



Advice to Wholesalers (KDA-432 & KDM-432 PV isolator recall)

Ref: LB2191114

November 2014

For product in stock:

1. Cease selling all KD switches
2. Return unused stock to NHP for credit (Applies to all KDA and KDM switches)
3. Advise sub branches that they will need to follow the same process
4. Advise **your customers** about the recall and direct them to the NHP Web site for advice and action:- www.nhp.com.au/recall

Replacement switches and advice

- Priority is being granted for replacement of installed switches. For this purpose, an alternative switch is being offered to contractors.
 - A revised switch for selling is **not** expected to be available until January so alternative supply should be sought for current demand.
- Contractors can be advised to deal directly with NHP by contacting NHP Customer service Centre
- All switches type KDA4-32 and KDM-432 are included in the recall including product that was replaced under the previous recall

KDA (Metal)

KDM (Plastic)



Wholesalers - return of unused stock:

Wholesalers can request a Return Material Authority (RMA) by calling the Customer Returns Centre on (03) 9368 4088 or sending an email to NHPReturns@nhp.com.au

Installation contractors can be advised to contact:

Customer Service Centre: Phone 1300 NHPNHP (1300 647 647),

Email to nhpsales@nhp.com.au or visit our web page www.nhp.com.au/recall