

Sungrow Manufacturer's Warranty

These warranty terms are applicable only for Australia, for the following inverters 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).

All inverters listed above have a standard warranty period of five (5) years from the installation date, but no more than six (6) years from the production date (hereafter known as the '5 Years Standard Warranty'). All system accessories (e.g. SolarInfo WiFi, Eshow and SolarInfo Logger) have a warranty period of two (2) years from the installation date but no more than three (3) years from the production date.

Extension Options of the Warranty Period

Extended warranties for the inverters listed above may be purchased up to the end of the Manufacturer Warranty, with an extension of 5 years covering the cost of parts only (hereafter known as the '5 Years Parts Extension'); or an extension of 5 years covering the costs of parts, transport, and labour (hereafter known as the '5 Years Standard Extension'). Parts include the delivery contents of the inverter only (as mentioned in the inverter user manual). The extension applies from the expiry date of the 5 Years Standard Warranty.

Warranty Claim Process

If a device becomes defective in which Sungrow is responsible during the warranty period, Sungrow will, at its options:

- repair the device at a Sungrow office or on-site; or
- provide an equivalent replacement or a new device; or
- have these services performed by a Sungrow Service Partner.

A qualified electrician must be organised for the inverter exchange and re-commissioning.

To demonstrate the warranty entitlement, please submit a copy of the purchase invoice or commissioning report, and a receipt of warranty extension if applicable. The product model and serial number must be provided and fully legible. Sungrow reserves the right to reject the warranty services if this information is not provided.

End users should contact the installer to arrange preliminary troubleshooting and lodge the warranty claim to Sungrow on the end user's behalf. It is the responsibility of the installer to work with Sungrow technical support to rectify the fault through telephone or email support. Any action taken in connection with warranty claims must be coordinated with Sungrow. Sungrow reserves the right to reject warranty claims when the inverter is replaced without prior consent from Sungrow.

If the inverter is replaced in the event of a warranty claim, the remaining warranty period of the original inverter will be transferred to the replacement inverter. Sungrow will register the transfer of the warranty entitlement. If the remaining warranty period is less than 1 year, it will be automatically extended to 1 year.

If the allegedly faulty inverter is found to be free of defects, or outside the scope of these warranty terms, the claimant will pay Sungrow for the costs of the warranty service and the

replacement inverter, testing, and transport.

Transportation

Sungrow will cover the transportation costs to the customer or distributor by standard ground transportation; any special transportation requests will be billed to the claimant.

It is the claimant's responsibility to contact Sungrow to organise the return of the allegedly defective product 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. A product not returned within this period will be billed to the claimant for the replacement unit in addition to the delivery and service charges.

Sungrow Service Rebate

The service rebate of up to \$160 (inc. GST) may be eligible to an installer for the labour costs to replace the faulty inverter. Please contact Sungrow for further details. The service rebate must be claimed within 3 months from the date when the warranty claim is approved.

Scope of the Manufacturer's Warranty

Any defect caused by the following circumstances will not be covered by the manufacturer's warranty:

- failure to comply with the operating instructions, the installation guide and the maintenance instructions;
- faulty installation of the device;
- faulty start-up of the device;
- damage during the transportation of the device;
- improper use or misuse of the device (including accidents and external influences beyond the control of Sungrow);
- insufficient ventilation of the device;
- unauthorized repairs;
- failure to comply with safety regulations and installation guides;
- a force majeure (e.g. war, crime, natural disasters, etc.);
- damage to the inverter that originates from other parts of the photovoltaic installation; and
- flaws that do not adversely affect the proper functioning of the inverter (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 warranty. A new replacement device 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 warranty. Sungrow will not accept any claims for compensation for power that was not fed into the grid or consumed.

Other Legal Information

In addition to the warranty given by Sungrow, consumers have statutory warranty rights that are not adversely affected 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. The warranty shall not cover any claims going beyond the rights specified in the Warranty Terms unless the mandatory statutory provisions provide for a liability on the part of Sungrow. In the event of any such claims, please contact the seller of your device. These Warranty Terms are subject to change without notice.