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Sungrow PV Inverter Terms of Warranty

The warranty of the general terms of business is applicable for the following inverters:

String inverters:

SG1K5TL, SG2K5TL, SG3KTL, SG4KTL, SG5KTL, SG10KTL, SG12KTL, SG15KTL, SG20KTL, SG30KTL
SG3K, SG5K, SG6K, SG10K3,

Central inverters:

SG30K3, SG50K3, SG100K3, SG250K3, SG500K3,
SG330KTL, SG500KTL, SG630KTL,
SG100KLV, SG250KLV,
SG50KC, SG100KC, SG250KC,
SG1000KHV, SG1000KS, SG1260KS,
SG500MX, SG630MX
SG1000TS,

Device warranty given by Sungrow

All inverters above mentioned have a warranty with a period of 60 months. For the duration of this period Sungrow guarantee the proper functions of your inverter.

Extension of warranty period

Ordering parties may apply for an extension of warranty period against payment for a period of up to 6 months after the installation date. Sungrow has rights to increase the payment standard or reject for any application received at a later point in time. The extension of the warranty period shall only be applicable to all above mentioned inverters.

Ordering parties may apply for an extension of the warranty period for string inverters to a period of 5, 10 or 20 years in the aggregate. The warranty period of central inverters can be extended to a period of 10 or 20 years in the aggregate.

Service during the warranty period

In the event of the occurrence of a defect for which Sungrow is responsible during the agreed warranty period, Sungrow will, at its options, either

- repair the defect on the premises of Sungrow or on site; or
- provide an equivalent replacement (used, repaired, re-engineered and tested) or a new device; or
- have these services performed by a Sungrow Service Partner that has undergone proper training.

Transportation

Sungrow shall bear the costs resulting from the transportation of the inverter only to, or within the following countries: Austria, Belgium, France, Germany, Italy, Netherlands.

Devices or components, as applicable, must be transported back in original or equivalent packaging.

Rules to be observed in connection with warranty claims

For purposes of demonstrating the existence of a warranty claim, ordering parties need the invoice, the serial number of the device as well as the commissioning report (acceptance date, commission date, report prepared by the utility company).

User directly contacts your installer. They will contact Sungrow if necessary.

Any action taken in connection with warranty claims must be coordinated with Sungrow. This is the only way to ensure that the warrantee does not have to pay for the aforementioned warranty performance.

In the event of a replacement of the device, the remaining warranty period shall be transferred to the replacement device. Sungrow will register such replacement automatically. You will not be provided with a new certificate.

If the remaining warranty period is less than 1 year, the device and its replacement warranty period will be extended to 1 year automatically.

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Scope and validity of the warranty

The warranty shall only be applicable to the inverter unequivocally identified by the serial number. The remaining components of the photovoltaic installation and the Sungrow system accessories (e.g. PV array combiner box, PVS) shall not be covered by the warranty.

Exceptions to the warranty given by Sungrow

Any defect caused by the following circumstances shall 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;
- insufficient ventilation of the device;
- interference with the device by staff not having been trained by Sungrow
- failure to comply with safety regulations and installation guides;
- Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

Any damage to the inverter that originates from the remaining components of the photovoltaic installation or damage that does not adversely affect the proper functioning of the inverter, i.e., for instance, "flaws", shall be likewise excluded from the manufacturer's warranty.

Travel and subsistence expenses as well as on-site installation and maintenance costs will not be covered by the warranty. In the event of Sungrow installer performing the maintenance work, costs payment is performed according to the agreement.

Modifications of the existing PV system, the house installation and the like or the time spent thereon and the costs incurred as a consequence will not be covered by the warranty.

New replacement device with technical improvement can´t be monitored or can´t be compatible with the remaining components of the photovoltaic installation. The costs incurred as a consequence will not be covered by the warranty.

Sungrow will not accept any claims for compensation in connection with power that was not fed into the mains or power that was not consumed and the like.

Further legal instructions

In addition to the warranty given by Sungrow, ordering parties have statutory warranty claims that are not adversely affected by this warranty.

The warranty shall not cover any claims going beyond the rights specified in the Terms of Warranty 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.

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**Operated by Sungrow qualified service partner in Austria, Elektro Gutmann GESMBH.*

***Operated by Sungrow qualified service partner in Australia, OZ International Investment Pty. Ltd.*

****Operated by Sungrow qualified service partner in Italy, AEC International SRL.*

SUNGROW
Green and Effective

Sungrow Power is now offering free 10 years warranty due to the high quality and reliability of our products and our desire to offer better service and support to our customers.

The 10 years free warranty offers additional 5 years parts warranty in addition to the standard 5 years warranty^.

^ For the following string inverter models only: SG3KTL-M, SG4KTL-M and SG5KTL-M purchased from Sungrow Power or its authorized local distributors in Australia. The customer may apply for the warranty extension online at http://www.sungrowpower.com.au/warrantyregistration within one year after installation. A confirmation email will be sent following successful application of the warranty extension. The bonus 5 years parts warranty is applicable from the 6th to the 10th year and will only cover the cost of replacement parts. It will not cover other costs such as transport or labour. The terms and conditions of this promotion are subject to change without notice.

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