

Sungrow Inverter Trade-In Program – Terms and Conditions
(version 1.2 effective from 18th June, 2025)

The Trade-in Program is coordinated by Sungrow Australia Group Pty Ltd (**Sungrow**), the authorized importer of Sungrow products in Australia.

The Sungrow Trade-In Program allows an eligible Sungrow inverter owner (**End-User**) to upgrade their existing inverters by trading them in through an **accredited Solar Company (Solar Company) or a reseller appointed by the Solar Company (Reseller)**. The trade-in value can only be applied as a deduction toward the cost of a new Sungrow System purchase.

Sungrow does not provide the trade-in value or sell products directly to the End-User and is not a party to any commercial contract between the End-User and their Solar Company/Reseller.

Any claim lodged for a trade-in credit (**Inverter Credit**) in relation to a specified inverter (**Trade-in Inverter**) with Sungrow is subject to these Terms and Conditions.

1. Eligibility

The program applies only to selected Sungrow inverter models officially listed for trade-in below: SG5KTL-MT, SG10KTL-MT, SG15KTL-M, SG20KTL-M, SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D, SG8K-D, SH5K-20, SH5K-30, SG2.0RS-S, SG3.0RS, SG5.0RS, SG5.0RS-ADA, SG8.0RS, SG10RS, SG5.0RT, SG7.0RT, SG8.0RT, SG10RT, SG15RT, SG20RT.

- The Trade-in Inverter must be installed and be operating at a site within Australia (**Inverter Site**) in accordance with local electrical and safety standards.
- A trade-in Inverter Credit may only be applied towards upgrading to a Sungrow Hybrid inverter + Battery System SBR096/SBH200 minimum or higher capacity battery system (**System Upgrade**). The new system must be distributed by an authorized Sungrow distributor who is registered for participation in this program (**Registered Distributor**), and is being installed **at the same** Inverter Site by the Solar Company.
- Only **One** trade-in Inverter Credit may be applied to the purchase of System Upgrade per site.
- The Trade-in Inverter must be free of all encumbrances, including leases, contractual obligations, and all third-party interests.
- The Trade-in Inverter must be delivered to Sungrow after the system upgrade is completed.

The trade-in value of the eligible inverters are outlined below and is subject to change with prior notice.

Model	Trade-in value (excl. GST)*	Model	Trade-in value (excl. GST)*
SG2K-S	\$500	SG5KTL-MT	\$900
SG2K5-S	\$550	SG10KTL-MT	\$1,000
SG3K-S	\$600	SG15KTL-M	\$1,100
SG3K-D	\$650	SG20KTL-M	\$1,200
SG5K-D	\$800	SH5K-20	\$1,050
SG8K-D	\$1,000	SH5K-30	\$1,100
SG2.0RS-S	\$650	SG5.0RT	\$1,300
SG3.0RS	\$750	SG7.0RT	\$1,350
SG5.0RS	\$1,000	SG8.0RT	\$1,400
SG5.0RS-ADA	\$1,100	SG10RT	\$1,500
SG8.0RS	\$1,300	SG15RT	\$1,600
SG10RS	\$1,500	SG20RT	\$1,700

* The inverter trade-in value is subject to meeting the specified conditions.

2. Acceptable Conditions

- Trade-in Inverters must be complete, functional, and free from unauthorized modifications.
- The Trade-in Inverter label must be clearly visible and legible.
- Trade-in Inverters with extensive damage, or tampering will be deemed ineligible.
- Sungrow reserves the right, in its absolute discretion, to determine whether or not a Trade-in Inverter is eligible for a Trade-in Credit.

