

MANUFACTURER WARRANTY

For KSTAR On-Grid Inverter (Standard)

V2.4.3

1. Definitions

- 1.1 The warrantor for the limited warranties set forth herein is KSTAR Science & Technology Co. Ltd ("KSTAR").
- 1.2 The "Product" means the photovoltaic Inverters and peripheral devices manufactured by KSTAR and purchased from KSTAR, or its qualified distributors by End-users.
- 1.3 The "Warranty" means this limited warranty contract for KSTAR Products.
- 1.4 "End-user" means the owner of the Product for which the Service will be performed under the Plan.
- 1.5 "Manual" means the current KSTAR installation, operation, and maintenance guide for the Product covered under this Warranty
- 1.6 "Reaction time" means the time between the service request being accepted by KSTAR officially and the Service being provided.
- 1.7 "Service" means Actions in Item 2.2 in response to the claim.
- 1.8 "Warranty Period" means the period of time the Product is covered under this Warranty.

2. Warranty Period

2.1 Applicable product types:

Residential Single Phase String On-grid Inverter:

BluE-G 1000/1500/2000S-M1/3000/3200S-G2/3000S-M1/3000/3600/4000/4600/5000/6000D-M1/8000D,
G7K1\G8K1\G9K1\G10K1\G11K1\G12K1\G3KS-D11\G5KS-D11\G6KS-D11\G5KS-B21\G6KS-B21.

Residential Three Phase String On-grid Inverter:

BluE-3~25KT-M1,BluE-10~25KT-M6,
BluE-12/15KTL-M1,BluE-20KTL-M2.

C&I Three Phase String On-grid Inverter:

KSG-25/30/40KT-M1,
G30KT7/40KT7/50KT7/50KT/60KT/70KT/80KT,
G75KT/75KTL/100KT/110KT/125KT/125KT7,
KSG-120CL-M0, KSG-250UH-M0,
G350KTH,G350KTHC.

2.2 5 years limited warranty for on-grid inverters

2.3 2 years limited warranty for accessory products.

2.4 Starting from the earlier one of following two dates:(i)The date on which the product was first installed or (ii) 6 months from the date of delivery of the applicable Product from vendor's factory

2.5 This product warranty applies exclusively to customers meeting either of the following conditions:

Products purchased directly through KSTAR official channels with designated usage in overseas regions (outside Mainland China);

Products purchased through authorized overseas distributors of KSTAR inverters (covering all countries and regions outside Mainland China).

- 2.6 The scope of warranty services shall be provided in accordance with the countries or regions specified in the contract or agreement. In the absence of explicit provisions in the contract or agreement, the delivery location specified in the contract or agreement shall determine the coverage for warranty services. The warranty coverage shall follow the principle of alignment between the country of sale, the country of installation, and the country or region of after-sales service. In the event of a discrepancy between the country of sale and the country of installation, the agreed location or the delivery location shall prevail.
- 2.7 All warranty periods are as above unless specified on a KSTAR quote. If warranty period was specified on sales order, then warranty period would obey to sales order.

3. Warranty Extension Options

KSTAR offers warranty extension options for all inverters which were purchased through authorized distribution channels. For the warranty extension price list, please contact KSTAR via sales@kstar.com.

