

# UNIQUEIP

## ELECTRICAL WHOLESALERS

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INSTALLER / WHOLESALER PACK

**GEN3/SPM DC Rotary Isolator, SPMDCISO25, SPMDCISO32, GEN3DC-25 and GEN3DC-32**

Dear Customer,

Following extensive testing and assessment of the aforementioned switches by an independent expert, certain installation conditions have been identified where it may be possible it may fail. As a result of this and discussions with ESO Queensland and Energy Safety WA, Uniquip has decided to undertake a staged product replacement program of all **GEN3/SPM DC Rotary Isolators** currently in the field supplied by Uniquip Electrical Wholesale.

In order for us to trace & identify every switch and carry out this replacement program, we require you to advise us urgently, of the following information. Data collected will be held confidentially and be used only for the purpose of this replacement program.

***For Wholesalers/Customers***

1. A list of your customers (Incl. details – name, surname, address where it was installed, contact number & email), to whom you have sold **GEN3/SPM DC Rotary Isolator** or stock that you may currently hold; and/or

***For Installers***

2. A list of installations (Incl. details – name, surname, address where it was installed, number of isolators installed, contact number & email) where you have supplied/installed **GEN3/SPM DC Rotary Isolator**.

This can be done by completing and e-mailing to [prp@uniquip.net.au](mailto:prp@uniquip.net.au), one or both of the spreadsheets Forwarded herewith - which are also available on the Uniquip Industries website [www.uniquip.net.au/prp](http://www.uniquip.net.au/prp). Please include any installations where switches have already been replaced, and advise the replacement date in the last column.

Should you wish to carry out the replacement program yourself, a written quotation for EACH installation MUST be submitted and approved in writing by Uniquip prior to the work being carried out.

To assist you in completing this information, forwarded herewith is a Sales History of supply of **GEN3/SPM DC Rotary Isolator** to you by Uniquip Industries during the above period, as well as a picture of the switch in question for identification purposes.

Should you have any questions please call 0457 505 122 for further clarification. Thank you for your assistance in this matter.

Yours Sincerely,  
Uniquip Electrical Wholesale



Chadd Heatley  
Managing Director

- A purchase order must be placed on Uniquip to cover replacement product quantity required.
- Uniquip will supply a credit that will be applied after receipt of "GEN3" or "SPM" DC Rotary Isolators back to the point of purchase.
- Uniquip will cover reasonable claims for labour involved in the replacement process only if recall procedures are followed and quotation approval in writing is obtained from Uniquip before commencing work.

“GEN3” & “SPM” branded DC Rotary Isolator (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32)

## Product Replacement Program

### Advice to wholesalers/resellers

#### If the product is in stock:

- Return to Uniquip following standard Return Authorization process.

#### If the product has been sold:

- Advise your clients about this recall and how to claim replacement via their wholesaler.
- Frequently Asked Questions and Advice to Licensed Electrical Contractors can be accessed on the Uniquip website <http://www.uniquip.net.au/prp>

#### Cost of replacement

- Uniquip will supply replacement product as per outlined in the Product Replacement Program

Identifying “GEN3” or “SPM ” SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32 DC Rotary Isolators

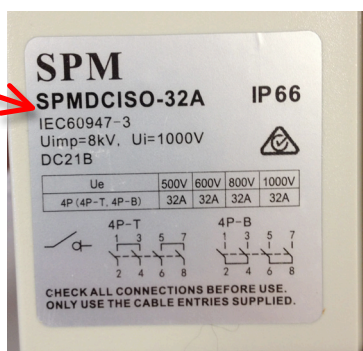
SPM brand mark



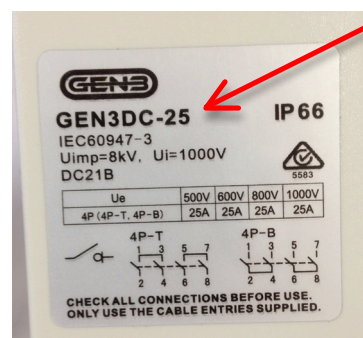
GEN3 brand mark



SPM product code



GEN3 product code



“GEN3” & “SPM” branded DC Rotary Isolator (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32)

## Product Replacement Program

### Frequently asked questions

#### General

##### **What is the defect?**

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

##### **Which product is affected?**

- "GEN3" or "SPM" branded DC Rotary isolators only (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32). Sold through electrical wholesalers or direct to solar contractors/installers between December 2012 to February 2014.

