

Sungrow Inverters Warranty Card

Register your product* to learn about the full range of services your warranty offers. See terms below for details.

Registering online is quick and easy! Please,

- visit service.sungrowpower.com.au to access **Warranty Registration**; or
- go directly to the registration page at <https://service.sungrowpower.com.au/warranty-registration.html>

Contact us regarding product information or Limited Warranty as below:

Sungrow Australia Group Pty. Ltd.

Address: Suite 1703, 99 Mount Street, North Sydney, NSW 2060

Tel: 1800 SUNGROW (786 476)

Email: service@sungrowpower.com.au

Web: www.sungrowpower.com

LIMITED WARRANTY

[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 **Inverter**) and system accessories in respect of such Inverters (each **Accessory**) that were originally sold in Australia:

Category 1: Premium version (DC Switch Built-in) and/ or Inverters manufactured and installed from 1st April 2020 for below listed Inverters only.

- SG2K-S (Premium), SG2K5-S (Premium), SG3K-S (Premium), SG3K-D (Premium), SG5K-D (Premium), SG8K-D (Premium), and SH5K-30; SH5.0RT, SH10RT, SG5KTL-MT, SG10KTL-MT, SG15KTL-M, SG20KTL-M, SG30CX (Premium), SG50CX (Premium) and SG110CX (Premium).

Category 2: System accessories manufactured and installed from 1st April 2020.

- Communication Modules (e.g. WiFi V31, E-Net, EyeM4A, EyeM4E, WiNet-S, WiNet-M), Smart Energy Meters (e.g. S100, DTSD1352, T65, DTSU666), Logger Devices (e.g. Logger1000, COM100E) and other accessories in respect of such Inverters.

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 transferrable.

Warranty

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

- the Inverters in **Category 1** will be free from defects in materials and workmanship for a period of **ten (10)**

* Your limited warranty rights will not be affected if it is not registered.

** The inverter model in the Category is subject to update without notice. Please visit service.sungrowpower.com.au for the latest information.

years from the date of installation of the relevant Inverter, but no more than **eleven (11) years** from the manufacturing date of that Inverter (whichever comes first) in Australia only; and

- all Accessories in **Category 2** in respect of the Inverters will be free from defects in materials and workmanship for period of **one (1) years** from the date of installation of the relevant Accessory but no more than **two (2) years** from the manufacturing date of that Accessory (whichever comes first) in Australia only.

During 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.

For any Inverter or Accessory repaired or replaced under the Warranty, the remaining warranty period of the original Inverter or original Accessory will be transferred to the replacement Inverter or Accessory. Sungrow will register the transfer of the warranty entitlement.

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;
- unauthorised repairs to 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, e.g. lightning);
- insufficient ventilation of the Inverter or Accessory;
- damage during the transportation of the Inverter or Accessory;

- a force majeure (e.g. war, crime, natural disasters, etc.) or impact damage;
- storm damage or damage due to excessive grid voltage;
- 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).

Warranty Claim Process

In the event of a fault, the End-User should contact the Installer from whom the product was purchased to arrange preliminary troubleshooting and will contact Sungrow if necessary. If the product is suspected to be faulty, the End-User or the Installer should lodge a warranty claim (**Claimant**) with the supporting documents via an Online Warranty Claim service.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.

Applicable 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, our 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.

For full warranty Terms and Conditions, please visit service.sungrowpower.com.au.