3. Trade-in Process

- The Solar Company provides a quote for the System Upgrade and explains the Sungrow Trade-In Program Terms and Conditions to the End-User to reach an agreement.
- The trade-in application must be submitted by the Solar Company on behalf of the End-User, or the task may be delegated to a Reseller, if applicable. The Solar Company/Reseller must nominate a Registered Distributor - from whom the system will be purchased and through whom the trade-in value will be redeemed- on a per-site job order basis.
(<https://service.sungrowpower.com.au/trade-in-form>)
- Sungrow may issue a pre-approved trade-in voucher code (**Voucher**), and the Solar Company/Reseller applies it to a nominated Registered Distributor for later Voucher redemption.
- The Solar Company carries out the new installation and books the pickup for the trade-in inverter to be collected by Sungrow. Upon receipt, ownership of the Trade-in Inverter transfers to Sungrow and cannot be returned or retrieved.

- The Solar Company/Reseller re-submits the trade-in form referencing the trade-in inverter serial number and the associated pre-approved Voucher code, along with post-installation photos and required invoices from the nominated Registered Distributor and other documentation for Sungrow's final approval of Voucher redemption. (<https://service.sungrowpower.com.au/trade-in-form>)
- After the trade-in case is fully approved by Sungrow, a credit note for the trade-in value of the inverter will be issued by Sungrow to the Registered Distributor nominated in each trade-in case submitted by the Solar Company/Reseller.
- The Registered Distributor is fully responsible for the trade-in value redemption with the Solar Company or Reseller.
- Once the case is approved by Sungrow, the Solar Company/Reseller can proceed to settle the adjusted payment directly with the nominated Registered Distributor, or as agreed upon between the parties.

4. Trade-In Voucher and Terms

A unique Voucher code representing the trade-in value of the Trade-in Inverter will be generated for each trade-in case (**Voucher Code**). The Solar Company/Reseller can use this Voucher Code to redeem the trade-in value through the nominated Registered Distributor and apply the corresponding discount to the End-User's system upgrade.

- *The Voucher Code is strictly non-transferable and is exclusively tied to the unique Trade-in Inverter's serial number (SN), the Inverter Site, the Solar Company or Reseller, the nominated Registered Distributor, and the purchase invoice recorded on the trade-in form submission.*
- *The Voucher Code must not be used for multiple site jobs or parallel purchases. Any such use is strictly prohibited.*
- *The Voucher Code will only be **ACTIVATED** and **become redeemable** once the System Upgrade has been installed, the Trade-in Inverter is returned and all other program conditions have been fulfilled and approved by Sungrow.*
- *The Voucher Code is redeemable only through the nominated Registered Distributors as indicated in the trade-in form submitted by the Solar Company or Reseller. The Solar Company or Reseller is responsible for coordinating any redemption terms with the nominated Registered Distributors at their own discretion and risk prior to form submission. Sungrow will only process Voucher redemptions with Registered Distributors directly.*
- *The Voucher Code must be applied to either a job-based invoice tied to a single trade-in case, or to a bulk order. To ensure trade-in credits are correctly applied in the case of a bulk order, the purchase must consist exclusively of Sungrow Products and must not be combined with any other Sungrow promotional offers.*
- *The trade-in Voucher Code holds no cash value and cannot be exchanged or refunded.*
- *No refund or partial credit will be issued for the Voucher value for any unused, surplus, or returned products under this program.*

Sungrow reserves the right to withhold or decline the **activation** of the Voucher Code if the program conditions are not met.

In the event of any changes to the Voucher Code's binding relationships -- for example, if the end-user withdraws from the upgrade or the Solar Company or Reseller changes the nominated Registered Distributor -- the Solar Company or Reseller is responsible for immediately contacting Sungrow to request revocation of the existing Voucher Code and/or the issuance of a new Voucher Code **before post-installation form submission**. Sungrow shall not be liable for any loss, disputes, or costs arising from the failure of the Solar Company or Reseller to notify of such changes.

No revocation can be made after the post-installation form has been submitted.

