide the following information or documents. Before applying, please check the completeness of the materials to ensure efficient handling of your after-sales needs. If the customer fails to provide all the relevant materials completely or refuses to cooperate in providing them, KTECH will be unable to offer free after-sales service in accordance with the warranty policy. Subsequent services will be provided in accordance with the standards for paid services.

- The information of the materials to be provided is as follows:
1. Basic information [Photo of product nameplate; photo of product SN code; photo of the home page of the device display screen; photo of device information version number, etc.]
  2. Problem description information [Video of equipment failure phenomena (if reproducible, please provide) and description of the failure phenomena; photos of fault codes (if available, please provide) and other descriptive error information, etc.]
  3. Detailed information of the entire power generation system [System structure composition description; circuit connection structure description; clear wiring photos including terminal blocks; necessary parameters . and interface data (if tools are available, please measure and provide), etc.]
  4. The time when the problem occurred; How long did the symptoms last? Description of recent setting changes or other changes made, etc.
  5. Has the product been reported for repair? If so, when was the most recent product repair report and the error information that occurred at that time (if any, please provide)

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

1. Software problem  
During the warranty period, if the product experiences software malfunctions, our company will provide free
2. Hardware issues  
Our company offers free repair services and supports two repair methods:
  - A. Our company provides original factory parts for free and arranges professional engineers to offer remote guidance.
  - B. Professional maintenance will be carried out by the local after-sales service network.

During the warranty period, if the machine is replaced, the replaced machine will automatically extend the remaining warranty period of the faulty machine within its warranty period. The warranty period of the new complete machine will not be recalculated, so you will not receive a new warranty certificate.

Please keep the purchase vouchers properly for future use. For cases where machines or their components need to be transported back, please be sure to package them in the original way or in an equivalent manner.

KTECH reserves the right to arrange for third-party service providers to offer you after-sales service during the warranty period. The KTECH standard warranty covers the labor and material costs of machine maintenance, but does not include other expenses. In addition, direct or indirect losses caused by machine malfunctions are also not included.

## 3. Warranty Disclaimer

- Product issues caused by the following circumstances are not covered under the KTECH's standard warranty:
1. The product is beyond the warranty period (except where both parties have separately signed an extended warranty service agreement);
  2. Failures or damages caused by non-compliance with the operating requirements specified in the product manual or relevant installation and maintenance guidelines, or by improper use, storage, or operation in an environment not specified for the product. Examples include improper installation distance, inadequate ventilation, and incorrect use of waterproof caps;
  3. Unauthorized from KTECH's disassembly, repair, or modification of the product;
  4. Products obtained through unauthorized channels by KTECH;
  5. Failures and damages caused by unforeseeable factors, human factors, force majeure, or other reasons, such as stormy weather, floods, lightning, overvoltage, pest infestations, and fires;
  6. Unauthorized modifications, design changes, or replacement of parts;
  7. Intentional damage, defacement, making indelible marks, theft, etc.;
  8. Natural wear and tear and aging;
  9. Use not in compliance with correct safety regulations (such as VDE standards, etc.);
  10. Other failures or damages not caused by the KTECH product's own quality issues;
  11. Damages caused during transportation (including scratches on the product casing resulting from collisions to the packaged product during transportation);
  12. Rust and corrosion on the machine casing caused by harsh environments.

## 4. Services After the Warranty Period

Even after the warranty period has expired, our company will still provide paid repair services to our customers. The charging standard for maintenance services expired the warranty period will be calculated based on the actual fault situation, required spare parts, and labor costs. The specific fee shall be determined through friendly negotiation between both parties. The fee includes, but is not limited to, one or all of the following items:

- On-site service: Travel expenses and labor fees of technical service engineers;
- Material: Cost of replaced spare parts (including transportation and management fees);
- Labor : Working hour fees of technical service engineers (including fees for repairing, maintaining, installing (hardware or software), and debugging the machine);
- Logistics: Costs including shipping the machine from the customer to the KTECH company and shipping the repaired machine from the KTECH company to the customer;
- Other fees incurred due to after-sales services.

After-sales service channels:



Wishome download QR codes

After-sales Email: aftersales@ktechsolar.com

Address: Taihu Bay Information Technology Industrial Park, No. 688 Zhenze Road, Taihu Street, Wuxi Economic Development Zone

Email: info@ktechsolar.com

Web: www.ktechsolar.com