

## Warranty Statement - Hybrid inverter

### Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:

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 the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

### Product warranty

ASIAN POWER DEVICES INC, (hereinafter referred to as "APD") warrants that, subject to exclusions and limitations set out below, the inverter and accessory that APD provide shall be under warranty during the period of:

- 10 years warranty for all Hybrid inverter products

	Model name
Single phase Hybrid inverters	PV 4K6HB-60, PV 5KHB-60, PV 6KHB-60, PV 4K6HB-120, PV 5KHB-120, PV 6KHB-120, PV 4K6AC, PV 5KAC, PV 6KAC
Three phase Hybrid inverters	PV 5K HB-T, PV 6K HB-T, PV 8K HB-T, PV 10K HB-T

- 5 years warranty for Wi-Fi/GPRS module products
- 2 years warranty for standard accessories including mounting bracket, battery connector AC connector, AC connector cover, RS485 connector etc.

In generally, serial number (S/N) must be provided in order to claim warranty. The warranty period valid from 6 months after the date of production. if warranty period was specified on sales order, then warranty period would obey to sales order.

### Replace or Repair

Subject to below, APD will, at its sole option, repair or replace the products or any part thereof, if such products are faulty or defective in manufacture or materials.

APD will endeavor to replace any products which require to be replaced under this warranty with products of equivalent appearance, size, and functionality on a like for like basis. Replacement of products may not be brand new but with quality and specification compliant with the product specifications. Where this is not feasible, due to technological advancements, APD will supply another type of product of at least the same value and standard, although it may be of different size, shape, color and/or capacity.

If the products are replaced within the warranty period, the remaining warranty period will be

automatically transferred to the replacement products.

## Warranty exclusions

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

1. Seal on product is broken; or
2. Improper transportation and delivery; or
3. Unqualified persons opening the unit; or
4. Improper installation; or
5. Unauthorized modification, test or repairing; or
6. Use and application beyond the definition from manual; or
7. Application beyond the scope of local safety standards; or
8. Acts of God such as lighting, fire, storm etc.; or
9. The brand, trademark, serial number and name plate designated in the product have been changed or destroyed and can not be read; or
10. The customer did not pay according the Purchase and Sales Contract signed by both parties; or
11. The customer concealed the mis-operation in installation, configuration, commissioning, maintenance and other procedures.

## Claims process

If any products fail within the warranty period, the owner of the products must stop using the products or the system in which the products are installed as the case may be by isolating the products from any energy source, and make a claim as soon as possible following all instructions provided by APD, or the resellers from whom you have purchased the products.

To make a warranty claim under this voluntary warranty, please contact the resellers from whom you have purchased the products, or contact APD directly by email at [pvsales@apd.com.tw](mailto:pvsales@apd.com.tw)

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

1. Your name, address, postcode and a telephone number where you can be contacted
2. The model name and serial number of the Products
3. Proof of purchase with date and address of the vendor
4. Installation date and installation address
5. Signed commissioning report
6. Contact details of the installer
7. Filled Field Failure Report (FFR) with observed faults and other information which could help with the analysis of the fault (e.g. any videos and photos etc.)

APD will reply solution to your claim within 48hours on workday, and 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.

APD aims to rectify genuine quality problems as a priority which is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent

re-occurring of the warranty failures. It is therefore critical that all claims under this warranty are promptly submitted to APD as soon as the products fail, and in any event, within 4 weeks 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.

### **Response time**

Remote technical support service.

1. Offer 365\*7\*24h remote technical support service.
2. Respond in half an hour once received telephone inquiry from customer.
3. Respond in 1 hour once received inquiry via email or social media communication apps from customer.

(APD reserves the final interpretation right of the above standard warranty terms)

### **ASIAN POWER DEVICES INC.**

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[www.primevolt.com.tw/en](http://www.primevolt.com.tw/en)

### **IMPORTERS INFO**

PRIMEVOLT NEW ENERGY AUSTRALIA PTY LTD

41C, Level 3, 650 George Street Sydney NSW 2000, Australia

TEL: 0410 935 909

MAIL: [XianfuZou@apd.com.tw](mailto:XianfuZou@apd.com.tw)

<https://primevolt.com.au/>

Field Failure Record



RMA Number					*DATE	
<b>INVERTER INFORMATION</b>						
*Model				*F/W Version		
*Serial Number				Installation Date		
*H-TOTAL	Hrs			*E-TOTAL	kWh	
<b>SOLAR ARRAY INFORMATION</b>						
Manufacturer						
	Make/Model of Solar Panels	Total Array (W)	Array Voltage (Voc) (V)	Panel Size (W)	Panels in Each String	
Tracker # 1						
Tracker # 2						
Tracker # 3						
Tracker # 4						
Tracker # 5						
Tracker # 6						
Tracker # 7						
Tracker # 8						
Tracker # 9						
Tracker # 10						
Tracker # 11						
Tracker # 12						
<b>GRID INFORMATION</b>						
Electrical Grid Information	Nominal Voltage of Grid		V	Nominal Frequency of Grid		Hz
	AC Breaker/Fuse Rating		A	Standard Code (Local Grid Code)		
PV Panels & Inverter & Grid Connection Diagram	<small>(Brief description will also help us diagnose)</small>					
<b>FAILURE INFORMATION</b>						
*Description of Failure						
*Error Message						
How often was the failure occurring?						
When in a day was the failure occurring?	<input type="checkbox"/> Dawn <input type="checkbox"/> Daytime <input type="checkbox"/> Evening					
<b>EXAMINATIONS</b>						
Basic Diagnostics	a. Remove cover of inverter, check no debris of IGBT in the case and no fuse open if applicable.					
	b. Connect to PV and check if inverter works.					
	c. Connect to AC and check if inverter delivers power to Grid?					
	d. Can the failure be duplicated at lab?					
Mechanical Problem (Provide photo(s) if possible)						
Update F/W to the Latest (State F/W Ver.)						
Environment Information	Ambient Temperature		°C	Humidity		%
	<input type="checkbox"/> Sunny <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy					
Other (Describe findings, including installation conditions, tools, etc.)						
<small>* Required to Fill</small>				Signature of Examiner:		