



Warranty Statement - ESS 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 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.

Product warranty

PrimeVOLT New Energy Australia Pty Ltd (hereinafter referred to as "PrimeVOLT") warrants that, subject to exclusions and limitations set out below, the inverter and accessory that PrimeVOLT provide shall be under warranty during the period of:

- 10 years warranty for all grid-tied inverter products:

	Model name
Single phase ESS inverters	PV 8KHB-180, PV 9K99HB-210, PV 10KHB-210
Three phase ESS inverters	PV 5KHB-D3, PV 6KHB-D3, PV 8KHB-D3, PV 10KHB-D3

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

In general, serial number (S/N) must be provided in order to claim warranty. The warranty period is valid from 6 months after the date of production, or the date of installation, whichever comes first. If warranty period was specified on sales order, then warranty period would obey to sales order.

Replace or Repair

Subject to below, PrimeVOLT 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.

PrimeVOLT 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, PrimeVOLT will supply another type of product of at least the same value and standard, although it may be of different size,

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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.

When the system owner contacts their installer/solar retailer for inverter problems, PrimeVOLT will NOT cover the labour cost of the initial site inspection. If the inverter is determined to be replaced under warranty, PrimeVOLT will reimburse installer for their time onsite based on the Warranty Statement – Grid-tied inverter Annex I.

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 lightning, 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.

If installer/solar retailer replaced the inverter which was damaged due to site issue such as grid voltage surge/lighting/improper installation etc, which then damaged the second inverter, PrimeVOLT will NOT cover such incidents. Installer/solar retailer might get invoice for the consecutive inverters from PrimeVOLT for misconduct.

Claims process

If any products fail within the warranty period, the owner of the products must stop using the products or the system. The inverter should be isolated from any energy source, and make a claim as soon as possible following all instructions provided by PrimeVOLT, or the resellers from whom you have purchased the products.

To make a warranty claim under this voluntary warranty, please contact the resellers/installer/solar retailer whom you have purchased the products from. If your reseller/retailer no long exists, you can contact PrimeVOLT directly on service@primevolt.com.au

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Please have the warranty claim form filled with correct and accurate information when submitting a warranty claim.

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

PrimeVOLT 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 PrimeVOLT 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

1. We will return to your email enquiry within 48 hours upon receiving.
2. Respond in an hour once received telephone inquiry.

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

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Warranty Claim Form

Inverter Details

Inverter Model (e.g. PV 8KHB-180):

Inverter serial number (on inverter's side sticker):

Wi-Fi Module serial number (on the Wi-Fi module):

String configuration (e.g. 1 x 10 panels to MPPT1 & 1 x 8 panels to MPPT2):

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Fault Details

Error code:

Any Water Ingress/condensation? Yes (If yes, please upload photos) No

Any burnt marks/components? (If yes, please upload photos)

Fault description and basic troubleshooting performed by installers:

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DC side measurement at inverter terminals using multi-meter & DC – current clamp meter:

	Open circuit DC voltage (Voc)	Short circuit current (Isc)
String 1	V	A
String 2	V	A
String 3	V	A
String 4	V	A
String 5	V	A
String 6	V	A

AC side measurement at inverter terminal using multi-meter

PrimeVOLT single phase inverter	
Phase 1 to Neutral	V
PrimeVOLT three phase inverter	
Phase 2 to Neutral	V
Phase 3 to Neutral	V
Phase 1 to Phase 2	V
Phase 2 to Phase 3	V
Phase 1 to Phase 3	V

DC insulation resistance measurement at inverter terminals using Megger meter:

	DC Positive to Earth	DC Negative to Earth
String 1	MΩ	MΩ
String 2	MΩ	MΩ
String 3	MΩ	MΩ
String 4	MΩ	MΩ
String 5	MΩ	MΩ
String 6	MΩ	MΩ

Delivery address: _____