5. End-User

The End-User Acknowledgement for Participation in the Trade-In Program

The End-User shall acknowledge and understand the following requirements to participate in the trade-in program:

- The End-User must contact an accredited Solar Company to obtain a quotation and arrange the installation of the new hybrid inverter and battery.
- The End-User acknowledges and agrees to the Sungrow Trade-In Program Terms and Conditions by accepting the Solar Company's quotation and proceeding with the trade-in.
- The End-User must ensure they have full ownership of the Trade-in Inverter and authorize the Solar Company to submit the trade-in application on their behalf. The Solar Company may delegate this submission to a Reseller.
- The Trade-In inverter shall be installed and operational at the site for at least 3 months; Sungrow may request operational data or electricity bills to verify eligibility.
- The End-User must contact the Solar Company as the first point of contact for all trade-in related matters. The Solar Company will manage all aspects of the trade-in participation. Sungrow will communicate directly with the Solar Company regarding application status, required documentation, and product logistics.
- The End-User acknowledges that the trade-in value will be provided through the Solar Company, subject to certain terms and conditions applicable to this trade-in program. Sungrow will not provide the trade-in value directly to the End-User.
- The End-User shall assist with the collection of the Trade-In inverter by Sungrow or arrange for the Solar Company to return the Trade-in Inverter in a timely manner.
- The warranty on the Trade-in Inverter becomes void after it is replaced, and the newly installed Sungrow inverters and battery systems are covered under published standard product warranties. (<https://service.sungrowpower.com.au/Warranty/warranty>)
- Sungrow does not warrant the workmanship or installation quality. All installation-related responsibilities rest with the Solar Company, and any issues related to installation, workmanship, or system performance must be resolved directly with the Solar Company.

The list of eligible inverters and the corresponding trade-in values can be found at:

(https://service.sungrowpower.com.au/Trade_in_Eligibility_Check)

The End user may contact Sungrow via email at: service@sungrowpower.com if they have any questions regarding the eligibility of their inverter. They should include a clear photo of the serial number (SN) in the email.

6. Solar Company/Reseller

Solar Company/Reseller Acknowledgement for Participation in the Trade-In Program

The Solar Company/Reseller acknowledges, accepts and understand the following requirements and processes are conditions of participating in the trade-in program:

- The Solar Company/Reseller must reach an agreement with the End-User for a System Upgrade to an eligible inverter and battery package, as outlined above, and must obtain the End-User's authorization to submit the trade-in form on their behalf, along with their acknowledgment and agreement to the Sungrow Inverter Trade-In Program Terms and Conditions.
- If the Solar Company delegates the trade-in form submission to a Reseller, the Solar Company acknowledges that the trade-in value will be redeemed through the Reseller exclusively. The Reseller shall be deemed the sole applicant for the trade-in case, and all applicable terms and conditions of the trade-in program shall apply directly to the Reseller.
- The Reseller must secure the Solar Company's consent to submit the trade-in form on its behalf and shall assume full responsibility for the return of the Trade-In inverter. The Reseller will be solely accountable for settling the trade-in credit with the Solar Company in accordance with their mutual agreement. Neither the nominated Registered Distributor nor Sungrow shall be held liable for any obligations or disputes arising from this arrangement.
- The activated Voucher Code is redeemable only through the nominated Registered Distributors, as specified in the trade-in form submitted by the Solar Company or Reseller. The Solar Company or Reseller is solely responsible for confirming any redemption terms with the nominated Registered Distributor who participates in the trade-in program prior to the submission of the form, and such arrangements are made at the discretion and risk of the Solar Company or Reseller. Sungrow processes all redeemable Voucher Codes with the nominated Registered Distributors only and shall not be held liable for any obligations or disputes arising between the nominated Registered Distributors and Solar Company or Reseller.
- The Solar Company/Reseller must submit the trade-in form along with photos of the existing installation, the serial number (SN) of the Trade-in Inverter and other confirmations required by Sungrow, and nominate a Registered Distributor (being one participating in this trade-in program), through whom the System Upgrade will be purchased and the Voucher Code will be redeemed. (<https://service.sungrowpower.com.au/trade-in-form>)
- When the Reseller submits the form on behalf of the Solar Company, the Reseller must only upload a job-based PO/Invoice tied to the specific trade-in case, which includes the hybrid inverter and battery system required for the site-specific upgrade.
- Sungrow will review the submission and, if all conditions are met, issue a pre-approved Voucher Code. This Voucher Code is valid for a limited period (e.g., 30 days from the date of issue), during which all required post-installation documentation—including the return of the Trade-in Inverter—must be submitted and received by Sungrow.
- The Voucher Code and associated Solar Company/Reseller information will also be shared with the nominated Registered Distributor. The Registered Distributor is fully responsible for

