

Sungrow Australia Group Pty Ltd (Sungrow)

gives the following limited Standard and Extended Warranties against defects set out in these Terms and Conditions. These Warranties are applicable only in Australia to the following EV charger, system accessories in respect of such EV charger (each an Accessory) and additional accessories that were originally sold and installed in Australia. Sungrow has the sole discretion to determine the application of these Terms and Conditions:

**Category 1:** EV chargers manufactured and installed from 1st March 2024 for below listed EV charger only.

- IDC30E

**Category 2:** system accessories manufactured and installed from 1st March 2024.

- Supporting charging cable guns, gun seat in respect of each EV charger

**Category 3:** Additional accessories manufactured and installed from 1st March 2024.

- Pole, Portable cart assembly

Sungrow's Limited Standard and Extended Warranties are only provided to the original purchaser of the EV Charger and Accessory from Sungrow (**Purchaser**), or where the Purchaser is a distributor, retailer or accredited electrician (**Installer**), who on-supplies the EV charger and Accessory to another party, to that other-party (**End-User**). Sungrow's Standard and Extended Warranties are transferable, but the original purchase proof is required.

**Standard Warranty**

Sungrow warrants, on the terms and conditions set out below, that:

- the EV chargers in Category 1 will be free from defects in materials and workmanship for a period of three (3) years from the date of installation of the relevant EV Charger, but no more than four (4) years from the manufacturing date of that EV charger (whichever comes first) in Australia only; and
- all Accessories in Category 2 in respect of the EV charger will be free from defects in materials and workmanship for a period of two (2) year from the date of installation of the relevant Accessory but no more than three (3) years from the manufacturing date of that Accessory (whichever comes first) in Australia only.
- all Additional Accessories in Category 3 will be free from defects in materials and workmanship for a 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 EV charger or Accessory is defective in materials or workmanship within the applicable warranty period, Sungrow will at its discretion:

- repair the EV Charger 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/the original installer.

Where a replacement is provided, Sungrow will determine, in its discretion, the closest EV charger or Accessory within the then current range of EV chargers or Accessories offered by Sungrow with which to replace the faulty or damaged EV charger or Accessory. The replacement EV charger or Accessory may differ with the replaced EV charger or Accessory in size and specifications, at the reasonable election of Sungrow.

Any EV chargers 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 EV chargers, including any Extended Warranty on such original EV chargers, 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 EV chargers, including any Extended Warranty on such original EV Charger, 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.
- where the unexpired portion of the warranty period given on the original system accessories, additional accessories from the date of repair or replacement under this Warranty, that time period;

**Warranty Extension**

Extension of Warranty for the EV chargers may be purchased up to the end of 1st year of the Standard Warranty Period.( online purchase at: [service.sungrowpower.com.au](http://service.sungrowpower.com.au))

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

- 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 extended warranty covers for the EV charger only, system accessories and additional 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 EV charger or Accessory;
- failure to comply with safety regulations in respect of the EV charger or Accessory;
- faulty installation or commissioning of the EV charger or Accessory (e.g. the EV charger being knocked or falling over);
- unauthorised repairs or alterations to the EV charger or Accessory;
- improper use or misuse of the EV charger 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 EV charger or Accessory;
- the EV charger or Accessory or packaging is damaged due to improper storage before installation;
- insufficient ventilation of the EV charger or Accessory;
- damage to the EV charger that originates from other parts of the system (e.g. voltage surge coming from EV 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 EV charger 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.



Sungrow EV chargers warranty solely covers the sungrow product only. Any third-party applications associated on the EV charger are not included in this warranty coverage. Sungrow is not liable for any damages resulting from third-party applications, including loss of use, loss of profits, loss of production, loss of revenues, or loss of anticipated saving.

For any 3<sup>rd</sup> party application configuration and re-configuration. The end-user shall contact the 3<sup>rd</sup> party application provider or the installer to coordinate the work during the installation or warranty replacement.

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 EV charger or Accessory with a technical improvement may not be compatible with the remaining components of the electrical facility. 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 EV or consumed.

### Warranty Claim Process

For any newly installed EV charger, the installer shall register the warranty as proof online at([service.sungrowpower.com.au](http://service.sungrowpower.com.au)) within 1 month from the installation date.

In the event of a fault, an End-User should contact the Installer from whom the EV charger 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 ([service.sungrowpower.com.au](http://service.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 EV charger, Accessory and/or Extended Warranty, as applicable or the date of installation of the relevant EV charger; 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 EV charger 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 EV charger 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 can arrange the replacement parts transportation to the nominated address by the warranty claimant in certain areas. The claimant is responsible for ensuring the site access, loading access, as well as the safety and availability of the delivered parts. Additional charges may invoice to the claimant if failed to do so.

If the nominated address is out of Sungrow's reach, Sungrow will dispatch the replacement to the installer's address who will carry out the work or the nearest distributor's address as agreed with the claimant. 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 EV charger or Accessory to Sungrow in the same packaging material, in reasonable condition provided by the replacement. Claimant is also responsible to the availability of site access, loading access and the allegedly defective EV charger or Accessory for pick-up.

If the pick-up site is out of Sungrow's reach, it is the responsibility of the Claimant to ensure that the allegedly defective parts can be picked up at an available address for Sungrow at own cost (e.g., the installer's or distributor's warehouse).

The EV charger 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 EV charger 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 rate refers to the Sungrow service rebate available at ([service.sungrowpower.com.au/Warranty/warranty](http://service.sungrowpower.com.au/Warranty/warranty)).

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, eligible consumers have statutory rights that will not be limited or replaced by this warranty.

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

Australian Authorized Importer : [Sungrow Australia Group Pty Ltd trading as Sungrow]  
Suite 701, 1 Elizabeth Plaza, North Sydney, NSW 2060  
Tel: 1800 786 476  
Email: [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)  
Website: <https://aus.sungrowpower.com/>

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No. 1699 Xiyou Rd, New & High Technology Industrial Development Zone, Hefei, Anhui Province, China  
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