



Warranty commitment

In order to provide you with high-quality service and better protect your rights and interests, please read this regulation carefully and keep your quality assurance card and purchase invoice.

Jiangsu Koyoe Energy Technology Co., Ltd. will provide you with standard warranty service for 60 months, including KY-1Hybrid-5k0-H. From the date of purchase, during the warranty period, we will provide you with free warranty and maintenance services. The faulty inverter needs to be returned to the factory for repair, so please keep the original package properly. If the customer uses the new packing box, the packing cost and transportation cost will be borne by the customer. During the warranty period, the customer needs to provide the original invoice and quality card, and the label of the inverter body is clearly visible. If these requirements cannot be met, we will not be able to provide you with perfect service.

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.

This regulation is applicable to KY-1Hybrid-5k0-H/KY3GT-20K0/KY3GT-17K0/KY3GT-15K0/KY3GT-12K0/KY3GT-10K0 produce by KOYOE.

All products purchased through regular channels shall enjoy the full range of quality assurance services provided by the company, except for the following situations:

1. Beyond the warranty period;
2. No valid quality assurance card and product serial number;
3. Transportation damage;
4. Improper use, operation and modification;
5. Operating in an environment beyond the specified in this manual;
6. Any installation and use beyond the scope specified in relevant international standards;
7. Damage caused by abnormal natural disasters (earthquake, fire, flood, etc.).



Contact Information

If you have any questions about the PV grid connected inverter or technical issues, please contact us:

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