
To retailers/installers - distributors

Q1: What is the recall about?

A1: The Jinko Suntank inverters (JKS-5HLVS-ABI) installed before December 8, 2023, are equipped with an EPS port connector that can be removed without the use of a tool, exposing consumers to the potentially live terminals of the port.

This is not a physical recall of installed equipment. The installed inverters stay on-site and do NOT need to be returned. Instead, this recall involves on-site rectification through the installation of an additional connector part (safety jacket) to ensure compliance with regulations.

NOTE:

Note: All CEC and local state listings countrywide remain unchanged.

All inverters sold after December 8, 2023, are compliant and ready for installation.

Q2: How is it resolved for new installations after 8th of December?

A2: For all new installations post-December 8th, each inverter box is equipped with an additional connector part - 'safety jacket' and warning label along with a quick installation guide. The safety jacket, along with the warning label, must be installed to ensure the maintenance of the inverter's warranty and compliance.

NOTE: Both the EPS connector and safety jacket must be installed, regardless of whether EPS is in use or not.

Q3: What happened to the inverters installed before 8th Dec 2023?

A3: When end users inquire about the recall, please ensure that the customer refrains from touching the EPS port connector or attempting to remove it from the inverter, as some sites might have accessible hazardous voltage present on the EPS port. Promptly report such cases to Jinko and inform the customer that a technician will be attending their site to install the safety jacket free of charge. It is also recommended that customers shut down their inverters to minimize the risk of accidental contact with the live parts of the EPS port.

Jinko is currently in the process of contacting retailers to arrange on-site customer visits to address this matter for all the affected installations.

Q4: Can Jinko Suntank inverters still be sold in the market?

A4: Yes, feel free to continue selling Jinko Suntank inverters and batteries. The recall only applies to installations made before December 8, 2023.

NOTE: Both CEC/Solar VIC listings remain unchanged.

This is NOT a physical recall of the product. Instead, this recall only requires the installation of the safety jacket on the EPS port plug to ensure it cannot be accidentally removed by hand.

To end-users - retailers/installers

Q5: Is my Jinko Suntank inverter to be recalled? What do I need to do?

A5: Only inverters sold before December 8, 2023, are affected. Please be aware that this is not a physical recall and return of the equipment. Your inverter needs to be equipped with an additional part called the 'safety jacket,' which is placed on top of the EPS port to prevent accidental removal of the plug covering potentially live parts of the port.

Please contact your retailer, installer, or Jinko directly to arrange a suitable time for a technician to install the 'safety jacket.' This service is approximately 20 min long and is offered free of charge to all our affected customers.

Jinko recommends turning off the inverter to minimize the risk of accidental contact with live parts. Please refrain from touching the EPS port and its components, as they may potentially have accessible hazardous voltage that can cause injury.

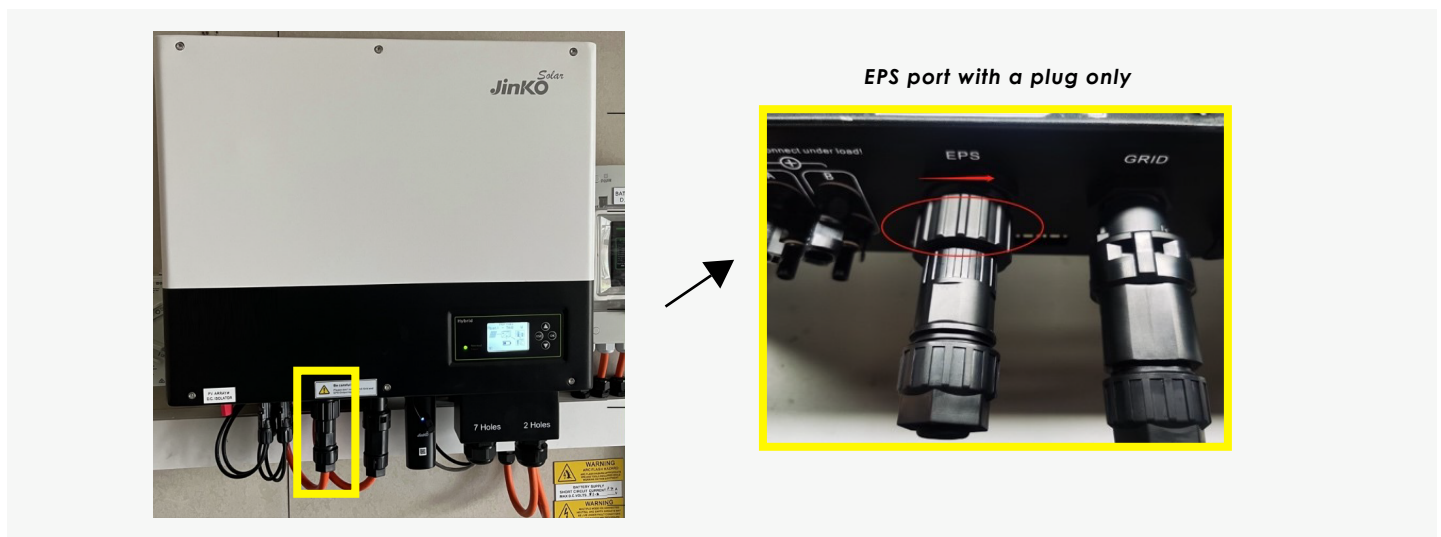
Q6: A customer has already installed an inverter and wants to replace it with a compliant Jinko Suntank inverter.

A6: Please note, this is not a physical recall and return of the installed products. The installed inverter only needs an additional part to be attached to it. Jinko offers a free-of-charge installation service for the required part to all our affected customers. Once the part is installed, the affected Suntank inverter has a matching configuration of a newly sold product.

Q7: A customer wants to buy a new system but changes their mind due to the recall announcement.

A7: This recall only affects Jinko inverters sold prior to December 8, 2023. All new inverters come equipped with additional parts by default and are fully compliant with the latest regulations.

Before installation of the safety jacket:



After installation of the safety jacket:

Safety jacket



EPS port with a safety jacket



With a fixed warning label