validating the Voucher Code and related details before proceeding with stock release and invoicing to the Solar Company or Reseller.

Once the replacement and upgrade are completed, the Solar Company or Reseller must re-submit the trade-in form (<https://service.sungrowpower.com.au/trade-in-form>), referencing the Trade-in Inverter's serial number (SN) and the paired pre-approved Voucher Code. The submission must include:

- Photos of the new installation
- Photos of the serial number (SN) of the new inverter
- Purchase invoice for the upgraded system*
- Any other information or documents required from Sungrow

**Requirements of the Purchase Invoice for the upgraded system:*

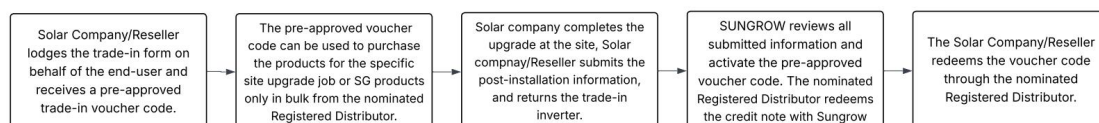
- ✓ *The invoice uploaded must be issued by the nominated distributor or supplier;*
- ✓ *It must relate to job-based order tied to a single trade-in case, including the hybrid inverter and battery system required for the site configuration. The Voucher Code and its value must be clearly reflected in the invoice.*
- ✓ *Alternatively, if the Voucher Code is used for a bulk order, to ensure trade-in credits are correctly applied the purchase must consist of Sungrow Products only and must not be combined with any other Sungrow promotional offers. The Voucher Code and its value must be clearly reflected on the invoice.*
- ✓ *The invoice must reflect a new purchase that aligns with the timeline of the corresponding trade-in case.*

All information must be submitted to Sungrow for final validation. Sungrow will review the post-installation submission and, if the conditions** are met, activate the pre-approved Voucher Code for redemption.

*** Ideally, the new system should be activated on iSolarCloud. Otherwise, additional information or documents may be required by Sungrow to verify eligibility and activate the Voucher Code.*

Once the Voucher Code is activated, the Voucher Code status will be communicated to the Solar Company/Reseller and the corresponding Registered Distributor, and it may then be used for settlement and redemption.

The new installation, return of the Trade-in Inverter, and submission of the necessary post-installation information to Sungrow must be finished as soon as possible by the Solar Company and/or Reseller, preferably within 30 days of the pre-approved Voucher Code being issued. Pre-approved Voucher Codes and incomplete Trade-in Cases may be revoked by Sungrow if not completed within the specified time frame.



7. Distributor

The Registered Distributors (being Sungrow authorized distributors and Sungrow product wholesalers who are registered participating in this program) must acknowledge and accept the following program terms:

