



Advice to Licensed electrical contractor (KDA-432 & KDM-432 PV isolator recall)

Ref LB1191114 November 2014

If the product is not yet installed (In your stock)

1. All KDA-432 and KDM-432 (Metal and plastic versions) are affected by this recall.
 - If purchased via a wholesaler you should request a Return Material Authority (RMA) from the wholesaler making reference to this recall and request a full credit.
 - If purchased directly from NHP then call the Customer Returns Centre on (03) 9368 4088 or send an email to NHPReturns@nhp.com.au to request an RMA for return of unused stock and receive a full credit.

If the product is already installed:

1. All KDA-432 and KDM-432 (Metal and plastic versions) are affected by this recall including product replaced under the previous recall commenced in Feb, 2014.
2. All installed KD switches must be replaced by a licenced electrical contractor
3. To initiate the recall process contact NHP customer service centre directly:-
 - **Customer Service Centre**; Phone 1300 NHPNHP (1300 647 647) or email to nhpsales@nhp.com.au
 - Visit our web page www.nhp.com.au/recall for further details.
4. Customer service will request a quotation from you for cost of labour to retrieve and replace recalled switches.
5. NHP will cover reasonable claims for labour involved in the replacement process based on an approved quotation.
6. Once a quotation has been approved NHP will issue a purchase order to the contractor to proceed.
7. NHP will provide an *alternative* replacement switch at no charge.

Notes & warnings for Licensed Electrical Contractors!

- Do not advise home owners to inspect the switches themselves
- During replacement ensure correct isolation procedures are adhered to and that checks are made and action taken to ensure no DC power is present before accessing terminals for replacement. Licensed Electrical Contractors should be aware of these procedures.
- All switches need to be returned and a record of work performed provide so the invoice(s) for labour can be paid promptly. (Form or Spreadsheet)

KDA-432

KDM-432

