



Green and Effective

Inverter Warranty Claim Form

Inverter Details

Serial number:

Model:

Date of installation:

Distributor purchased from:

Solar Module Details

Manufacturer:

Model:

Number of panels in DC1:

Number of panels in DC2:

Claimant Contact Details

Company:

Name:

Address:

Phone:

Email:

Shipping

address:

System Parameters

V_{DC} :

I_{DC} :

V_{AC} :

I_{AC} :

End User Contact Details

Name:

Address:

Email:

Phone:

Fault Details

Status message on the LCD:

Fault is

permanent

sporadic

Fault description:

Attach photos showing the LCD home screen and the serial number on a sticker on a side of the inverter.

Please confirm that you have read and accept the Warranty Terms on the next page.

Please complete and send this form with photos to service@sungrowpower.com.au

Please note that it is the claimant's responsibility to obtain and provide all information. Sungrow will not directly contact the end user to retrieve any information. The claim cannot be processed until all information is complete. Failure to provide full information may delay the warranty process.

Sungrow's Standard Warranty Terms and Conditions

[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, STB5K and SolarInfo Logger) in respect of such Inverters (each an **Accessory**) that were originally sold in Australia:

- Single-phase inverters: SG2KTL-S, SG2K5TL-S, SG3KTL-M, SG3KTL-S, SG3KTL-D, SG4KTL-M, SG4KTL-S, SG5KTL-M, SG5KTL-D and SH5K.
- Three-phase inverters: SG3KTL-EC, SG5KTL-EC, SG10KTL-EC, SG10KTL, SG12KTL, SG15KTL, SG20KTL, SG30KTL(-M), SG50KTL(-M) and SG60KTL(-M).

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 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 transferrable.

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 date of production 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 date of production 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 the operating instructions, the installation guide and the maintenance instructions for the Inverter or Accessory;
- faulty installation or commissioning of the Inverter or Accessory;
- damage during the transportation of the Inverter or Accessory;
- improper use or misuse of the Inverter or Accessory (including accidents and external influences beyond the control of Sungrow);
- insufficient ventilation of the Inverter or Accessory;
- unauthorised repairs to the Inverter or Accessory;
- failure to comply with safety regulations in respect of the Inverter or Accessory;
- a force majeure (e.g. war, crime, natural disasters, etc.);
- damage to the Inverter that originates from other parts of the system; and

- 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

If you are an End-User, you should contact the installer from whom you purchased the Inverter or Accessory to arrange preliminary troubleshooting for making a claim under this Warranty against the installer from whom you purchased the Inverter or Accessory. To lodge a claim, you must post or email us the following information and documents using the 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;
- if Sungrow is not satisfied that the defect was caused by defective workmanship or materials.

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

Transportation

Sungrow will cover the outbound and inbound transportation costs to the End-User, or installer making the Warranty claim on behalf of an End-User, by standard ground transportation. The costs in respect of any other mode of transportation requested by the End-User will be borne by the End-User.

It is the End-User's responsibility 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, within 14 days after the replacement unit was dispatched from Sungrow. An Inverter or Accessory not returned within this period will be billed to the End-User, or installer making the Warranty claim on behalf of an End-User, as the case may be, 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 which has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The service rebate must be claimed within 3 months from the date when the warranty claim is approved. Please 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

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