

## EAST WARRANTY STATEMENT

To whom it may concern,

We **EAST GROUP CO., LTD.** manufacture of Grid connected PV Inverters with company address:

NO.6 NORTHERN INDUSTRY ROAD,  
SONGSHAN LAKE SCI&TECH. INDUSTRIAL PARK,  
DONGGUAN, GUANGDONG PROVINCE CHINA 523808

e-Mail: eastups@eastups.com

Tel: +86 0769 22898801

Our local distributor in Australia is

**ENERGY CLOUD AUSTRALIA PTY LTD**

ABN: 76604682117

Add: Unit 17/21-35 Ricketts Rd, Mount Waverley VIC 3149 Australia

Contact: Feng Jiang

Phone: 0430877248

e-Mail: feng.jiang@energycloudaustralia.com.au

www.energycloudaustralia.com.au

our Grid connected PV Inverter with model name:

single phase: **EA2KSI, EA2.5KSI, EA3KSI, EA3KSI-D, EA4KSI, EA5KSI,**

Three-phase: **EA5KTSI, EA6KTSI, EA8KTSI, EA10KTSI, EA13KTSI, EA16KTSI.**

For the above mentioned products, If you have purchased these products 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 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.

You can receive EAST warranty and service provided below:



Standard five years standard warranty from the date of purchase, extra 5year according to the contract term.



1% spare inverters for distributors

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Commissioning support and operator training on site



Products maintenance support, including remote support, hardware support, online technical support

## Extend Warranty

The buyer may apply for a warranty extension by providing the serial number of the unit. EAST may reject the application received which does not meet the date requirement (Within the 15 months of delivery, the warranty can be extended). Extension warranty can be purchased for 10, 15, 20 or 25 years. Once the purchase of the warranty extension has been processed, EAST will send the warranty extension certificate to the customer confirming the extended warranty period.

## Warranty Claim

Claims under the warranty can only be accepted if the Buyer can provide proof that the malfunctioning or non-conformity of inverter exclusively from defects under normal application, installation, use and service conditions specified in EAST standard product documentation. Any damages caused by abrasion, improper installation are exempt from this warranty.

## Claim Conditions and Procedure

Please contact your Dealer or Distributor or installer or our sales if your unit is defective or faulty and report defective device with a brief error description and pictures showing legible type plate and serial number on the device for registration. To make a claim under the warranty terms of EAST, you will need to supply us with the following information and documentation regarding the faulty inverter:

- Product SN code
- Copy of the invoice and warranty extension certificate (if applicable) for the inverter
- Copy of the installation receipt with installation date
- Error message on LCD screen and additional information regarding the fault/error
- Detailed information about the entire system (modules, wiring, etc.)
- Documentation of previous claims / exchanges

## Warranty Conditions

If a device becomes defective during the agreed EAST manufacturer warranty period, one of following options will be selected at the discretion of EAST:

- Device repair at EAST or
- Device repair on-site, or
- Exchange for a replacement device of equivalent value with regard to model and age

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this event, you will not receive a new certificate, as this replacement will be noted by EAST. If the unit needs to be replaced following assessment, EAST installer will send a replacement in

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advance to the mutually agreed customer site after the service request is confirmed. The defective inverter should be sent back to EAST installer by packing in its original package if possible or other comparable package if the course of action is agreed with EAST in advance.

EAST factory warranty includes the costs of EAST for work and material for the restoration of faultless functioning in EAST's factory or on-site repair work by EAST service personnel. All other costs, particularly shipping costs, travel and accommodation costs of EAST personnel for on-site repairs as well as costs of the customer's own employees are not included in the factory warranty.

EAST will charge users the visiting expense if the PV system problems are not caused by EAST product. Monitoring devices (WiFi card, WiFi Kit, GPRS card, GPRS kit) are not included in the on-site service range, but EAST would provide remote service and replacing service.

### **Exclusion of Warranty Claims**

To provide better service to End Users of EAST, all EAST authorized Dealers or Distributors are requested to respond to End Users' warranty claim. EAST will replace any product or part of the product during the warranty period proved to be defective in design or manufacture. The factory warranty does not cover damage that has occurred due to any of the following reasons (the Dealers or Distributors are responsible and authorized by EAST for the following investigation):

- Product modified, design changed or parts replaced not approved by EAST
- Changes, or attempted repairs and erasing of series number or seals by non EAST technician
- Failure to observe the applicable safety regulations
- Incorrect installation or commissioning
- Incorrect use or inappropriate operation
- Improper storage
- Insufficient ventilation of the device
- Transport damage (including painting scratch caused by movement inside packaging during shipping). A claim should be made directly to shipping company as soon as the container/packaging is unloaded and such damage is identified;
- Failure to follow any / all of the user manual, the installation guide and the maintenance instructions
- Force majeure (e.g., violent or stormy weather, lightning, overvoltage, fire etc.)

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation of costs arising from disassembly and installation, or loss of profits are not covered by the manufacturer warranty, insofar EAST is not subject to statutory liability. Please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected.