

[Sungrow Australia Group Pty Ltd trading as Sungrow] (**Sungrow**) gives the following limited Standard and Extended Warranties against defects set out in these Terms and Conditions. These Warranties are applicable only for Australia for the following inverters (each an **Inverter**) and system accessories (for example, SolarInfo WiFi, eShow, Energy Meter, STB5K and SolarInfo Logger) in respect of such Inverters (each an **Accessory**) that were originally sold in Australia:

- Single-phase inverters: SG3KTL-M, SG4KTL-M, SG5KTL-M; SG2KTL-S, SG2K5TL-S, SG3KTL-S, SG3KTL-D, SG4KTL-S, SG5KTL-D and SH5K; SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D, SG8K-D and SH5K-20.
- Three-phase inverters: SG3KTL-EC, SG5KTL-EC, SG10KTL-EC, SG10KTL, SG12KTL, SG15KTL, SG20KTL, SG30KTL(-M), SG50KTL(-M) and SG60KTL(-M); SG5KTL-MT, SG10KTL-MT, SG10KTL-M, SG15KTL-M, SG20KTL-M, SG30CX, SG50CX, SG110CX and SG125HV.

Sungrow's Standard and Extended Warranties are only provided to the original purchaser of the Inverter and Accessory from Sungrow (**Purchaser**), or where the Purchaser is a distributor, solar retailer or Clean Energy Council accredited electrician (**Installer**), who on-supplies the Inverter and Accessory to another party, to that other-party (**End-User**). Sungrow's Standard and Extended Warranties are not otherwise transferable.

## Warranty

Sungrow warrants, on the terms and conditions set out below, that:

- the Inverters will be free from defects in materials and workmanship for a period of five (5) years from the date of installation of the relevant Inverter, but no more than six (6) years from the manufacturing date of that Inverter (whichever comes first); and
- all Accessories in respect of the Inverters will be free from defects in materials and workmanship for period of two (2) years from the date of installation of the relevant Accessory but no more than three (3) years from the manufacturing date of that Accessory.

Extension of Warranty for the Inverters may be purchased up to the end of the Standard Warranty Period. If an Inverter or Accessory is defective in materials or workmanship within the applicable warranty period, Sungrow will at its option:

- repair the Inverter or Accessory at a Sungrow office or on-site; or
- provide an equivalent replacement or a new Inverter or Accessory, either by itself or through a Sungrow service partner.

Where a replacement is provided, Sungrow will determine, in its discretion, the closest Inverter or Accessory within the then current range of Inverters or Accessories offered by Sungrow with which to replace the faulty or damaged Inverter or Accessory. The replacement Inverter or Accessory may differ with the replaced Inverter or Accessory in size and specifications, at the reasonable election of Sungrow. Sungrow may replace parts with refurbished parts.

Any Inverters and/or Accessories repaired or replaced under the Standard Warranty or Extended Warranty will be guaranteed on these terms as follows:

- where the unexpired portion of the warranty period given on the original Inverters and/or Accessories, including any Extended Warranty on such original Inverters and/or Accessories, is greater than 12 months from the date of repair or replacement under this Warranty, that time period; or
- where the unexpired portion of the warranty period given on the original Inverters and/or Accessories, including any Extended Warranty on such original Inverters and/or Accessories, is less than 12 months from the date of repair or replacement under this Warranty, 12 months from the date of repair or replacement under this Warranty.

## Exclusions

Any defect caused by the following circumstances will not be covered by the Standard Warranty or Extended Warranty:

- failure to comply with Sungrow's operating instructions, the installation guide and the maintenance instructions for the Inverter or Accessory;
- failure to comply with safety regulations in respect of the Inverter or Accessory;
- faulty installation or commissioning of the Inverter or Accessory (e.g. the Inverter being knocked or failing over);
- unauthorised repairs to the Inverter or Accessory;
- improper use or misuse of the Inverter or Accessory (including accidents and external influences beyond the control of Sungrow, e.g. lightning);
- damage during the transportation of the Inverter or Accessory;
- the Inverter or Accessory or packaging is damaged due to improper storage before installation;
- insufficient ventilation of the Inverter or Accessory;
- damage to the Inverter that originates from other parts of the system;
- a force majeure (e.g. war, crime, natural disasters, etc.) or impact damage; and

## Sungrow's Inverters Limited Warranty Terms and Conditions

- flaws that do not adversely affect the proper functioning of the Inverter or Accessory (e.g. cosmetic defects, and wear and tear).

Travel and subsistence expenses as well as on-site installation, modification and maintenance costs will not be covered by the Standard Warranty or Extended Warranty. A new replacement Inverter or Accessory with a technical improvement may not be compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the Standard Warranty or Extended Warranty. Sungrow will not accept any claims for compensation for power that was not fed into the grid or consumed.

