

“PVPower” branded DC Isolator (p/n XPDCISO1000V32A) Electrical Safety Recall

Frequently asked questions

General

What is the defect?

- Product internal Fault where a high resistant joint may form .There is a risk that the DC isolator may overheat and, in some cases, cause fire.

Which product is affected?

- "PVPower" branded DC isolators only. Sold through electrical wholesalers or direct to solar contractors/installers between August 2012 to August 2013.

What should you do?

- For further information, visit the website <http://www.dksh.com.au/recall>.
- If you purchased the DC isolator directly from DKSH please contact DKSH on 1800 006 137 or send an email to recall.au@dksh.com to initiate the recall replacement process.
- If you purchased the DC isolator from a wholesaler or solar reseller please contact the wholesaler/reseller directly for further information.

Warning

- Ensure correct isolation procedures are followed and safe working practices are followed when replacing DC isolators.
- All replacement work must be carried out by Licensed Electrical Contractors with relevant CEC accreditation to carry out work on PV systems.
- Do not advise home owners to inspect the DC isolators themselves.

Wholesalers/Resellers

Can I get a credit for faulty units I have in stock?

- Yes, you can get a credit when the goods are returned.

Do I have to inform my customers of the recall?

- Yes, you will need to follow your product recall procedures and inform your customers. You may use the information available for download from our website <http://www.dksh.com.au/recall> to inform your customers.

Will DKSH replace the product?

- Yes, DKSH will replace the “PVPower” DC isolators with a different make and model of DC isolator, rated at 1000V DC 25A, which will be suitable for most applications. If the installer believes that this will not suffice, then further technical information on system size will need to be provided.
- You will need to raise an order for the new DC Isolators, at the same time a Return Authorization will be raised to return the PVPower DC isolators. Credits will then be applied once the goods have been returned.

Will DKSH cover a reasonable labour cost associated with the replacement of DC Isolators already installed in the field?

- Yes, however a quote needs to be submitted to recall.au@dksh.com and approved by DKSH prior to the work being carried out.

Why do you need to submit a quotation?

- As part of the recall process, DKSH requires written records of all costs to remedy, along with your information, so that we may raise a PO/Invoice for the work carried out, and as such require your business details (ABN, company name, etc).

Contractors/installers**What is the process for requesting replacements?**

- For items not yet installed, a Return Authorization will be raised for you to return your stock. Credits will be applied once the stock is returned.
- For items already installed, a quotation will need to be submitted to us to cover reasonable costs of installing replacement isolators.
- If you purchased the DC isolator directly from DKSH please contact DKSH on 1800 006 137 or send an email to recall.au@dksh.com to initiate the recall replacement process.
- If you purchased the DC isolator from a wholesaler or solar reseller please contact the wholesaler/reseller directly for further information.

Will DKSH supply replacement products of the same technical specification?

- DKSH will supply 1000V DC 25A DC isolators with IP67 rating. These DC Isolators will be suitable replacements for almost all installations. If you believe that these isolators will not be suitable then we will request system specifications before proceeding.

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