

Warranty claim procedure

Please report the defective device to your supplier with this warranty card completed.

Supplier is required to send the warranty claim form to manufacturer or Authorized service partner with all the necessary information.

Customers must present this warranty card, inverter purchasing & Installation invoice, and other related materials as well if required.

Please note manufacturer reserve the ultimate explanation right on this warranty card.

Please fill in the required information below when your device is defective, scan and send it to your supplier or email your supplier with all the information



Warranty Card

For the inverter with this warranty card you purchased , you receive a warranty valid for 10 years from the date of installation and no more than a half years from the delivery date from manufacturer .



End User Information	Product Information
➤ Customer name:	➤ Inverter Model:
➤ Phone number:	➤ Serial No. (S/N):
➤ Email:	➤ Purchase date:
➤ Detailed address:	➤ Dealer/Installer:
	➤ Commissioning data:



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Warranty conditions

This warranty includes all defects of design, components and manufacturing.

Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual , the installation guide , and the maintenance regulations
- Unauthorized Modifications , changes , or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning , over voltage , storm , fire)

- in view of the value that the device would have without the defect,
- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that customers could revert to manufacturer without significant inconvenience.

Warranty method

If a device becomes defective during the agreed warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by manufacturer:

- repaired by manufacturer , or
- repaired on-site , or
- exchanged for a replacement device of equivalent value according to model and age .

In the latter case , the remainder of the warranty entitlement will be transferred to the replacement device . In this case , you do not receive a new certificate since your entitlement is documented at manufacturer .

In the latter 5 years , manufacturer has the exclusive right to determine how to carry out the remained warranty . In case manufacturer provide replacement for customers , manufacturer is not responsible for any other sorts of costs during the service procedure in that period , including (but not limited to) logistics fare , labor cost , any kind of compensation . Also the replacement may have a little flaw on its surface , and the warranty excludes any general defects , if inverter is still generating power to grid .

Excessiveness in the meaning above exists in particular if the cost of the measures for manufacturer would be unreasonable .

In Australia , 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 .