## Warranty Claim Process

In the event of a fault, an End-User should contact the Installer from whom the Inverter or Accessory was purchased to arrange preliminary troubleshooting and contact Sungrow if necessary. If the product is suspected to be faulty, Sungrow will ask to submit a warranty claim with reasons. The End-User or the Installer should lodge a warranty claim (**Claimant**) via an Online Warranty Claim ([www.sungrowpower.com.au](http://www.sungrowpower.com.au)) with the supporting documents and contact details set out below:

- all of the information requested in the Warranty Claim Form accompanying these Terms;
- a copy of your invoice, receipt, commissioning report or any other document which provides proof of purchase of the Inverter, Accessory and/or Extended Warranty, as applicable or the date of installation of the relevant Inverter;
- and details of how we should contact you.

Sungrow reserves the right to reject the Warranty claim:

- if you do not comply with the above-mentioned requirements;
- if the Inverter and/or Accessory is replaced without the prior consent from Sungrow; and
- if Sungrow is not satisfied that the defect was caused by defective workmanship or materials.

Sungrow will seek reimbursement of all costs it incurs from the Claimant where the Inverter or Accessory is found to be free from defects in workmanship or materials or when it has been determined that the Limited Warranty does not apply.

## Transportation

Sungrow will cover the outbound and inbound transportation costs to the Claimant by standard ground transportation up to a total of \$200. Excess costs or costs in respect of any other mode of transportation requested by the Claimant will be borne by the Claimant.

It is the responsibility of the Claimant to contact Sungrow to organise the return of the allegedly defective Inverter or Accessory to Sungrow in the same packaging material, in reasonable condition provided by the replacement. The Inverter or Accessory not returned within 4 weeks after delivery will be billed to the Claimant for the replacement unit in addition to the delivery and service charges incurred by Sungrow.

## Sungrow Service Rebate

The Sungrow service rebate may be eligible to the Installer to replace the defective Inverter or Accessory, which has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The standard service rebate is \$150 exclusive of GST (refer Sungrow Service Rebate). If multiple on-site visits are required, the Installer must contact Sungrow prior to the site visit. If the site is a remote area or if the Installer is unable to attend on-site, Sungrow recommends the Claimant to find a local electrician to attend the site. The service rebate must be claimed within 3 months from the date when the warranty claim is approved. Contact Sungrow for further details.

## Rights at law

In addition to the warranty given by Sungrow, consumers have statutory warranty rights that will not be limited or replaced by this warranty. For customers in Australia, Sungrow's goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Contact Details

[Sungrow Australia Group Pty Ltd trading as Sungrow]  
Suite 1703, 99 Mount Street, North Sydney, NSW 2060  
Tel: 1800 786 476  
Email: [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)

## **Sungrow now offers 5 Plus 5 Years Warranty for Inverters\* from 1<sup>st</sup> April 2019.**

\*Inverters that are eligible for the 5 Plus 5 Years Warranty have been listed below:

SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D and SG8K-D

To be eligible for 5 Plus 5 Years Warranty, only Inverters that [our authorised distributors](#) purchase from Sungrow from 1<sup>st</sup> January 2019 and these inverters are sold and installed in Australia. In addition, End Users (inverter owners) must complete the registration within one year after the inverter is dispatched from Sungrow.

Registering online is quick and easy! Please

- visit [www.sungrowpower.com.au](http://www.sungrowpower.com.au) to access **Warranty Registration**
- or go directly to the registration page at: [www.sungrowpower.com.au/warranty-registration.html](http://www.sungrowpower.com.au/warranty-registration.html)

Contact us regarding product warranty and warranty extension as below:

**Sungrow Australia Group Pty. Ltd.**  
Add: Suite 1703, 99 Mount Street,  
North Sydney, NSW 2060  
Tel: 1800 SUNGROW (786 476)  
Email: [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)  
Web: [www.sungrowpower.com.au](http://www.sungrowpower.com.au)

**End Users** (inverter owners) that register the inverter will receive 5 Years Parts Warranty that will commence immediately after the expiry of the 5 years Standard Warranty. This means that within the ten-year warranty period, Sungrow will provide the Standard Warranty until the 5<sup>th</sup> year, and 5 Years Parts Warranty from the 6<sup>th</sup> till the end of the 10<sup>th</sup> year.

Sungrow provides the following types of warranty services for the defective inverters (Subject to our standard Terms and Conditions).

- **5 Years Standard Warranty:** this will include Parts Warranty benefits as set out below but will also cover standard freight costs and standard service rebates to cover labour costs of replacement.
- **5 Years Parts Warranty:** the replacement material (a relevant part or an equivalent replacement) will be supplied, but it will not cover any freight costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

Please visit [www.sungrowpower.com.au/warranty.html](http://www.sungrowpower.com.au/warranty.html) for more information.

