

Sungrow Manufacturer's Warranty

The warranty terms are applicable for the following inverters.

Single-phase inverters:

SG2KTL-S / SG2K5TL-S / SG3KTL-M / SG3KTL-S / SG3K5TL-S /
SG4KTL-M / SG4KTL-S / SG4K6TL-M / SG4K6TL-S /
SG5KTL-M / SG5KTL-D / SH5K

Three-phase inverters:

SG3KTL-EC / SG4KTL-EC / SG5KTL-EC / SG6KTL-EC
SG8KTL-EC / SG10KTL-EC / SG12KTL-EC / SG15KTL-EC
SG10KTL / SG12KTL / SG15KTL / SG20KTL
SG30KTL(-M) / SG40KTL / SG50KTL(-M) / SG60KTL(-M)
SG33KTL / SG34KJ / SG36KU / SG36KC

All inverters listed above have a warranty period of 5 years from the date of installation but no more than 6 years from the date of production. All system accessories (e.g. Solarinfo WiFi, Solarinfo Logger, Combine Box) have a warranty period of 2 years from the date of installation but no more than 3 years from the date of production.

Extension of Warranty Period

Extended warranties for inverters listed above may be purchased up to the end of Manufacturer Warranty. Warranty extension options are for 10, 15 or 20 years for string inverters.

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 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 organized 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. Product model and serial must be fully legible and provided. Sungrow reserves the right to refuse the warranty services if this information could not be provided.

End users should contact the installer to arrange a preliminary troubleshooting and lodging the warranty claim to Sungrow on 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 refuse 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 for warranty cover as listed in this warranty terms, Sungrow will charge the claimant for the costs of the warranty service and replacement inverter.

Transportation

Sungrow will cover the transportation costs to the customer or distributor within mainland of countries and regions with a national Sungrow subsidiary or authorized service center, including *Algeria, Australia, Austria, Belgium, Canada, Chile, Czech Republic, Denmark, Finland, France, Germany, Greece, India, Indonesia, Italy, Japan, Luxembourg, Malaysia, Netherland, Norway, Philippines, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Thailand, Turkey, UK, and US.*

Visit www.sungrowpower.com for the latest information. Sungrow will use standard ground transportation; any special transportation requests will be billed to the claimant.

The installer must organize the return the allegedly defective product to Sungrow in the same packaging material in reasonable condition provided by the replacement within 10 working days of the receipt of the replacement device. Product not returned within this period will be billed for the replacement unit to the claimant.

Sungrow Service Rebate

Service rebate may be eligible to 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 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;
- unauthorized repairs;
- failure to comply with safety regulations and installation guides;
- force majeure (violent or stormy weather, lightning, overvoltage, fire etc.);
- damage to the inverter that originates from other parts of the photovoltaic installation;
- flaws that does not adversely affect the proper functioning of the inverter.

Travel and subsistence expenses as well as on-site installation, modification and maintenance costs will not be covered by the warranty. New replacement device with 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.

Geographical scope

These terms of warranty only apply in the countries and regions out of China

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 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.