KLNE Factory Warranty

5 Year Warranty

A five year warranty applies to the following products: Sunteams 1500, Sunteams 2000, Sunteams 2800, Sunteams 4000, Sunteams 5000

Please contact the KLNE service hotline for more details at +86 10 62668519

The KLNE factory warranty covers any repair or replacement part costs incurred during the agreed period, beginning on the device's purchase date, subject to the conditions listed below. This is not associated with the durability warranty.

Warranty Conditions

If a device becomes defective during the relevant KLNE factory warranty period, one of the following services, as selected by KLNE, will be performed at no charge for materials or labor costs:

• Repair at KLNE or

• Repair On-Site, or

• Exchange for a Replacement Device (of equivalent value according to model and age).

In the case of an exchange, the remainder of the warranty eligibility will be transferred to the replacement device. In such an event; you would not receive a new certificate, as your eligibility is documented at KLNE. For determination of warranty eligibility, please submit a copy of the purchase receipt, or a copy

of the warranty certificate, and if applicable, evidence of the warranty extension. The type label on the device must be completely legible. Otherwise, KLNE is entitled to refuse to provide warranty services. Please report defective devices to our service hotline at +86 10 62668519 providing a brief description of the fault. On workdays, we generally send an equivalent replacement device, packaged appropriately for transport, within 120 hours. The defective device is to be packed in this transport packaging for return transport to KLNE. If the warranty applies, and if KLNE has a branch, or service partner, in the country in which the device is operated, the transport costs are covered by KLNE

Exclusion of Liability

Warranty claims and liability for direct or indirect damage are excluded if arising from:

• Transport Damage,

• Incorrect Installation or Commissioning,

• Failure to Observe the Maintenance Regulations and Intervals,

• 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, overvoltage, storm, fire), or

• Cosmetic Shortcomings (which do not influence the supply of energy)

Further-reaching or additional claims due to direct or indirect damage, especially claims for compensation for

Damages due to loss of profits or due to costs arising from disassembly and mounting, are excluded if no legally

Mandatory liability applies.

In addition, our general terms and conditions of delivery apply. They can be downloaded from

www.kinglongpower.com If requested, we can also send you a copy of our general terms and conditions of delivery. Please contact our service hotline at +86 10 62668519.

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