

KTECH Warranty Terms and Policies

This limited warranty letter (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

Ktech offers a 3-year warranty for off-grid inverters, a 5-year warranty for hybrid inverters, and a 1-year warranty for MPPTs.

Extended warranties can be purchased for products within two years of the production date. Customers can obtain more information on purchasing extended warranties from the Ktech sales team.

2. Warranty Policy

If the equipment experiences faults or ceases to function due to technical defects or material issues within the warranty period, please contact the after-sales service department through the appropriate channels available on the mobile app and the company's website for assistance.

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 addressing the machine issue):

1. Photograph of the product nameplate;
2. Product serial number;
3. Error messages on the display (if any) and other descriptive error information;
4. Error messages on the display (if any) and other descriptive error information;
5. Previous error information (if any);

If the machine experiences a fault within the standard KTECH warranty period, the following solutions will be provided:

- A: Return of parts for repair
- B: On-site system repair
- C: Product replacement (For discontinued products, a corresponding product may be provided for replacement)
- D: Product operation guidance

During the warranty period, any replaced machines will automatically inherit the remaining warranty period of the original faulty machine. Therefore, you will not receive a new warranty certificate.

Please keep your purchase receipts for future reference. For machines or parts that need to be returned, ensure they are packed in the original or an equivalent manner.

Ktech reserves the right to arrange for third-party service providers to offer warranty-related after-sales service.

Ktech's standard warranty covers the labor and material costs for machine repairs but excludes other expenses, including transportation costs to the installation site and travel expenses for Ktech or purchaser personnel. Additionally, any direct or indirect losses resulting from machine faults are not covered.

3.Warranty Disclaimer

The following conditions are not covered under Ktech's standard warranty:

- 1.The product is beyond the warranty period (except where an extended warranty service has been agreed upon);
- 2.Faults or damage caused by failure to follow the product manual or related installation and maintenance requirements, such as improper installation distance, ventilation, or incorrect use of waterproof covers;
- 3.Unauthorized disassembly, repair, or modification of the machine;
- 4.Products obtained through unauthorized channels;
- 5.Faults and damage caused by unforeseeable events or force majeure, such as storms, floods, lightning, overvoltage, pest damage, and fire;
- 6.Unauthorized modifications, design changes, or replacement of parts;
- 7.Intentional damage, defacement, permanent markings, theft, or other deliberate acts;
- 8.Normal wear and tear;
- 9.Faults resulting from non-compliance with safety standards (e.g., VDE standards);
- 10.Faults or damage not related to the product's own quality;
- 11.Damage incurred during transportation, including scratches to the casing from movement during shipping;
- 12.Rust or corrosion on the machine's exterior caused by harsh environmental conditions.

4.Post-Warranty Service

For products that are out of warranty, Ktech will charge the end user for on-site service fees, material costs, labor costs, and logistics fees, including but not limited to the following:

On-Site Service Fee: Travel and labor costs of the technical service engineer.

Material Costs: Costs for replacement parts (including transportation and handling fees).

Labor Costs: Hourly rates for technical service engineers, covering repairs, maintenance, installation (hardware or software), and machine commissioning.

Logistics Fees: Costs associated with transporting the product from the customer to Ktech and shipping the repaired product back to the customer.

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