## Sungrow 5 Plus 5 Years Warranty FAQs

### Which inverters are eligible for 5 Plus 5 Years Warranty?

There are a few steps to whether you can apply for 5 Plus 5 Years Warranty.

Inverter models	Your inverters must be below models SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D and SG8K-D
Purchase and installation	<a href="#">Our authorised distributors</a> purchase inverters from Sungrow from 1 <sup>st</sup> January 2019 and these inverters must be sold and installed in Australia.
Registration	You must completed the registration within one year after the inverter is dispatched from Sungrow.
😊 Congratulations that your inverters can receive 5 Plus 5 Years Warranty.	

Otherwise, you can visit Sungrow warranty extension page ([www.sungrowpower.com.au/warranty-registration.html](http://www.sungrowpower.com.au/warranty-registration.html)) and enter your inverter's serial number, our system will verify whether your inverter can apply for 5 Plus 5 Years Warranty.

### Will accessories (e.g. SolarInfo WiFi, Energy Meter) include 5 Plus 5 Years Warranty?

No, 5 Plus 5 Years Warranty will only apply for inverters and it will not include accessories.

Please note: All Accessories only have 2 Years Standard Warranty.

### Where can I register the inverter to receive 5 Years Parts Warranty for inverters?

- visit [www.sungrowpower.com.au](http://www.sungrowpower.com.au) to access Warranty Registration
- or go directly to the registration page at: [www.sungrowpower.com.au/warranty-registration.html](http://www.sungrowpower.com.au/warranty-registration.html)

### What is the difference between 5 Years Standard Warranty and 5 Years Parts Warranty?

- **5 Years Standard Warranty:** this will include Parts Warranty benefits as set out below but will also cover standard freight costs and standard service rebates to cover labour costs of replacement.
- **5 Years Parts Warranty:** the replacement material (a relevant part or an equivalent replacement) will be supplied, but it will not cover any freight costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

## **What does 5 Plus 5 Years Warranty mean in the event that your inverter is faulty under the warranty?**

If the inverter is faulty during the first 5 years (5 Years Standard Warranty), Sungrow will supply the replacement material (a relevant part or an equivalent replacement) and cover standard freight costs and standard service rebates for replacement.

If the inverter is faulty from the 6<sup>th</sup> till the end of the 10<sup>th</sup> year (5 Years Parts Warranty), Sungrow will only supply the replacement material (a relevant part or an equivalent replacement) and not cover freight costs and service rebates.

## **What do I should submit when I register for 5 Years Parts Warranty?**

You should provide the serial number of the inverter, the installation date and the installation address.

## **Why the installation date is important?**

The installation date will affect your warranty period, therefore, we need the correct date of installation. To validate the installation data, you will provide any proof of purchase and the commissioning report (Electrical Compliance Certificate).

## **When does my inverter warranty start?**

Your inverter warranty usually start from the installation date, but no more than six (6) years from the manufacturing date of that Inverter (whichever comes first).

## **After I receive 5 Plus 5 Years Warranty, if I want to purchase a warranty extension to receive 10 Years Standard Warranty, what do I need to do?**

If you choose to purchase an extension to receive 10 Years Standard Warranty, it will override the 5 Plus 5 Years Warranty offer and you have to pay full price to purchase additional 5 Years Standard Warranty.

## **Why I cannot get discount if I change 5 Plus 5 Years Warranty to 10 Years Standard Warranty?**

Sungrow offers 5 Plus 5 Years Warranty for free of charge. Therefore, we cannot offer discount to purchase additional 5 Years Standard Warranty to be 10 Years Standard Warranty.

## **What happens if I do not complete warranty registration?**

Your inverters come with 5 Years Standard Warranty. If you do not complete warranty registration, you will not receive additional 5 Years Parts Warranty.

## **What happens if I purchased additional 5 Years Parts Warranty for my inverters between 1st January 2019 and 1<sup>st</sup> April 2019?**

Unfortunately, you cannot apply 5 Plus 5 Years Warranty twice and Sungrow cannot provide refund for your purchase.

## **What happens if I purchased my inverter before 1st January 2019?**

Unfortunately, you cannot apply 5 Plus 5 Years Warranty. However, if you are willing to extend your inverter's warranty, you can purchase Sungrow warranty extension via the link ([www.sungrowpower.com.au/warranty-extension.html](http://www.sungrowpower.com.au/warranty-extension.html)).

## **Where I can get more information about the Sungrow Warranty Terms and Conditions?**

Please visit [www.sungrowpower.com.au/warranty.html](http://www.sungrowpower.com.au/warranty.html) for detailed information.