4. Limited Warranty

- 4.1 String PV Grid-connected Inverter currently gives priority to remote technical service support and spare parts service.
- 4.2 If any equipment is considered faulty while under KSTAR's warranty, and provided the deemed action, via the contact methods declared by KSTAR, is considered feasible and appropriate, KSTAR shall carry out the following at their discretion:
- By Email or FAX or report to KSTAR local representative.
 - Recording the claim and making the solution.
 - KSTAR reserves the right to require the claimer to pay the deposit in advance before the service solution is implemented or for claimers who have or had overdue payment in purchasing products or services from KSTAR.
 - Collecting the defect units or parts as properties of KSTAR, the claimer has the responsibility to keep the defect units or parts before the collection of KSTAR.
 - Testing and repairing the defective units or parts in the workshop belonging to KSTAR or an authorized third party.
 - Issuing Recovery Reports for the defective units or parts with the detailed root of the failure.
 - If the root of the failure is confirmed to be out of warranty by the Recovery Report, KSTAR reserves the right to charge the related expenses to the claimer and has the responsibility to support the claimer to recharge the third party to be responsible for the failure.
 - If the claimer paid deposit in advance, the expenses will be taken from the deposit within three (3) months since the Recovery Report issued and the rest of the deposit will be returned to the claimer.
 - If the claimer refuses to pay the expenses claimed by KSTAR, KSTAR reserves the right to cancel the warranties of all equipment from KSTAR on the same site.
- 4.3 KSTAR warrants that KSTAR products (the "Warranted Items") are free from defects in material and workmanship. Any other costs, in particular delivery charges, travel, and living expenses incurred by KSTAR's field service engineers during on-site repair work, as well as costs for the client's employees or any third parties are NOT covered by this Warranty. KSTAR has sole responsibility and discretion for determining the cause and nature of a product defect, and KSTAR's determination with regard thereto shall be final.
- 4.4 Beyond the respective conditions of the End-User's project, KSTAR reserves the right to provide on-site storage of spare parts for the central and string inverters.

- 4.5 If KSTAR considers a warranty item to be defective and the defect is covered by the warranty terms, KSTAR will repair or replace the defective product based on the actual condition of the defect. In any case, the decision to repair or replace the defective equipment is only based on the decision of KSTAR.
- 4.6 If the products are replaced within the warranty period, the remaining warranty period will be automatically transferred to the replacement products. In this event, you will not receive a new certificate.
- 4.7 If the remaining warranty period is less than 6 months after the replacement, it will be extended to 6 months.
- 4.8 For every single device exchange case, the claimant must gather the necessary information and send the RMA report (by following KSTAR's RMA template) to KSTAR to confirm the RMA request, prior to the inverter being exchanged. The equipment that needs repair or replacement should be sent to the location specified by KSTAR.
- 4.9 The RMA report should be sent to KSTAR within one month from the solution is determined, otherwise KSTAR will treat it as you have abandoned the right to make a warranty claim.
- 4.10 KSTAR and End-user shall mutually agree upon the conduct of any tests required to determine whether a Product is defective in advance of conducting such tests. KSTAR reserves the right to supply a different Product model, or product from the third party with written acceptance from the End-user, to settle the warranty claim. The replaced unit or part will keep the warranty period of the original products. Any parts that are replaced may be new or reconditioned. All parts replaced by KSTAR shall become the property of KSTAR.
- 4.11 This warranty rights established on this document do not cover costs following.
- The transport costs of the damaged products when sending them to the factory to be repaired, neither when receiving them back.
 - The labor, equipment or transportation costs due to dismantling of the damaged products and reinstallation of the repaired ones.
- 4.12 The Warranty detailed here above is offered by KSTAR as a standard Warranty in a universal way for all its standard range of KSTAR products. KSTAR reserves the right to offer extended special Warranty conditions, according to the different country technical and commercial conditions. In that case, these special conditions will be stated in a separate document.

5. Warranty Exclusions

- 5.1 This Warranty does not cover any defects or damages caused by:
- Improper transportation and delivery.
 - Failure to properly store the Product before installation.
 - Improper installation or inadequate transport conditions, not following the KSTAR Installation Manual.
 - Use and application beyond the definition in the user manual of the Product.
 - Neglect, abuse, misuse, improper maintenance, or lack of maintenance, as set forth in the KSTAR User Manual.
 - Repairing, adjustment, or alteration, which is not authorized in writing by KSTAR.
 - Voltage surge coming from PV array DC side or from grid AC side.
 - Force majeure events including but not limited to natural disasters (e.g. earthquakes, floods, landslides, surges, plagues, lightning), explosions, fire, destruction of machines, equipment, factories, and of any kind of installation, prolonged break-down of transport, telecommunication or electric current or other circumstances with comparable effects (e.g. terroristic attacks, nuclear accidents, war, civil war or similar uprising, general strike, strike, lock-out). Kstar shall not be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder on account of acts of god or other cause which is beyond the

reasonable control of the such party and could not have been avoided by the exercise of reasonable prudence.