- The distributors are required to contact Sungrow to register as a Registered Distributor in order to participate in the Trade-in program.
- The Registered Distributors are required to contact Sungrow to register their account at the Sungrow portal for the purpose of Voucher Code consolidation and issuance of credit notes. Registered Distributors can view all aggregated Voucher Codes nominated to them, along with relevant details, through their Sungrow portal account.
- Once a Voucher Code has been **activated** by Sungrow, the Registered Distributor shall be responsible for redeeming the Voucher and settling payment with the Solar Company or Reseller in accordance with their agreed arrangement.
- Sungrow shall process all redeemable Voucher Codes with the Registered Distributors exclusively, either directly or through Tier1 distributors. Sungrow shall not be liable for any obligations or disputes arising between the Solar Company or Reseller and their nominated Registered Distributors.
- If the Voucher Codes are to be redeemed through Tier 1 Distributors, the Registered Distributor must nominate the upstream redemption channel at the time of the redemption request. This nomination is final and cannot be altered thereafter. Sungrow shall not be liable for any obligations or disputes arising between the Tier 1 Distributors and other Registered Distributor regarding the voucher code redemption and credit arrangement.
- The Registered Distributor is responsible for validating the Voucher Code and related details before proceeding with stock release and invoicing to the Solar Company or Reseller. The Registered Distributor assumes full responsibility for the Voucher redemption, stock release process, and payment terms, which are managed at their own discretion and risk with the Solar Company or Reseller.
- The Sungrow portal will aggregate and display the necessary information submitted by the Solar Company or Reseller. Sungrow shall not be held liable for any errors, including but not limited to incorrect data entry, invoicing, Voucher Code issuance, redemption, or claims made by the Registered Distributors.
- Sungrow's liability shall be limited to cases where information has been incorrectly aggregated on the portal, with liability for any claim capped at an amount equivalent to the trade-in value of the Trade-in Inverter.
- This trade-in activity is independent and must not be combined with or applied alongside any other promotional schemes offered by Sungrow.

8. Trade-in Inverter Returns

The Trade-in Inverter must be received by Sungrow in order to redeem the trade-in value, with all freight costs covered by Sungrow.

The inverter shall be collected from the premises of the installer, end user, or reseller, as arranged by the trade-in case applicant to ensure a smooth and timely return.

The Solar Company is responsible for properly packing the Trade-in Inverter using their own materials and booking the pickup through the Sungrow Portal.

To streamline the process, we recommend that the Solar Company or Reseller book a pickup label and select a proper pickup date in advance of the installation site visit and bring the printed shipping label to the site when upgrading the system.

(Booking the pickup and allowing 2-3 business days to receive the shipping label at:
<https://service.sungrowpower.com.au/pickup-booking>)

The Solar Company should affix the shipping label to the properly packed Trade-in Inverter after the installation and allow sufficient time for it to reach Sungrow in compliance with these Terms and Conditions.

9. Environmental Compliance

All returned inverters will be handled in accordance with AS/NZS 5377 standards for e-waste recycling or refurbished if applicable. Sungrow is committed to the environmentally responsible disposal of electronic equipment.

10. Data Liability

Sungrow is not liable for any data (e.g., production logs, user configurations, network settings) stored on returned inverters.

It is the Solar Company's responsibility to erase and/or back up such data prior to return or ensure that the End-user has taken those steps.

Sungrow may permanently delete or destroy any residual data upon receipt.

11. General Terms

- Sungrow is not liable for any pricing disputes, delays, or issues related to the quality of installation or services provided by third parties.
- Sungrow shall not be held responsible for any loss, damage, cost, or dispute arising from transactions, installations, or services arranged between third parties, including but not limited to the End-User, Solar Company, Resellers, or Distributors.
- Sungrow reserves the right to amend or cancel this program and these Terms and Conditions at any time without prior notice. Any amendment to the Terms and Conditions will be published at <https://service.sungrowpower.com.au/trade-in-terms-and-conditions> and will take effect at the time of such publication. Each participant in the trade-in program agrees that they are bound by these Terms and Conditions as updated from time to time by Sungrow.
- Participation in the trade-in program constitutes acceptance of all terms outlined herein.
- Each participating party confirms that all information provided as part of the application to the Sungrow Inverter Trade-in Program is true and accurate, and that the inverter being traded in is legally owned.