Sungrow's Inverters 10-Year 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 in respect of such Inverters (each an **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, SH8.0RT, SH10RT, SG5KTL-MT, SG10KTL-MT, SG15KTL-M, SG20KTL-M; SG5.0RT, SG6.0RT, SG7.0RT, SG8.0RT, SG10RT, SG12RT, SG15RT, SG17RT, SG20RT; SG30CX (Premium), SG50CX (Premium), SG110CX (Premium) and SC50HV-20.
- SG2.0RS-S, SG2.5RS-S, SG3.0RS-S, SG3.0RS, SG3.6RS, SG4.0RS, SG5.0RS, SG5.0RS-ADA, SG6.0RS, SG8.0RS, SG9.0RS, SG10RS, SH5.0RS, SH6.0RS.
- Batteries: SBR096, SBR128, SBR160, SBR192, SBR224 and SBR256.

Note: The (Premium) is only suffix which will not show in the model number on the nameplate.

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

- Communication Modules (e.g. WiFi V31, E-Net, EyeM4A), 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 transferable.

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) 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) year 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.

If an Inverter or Accessory is defective in materials or workmanship within the applicable warranty period, Sungrow will at its discretion:

- repair the Inverter or Accessory at a Sungrow office or on-site; or
- provide a new or refurbished replacement 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.

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.

Warranty Extension

Extension of Warranty for the Inverters may be purchased up to the end of the Standard Warranty Period.

Warranty extension grants the inverter an additional years of parts or standard warranty, as described below:

- Add Parts Warranty: This adds parts warranty is applicable from the added years and will only cover the cost of the replacement material (a relevant part or an equivalent replacement), but it will not cover any freight costs and service rebates to reimburse labour costs for removal and replacement or costs associated with any other service.
- Add Standard Warranty: This adds standard warranty is applicable from the added years and includes PARTS warranty benefits as set out above but will also cover standard freight costs and standard service rebates to reimburse labour costs of replacement.

The extension covers for the inverters only, accessories are not covered by the extended 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);
- Conditions exceeding the voltage, wind, snow load specifications, and any other operational specification;
- 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 (e.g. voltage surge coming from PV array DC side or from grid AC side);
- a force majeure (e.g. war, crime, natural disasters, etc.) or impact damage;
- Corrosion over and above the design specification; or
- flaws that do not adversely affect the proper functioning of the Inverter or Accessory (e.g. cosmetic defects, and wear and tear).

Sungrow shall not be liable for indirect, incidental, consequential or special damages, howsoever caused, including, but not limited to, loss of use, loss of profits, loss of production, or loss of revenues.

This warranty does not cover fuses, surge suppressors, filters, or cosmetic damages.

This warranty shall cease, if
(a) Serial number of the product has been altered, manipulated, or cannot be clearly identified;
(b) You fail to make any product subject of a claim available for inspection, testing and correction;
(c) Your claim concerns aesthetics or appearance, and not material or workmanship;
(d) The products are relocated without Sungrow's approval.

Any other warranty right not mentioned specifically on this document is out of the scope of this 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.

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. 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 advise 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) 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, 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.

Contact Details

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