- Damage or accidents due to the third party's actions or any other reasons different from the standard use conditions of the inverters and that are out of the control of KSTAR.
- This warranty does not cover fuses, surge suppressors, filters, or cosmetic damages.
- The serial number of the Product has been altered, manipulated, or cannot be clearly identified.
- The End-user fails to make any Product subject of a claim available for inspection, testing, and correction.
- Complaints concern aesthetics, unless they mean a malfunction or a difference in performance compared to the one announced on the technical and commercial brochures of KSTAR.
- Covered Products are not intended for use as a primary or backup power source for life-support systems, other medical equipment, or any other use where product failure could lead to injury, loss of life, or catastrophic property damage. KSTAR disclaims any and all liability arising out of any such use of your Covered Products. Further, KSTAR reserves the right to refuse to provide support in connection with any such use and disclaims any and all liability arising out of KSTAR's provision of, or refusal to provide, support for your Covered Product in such circumstances.
- Any other Warranty right not mentioned specifically in this document is out of the scope of this Warranty.

6. End-user' s Obligations

In order to receive the benefits of this Warranty, the End-user must use the product in a normal way, follow the Product's current Manual, protect against further damage to the product if there is a discovered defect.

End-user shall provide KSTAR Service personnel with access to the Site and any special instructions for access to the Site. KSTAR shall have no liability in the event that access is not provided to the Site and End-user will be invoiced for any costs incurred by KSTAR in the event an additional visit is required to the site due to lack of access. It is the End-user's responsibility to notify KSTAR of any hazards at the Site and assure that the Site is free from hazards or obstructions, and that all safety precautions are followed at the Site.

7. Other Limitations

KSTAR's obligations under this Warranty are expressly conditioned upon receipt by KSTAR of all payments due to it (including interest charges, if any). During such time as KSTAR has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, or the payments stipulated in Item, KSTAR shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

8. Costs Not Related To Warranty

The End-user shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses, or labor of KSTAR representatives outside the terms of this Warranty will be borne by the End-user.