##### **What should you do?**

- For further information, contact Uniquip on 0457 505 122
- If you purchased the DC rotary isolator directly from Uniquip please contact Uniquip on 0457 505 122
- If you purchased the DC rotary 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 rotary 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 homeowners to inspect the DC rotary isolators on rooftops themselves.

#### Wholesalers/Resellers

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

- Yes, you can get a credit when the GEN3/SPM product is returned to Uniquip.

##### **Do I have to inform my customers of the product replacement?**

- Yes, you will need to follow your product replacement procedures and inform your customers. You may use the information available for download from our website [www.uniquip.net.au/prp](http://www.uniquip.net.au/prp) to inform your customers.

##### **Will Uniquip replace the product?**

- Yes, Uniquip will replace the “GEN3” or “SPM” DC Rotary isolators with a suitable product, 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 product, at the same time a Return Authorization will be raised to return the “GEN3” or “SPM” DC Rotary Isolators. Credits will then be applied only once the goods have been returned to Uniquip.

##### **Will Uniquip cover a reasonable labour cost associated with the replacement of DC Rotary Isolators already installed in the field?**

- Yes, however a quote needs to be submitted to [prp@uniquip.net.au](mailto:prp@uniquip.net.au) and approved by Uniquip **PRIOR** to the work being carried out.
- Uniquip **MAY NOT** cover the cost of **ANY WORK** performed **WITHOUT** prior written approval.

### **Why do you need to submit a quotation?**

- As part of the Product Replacement Program, Uniquip 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 to Uniquip. Credits will be applied once the stock is returned to Uniquip.
- For items already installed, a quotation will need to be submitted and approved by Uniquip to us to cover reasonable costs of installing a replacement product.
- If you purchased the DC rotary isolator directly from Uniquip please contact Uniquip on 0457 505 122
- If you purchased the DC rotary isolator from a wholesaler or solar reseller please contact the wholesaler/reseller directly for further information.

#### **Will UNIQUIP supply replacement products of the same technical specification?**

- Uniquip will supply 1000V DC 25A replacements. These replacements 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.

#### **Will UNIQUIP cover a reasonable labour cost associated with the replacement of DC Rotary Isolators already installed in the field?**

- Yes, however a quote needs to be submitted to [prp@uniquip.net.au](mailto:prp@uniquip.net.au) or [www.uniquip.net.au/prp](http://www.uniquip.net.au/prp) and approved in writing by Uniquip prior to the work being carried out.
- Uniquip **MAY NOT** cover the cost of **ANY WORK** performed **WITHOUT** prior written approval.
- Should you choose not to carry out the replacement program, a list of installation contacts etc. as per attached claim form needs to be submitted to Uniquip by email to [prp@uniquip.net.au](mailto:prp@uniquip.net.au) or by clicking on the link for our website [www.uniquip.net.au/prp](http://www.uniquip.net.au/prp). Uniquip will then use their own contractors to carry out the program on your behalf.
- Should you choose **NOT** to carry out the replacement and elect for Uniquip to undertake the process, any installation location submitted that DOES NOT have the GEN3 or SPM DC Rotary Isolators discussed in this document (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32) fitted will incur a \$100 call out fee. This fee will be charged directly to your account.

### **Why do you need to submit a quotation?**

- As part of the recall process, Uniquip 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).

### **Home Owners/Residents**

#### **How to identify the PV system?**

- There is a label located in the on the side of the item. Look for any of the following product numbers to identify the item (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32). If you are unsure or cannot identify types of isolators you have, check operating manual or invoice. If you are still unsure contact the company who sold or installed the system for further advice.

#### **Is there any cost for replacement?**

- No, Uniquip Electrical Wholesale will cover the replacement; although for the cost to be covered the correct procedure must take place by the installer.

#### **How to arrange replacement?**

- To arrange a replacement either contact your installer or please contact Uniquip on 0457 505 122

**Will there be any compensation for lost power generation?**

- No, compensation for lost power generation is not covered as part of the warranty policy specific to the GEN3/SPM DC Rotary Isolator.

**How long before I can turn my system back on?**

- Uniquip will endeavour to replace the DC Rotary Isolator in your system I the shortest time possible, within reason. However due to the volume of replacements needing to be done at this time, Uniquip is unable to specify the specific change over time period.