

Quality Assurance

Manufacturer: Shanghai KUKA Special Cable Co., Ltd.
Building 15, No. 9655 Tingwei Road, Tinglin Town, Jinshan District, Shanghai CN

Product: Solar PV Cable (EN 50618 H1Z2Z2-K, 62930 IEC 131)

Hereby declare that the Expected Service Life of the supplied Solar PV Cables is **30 Years** from the date of delivery, and the Quality Guarantee is **5 Years**, with installed and used according to the standard (IEC 60364-7-712).

To ensure you can use our products smoothly, hereby explain the after-sales processing process when there are quality problems with the product itself during the warranty period (**5 Years**).

A. Problem Report

If you find suspected material or manufacturing defects in the cable (for example, insulation damage, conductor breakage, sheath cracking, etc., which are not caused by external forces or improper installation), please contact us immediately through the following methods:

Please provide in the report: order number/contract number, cable model specifications, production batch number (printed on the cable sheath), problem description, clear problem photos/videos, installation location and time to ***sales@kukacable.com***.

B. Initial Diagnosis and Response

After receiving the report, our after-sales team will contact you asap to conduct a preliminary analysis of the problem.

If necessary, we will provide remote technical guidance via telephone, email or video to help identify whether the problem is a quality issue with the product itself.

C. Problem Identification and Solution

If it is confirmed that it is a quality problem of our cableself:

- i) **Replace:**We will arrange to ship you new cable of the same specification and length free of charge based on the actual situation.
- ii) **Return:**In the event of dispute or further analysis, we may ask you to send the sample in question back to a designated location.
- iii) **Compensation:**If it is determined that the problem is indeed with our cable, we will compensate you for the equivalent value of the defective cable. The maximum amount shall not exceed the amount of the corresponding order value.

D. Limitation of Liability

This after-sales document only covers material and manufacturing defects of the cable itself.

The warranty and after-sales service do not apply to problems caused by transportation damage, improper storage, installation errors, overload, external force damage, natural disasters, failure to follow installation specifications or unauthorized modifications.

The remaining warranty period of the replaced cable will be the same keep as the warranty period of the original cable.

KUKA assumes sole responsibility for the authenticity of the above content.

Shanghai KUKA Special Cable Co., Ltd.

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