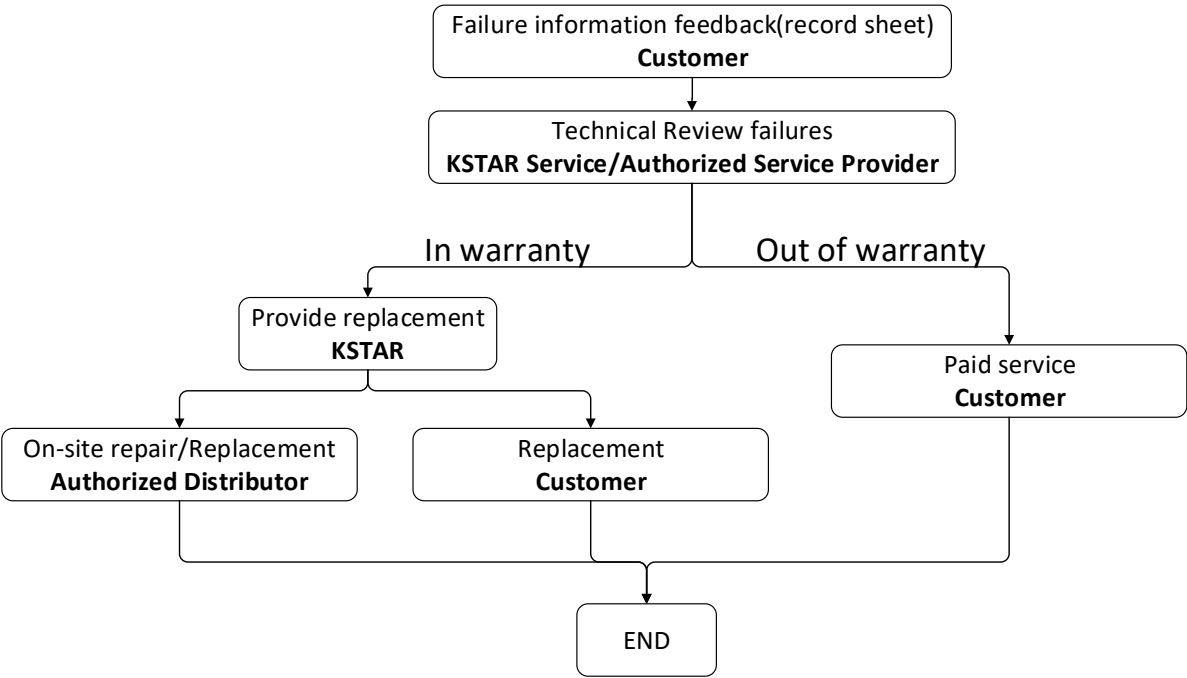
9. Limits Of Liability

This Warranty constitutes End-user’s sole and exclusive remedy for claims against KSTAR in respect to defective or non-conforming Products hereunder and is in lieu of all other warranties, conditions, guarantees or representations from KSTAR relating to the products hereunder, whether oral or written, express or implied, statutory or otherwise, in contract, tort or otherwise, including without restriction, any warranties of merchantability or of fitness for a particular purpose, and any such warranty, condition, guarantee or representation is hereby excluded. In no event shall any claim, failure of any Product hereunder, or breach of this Warranty, render KSTAR, its affiliates, subcontractors or suppliers liable to End-user or its affiliates for indirect or consequential damages or loss of use associated with warranty claims for lost profits or loss of revenues, or any associated equipment, cost of capital, cost of substitute equipment, facilities, services or replacement power, downtime costs, claims of End-user’s customers for such damages, or for any other special, consequential, incidental, indirect or exemplary damages. KSTAR’s total liability for any and all warranty claims and costs under this Warranty shall not exceed the total amount of payments received by KSTAR for the product that is the subject of a claim.

The Warranty limitations mentioned here above will be applicable unless they are against the legal prescriptions currently running on each country in reference with product responsibility. In case of conflict with any of these prescriptions, the nullity will affect only that clause in particular, being valid the rest.

10. Service Procedure

KSTAR customer complaint service procedure as the below figure:



11. Warranty Claim

KSTAR standard warranty claim form should be followed while End user make any claim for warranty. Details should be mentioned in the form regarding fault occurrence and fault time. KSTAR 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.

KSTAR oversea warranty form are valid in europe.

A standard form format is shared below:

CLAIMANTS DETAILS (Must be completed)		DELIVERY ADDRESS (Must be completed if DHL spare parts)	
COMPANY	Country	COMPANY	Country
Address.		Address.	
TELEPHONE:	EMAIL:	TELEPHONE:	EMAIL:
POSTCODE	CONTACT NAME	POSTAL CODE	CONTACT NAME
Basically Kstar Product Information (Must be completed)			
Product Type		Mode	
Quantity		Fault Date	
Specification		Inverter S/N	
Battery pack S/N		Logger S/N	
Detail Quality Abnormal Information (Must be completed)			
Problem description : (include the Utility and Environment status、 Load percentage and feature、 the present status etc) Problem description			

1.	Whether unit packaging abnormal Picture and description	Yes / No	(If yes , please attach relevant pictures)
2.	Whether product appearance abnormal Picture and description	Yes / No	(If yes , please attach relevant pictures)
3.	Whether product quality abnormal Picture and description	Yes / No	(If yes , please attach relevant pictures)
a)	Error code or detail alarm information description in the LCD panel (please attach its relevant pictures) Picture and description		
b)	Detail abnormal parameter in the LCD panel or by measurement (please attach its relevant pictures) Picture and description		
c)	Damaged or defected parts description (please attach its relevant pictures) Picture and description		
Remark or Requirement			
Requirement statement: Such as what kind of PCB you want to apply for ?			

12. Contact Details

Headquarter:

Shenzhen Kstar New Energy Co., Ltd

Address: 4/F,No.1 BLDG.Software Park,Keji C.Rd.2nd,Hi-Tech industrial Zone,Shenzhen 518057,P.r.China

E-mail: service_solarinverter@kstar.com

Powering Green Future

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