



[Sungrow Australia Group Pty Ltd trading as Sungrow] (**Sungrow**) gives the following limited Standard Warranty against defects set out in these Terms and Conditions. This Warranty are applicable only in Australia for Sungrow Lithium-ion batteries (SBR096 / SBR128 / SBR160 / SBR192 / SBR224 / SBR256 / SBH100 / SBH150 / SBH200 / SBH250 / SBH300 / SBH350 / SBH400) (**Battery**).

Sungrow's Warranties are only provided to the original purchaser of the Battery (**Purchaser**), where the purchaser is a distributor, solar retailer or Solar Accreditation Australia accredited electrician (**Installer**), who on-supplies the Battery to another party, to that other-party (**End-User**). Sungrow's Standard Warranties are not otherwise transferable.

## Warranty

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by Sungrow, and then Sungrow warrants that the Products are free from defects in material and workmanship for ten (10) years from the Warranty Commencement Date for free of charge.

### 10 Year Limited Performance Warranty

The performance warranty guarantees that the Battery maintains at least 60% of the initial Battery's Capacity over the period of ten years (120 months) from the installation date (no more than ten years and six months (126 months) from the manufacturing date) or for a minimum Energy Throughput showing in Energy Capacity below, whichever comes first, under the standard capacity test conditions (see below), the Warranty will be terminated.

The Energy Capacity as shown:

Product Model	Nominal Energy (kWh)	Minimum Throughput Energy (MWh)
SBR096	9.6	40.32
SBR128	12.8	53.76
SBR160	16.0	67.20
SBR192	19.2	80.64
SBR224	22.4	94.08
SBR256	25.6	107.52
SBH100	10.0	42.00
SBH150	15.0	63.00
SBH200	20.0	84.00
SBH250	25.0	105.00
SBH300	30.0	126.00
SBH350	35.0	147.00
SBH400	40.0	168.00

Standard capacity test condition:

For this Limited Warranty, the remaining Usable Energy is as measured and calculated using the following testing method and values:

- Ambient temperature is between 25 ~ 28°C;
- Discharge the battery with constant current until the battery reaches End of Discharge Voltage ("EODV") or its self-protective voltage.
- Wait for 10 minutes.
- Charge the battery with constant current and constant charge voltage to its full capacity.
- Wait for 10 minutes.
- Discharge the battery with constant current until it reaches EODV or its self-protective voltage. Record the current, voltage and time.
- The remaining Usable Energy is the integral of discharge time, current and voltage.

Test value list:

Product Model	End of discharge voltage (V)	Constant charge voltage (V)	Constant current (A)
SBR096	162	219	10
SBR128	216	292	10
SBR160	270	365	10
SBR192	324	438	10
SBR224	378	511	10
SBR256	432	584	10
SBH100	118.8	160.6	14
SBH150	178.2	240.9	14
SBH200	237.6	321.2	14
SBH250	297.0	401.5	14
SBH300	356.4	481.8	14
SBH350	415.8	562.1	14
SBH400	475.2	642.4	14

## Sungrow HV Battery Limited Warranty Terms and Conditions

### Product Repair Service

If the Battery is defective due to material and workmanship within a period of 10 years (120 months) from the date of installation (no more than ten years and six months (126 months) from the manufacturing date) or if the Battery can operate but fails to comply to its Performance Warranty under the standard capacity test conditions, Sungrow will provide the material (replacement parts or an equivalent replacement) via standard freight and standard service rebates to cover the labour costs of repair. Sungrow guarantees to provide a new or refurbished replacement, at its discretion, which performance is equal to or higher than defective Product.

If the Battery is defective but is not covered under warranty, Sungrow will offer for the paid repair service or advise to the Purchaser contact third parties for battery recycling under their own costs. The Purchaser may contact Sungrow to organise this paid repair service. Sungrow will offer a quotation that covers the inspection, labour, freight, material, waste disposal and management costs to conduct the paid repair service. Sungrow warrants the workmanship of the repair for 6 months.

For any Battery repaired or replaced under the Warranty, the remaining warranty period of the original Battery will be transferred to the replacement Battery. Sungrow will register the transfer of the warranty entitlement.

In the event the Products are not available in the market anymore, Sungrow, at its option, may replace it with different kind of product with equivalent functions and performances or refund the remaining annually depreciated value of the purchase price of the Products during the Term of Performance Warranty. The purchase price mentioned hereinabove means the list price actually paid by the Buyer for the purchase.

Sungrow requires access to the performance data and log history of the product over the internet to assess the battery's condition.

### Exclusions

The Limited Warranty will not cover any defect caused by the following circumstances:

- the Battery or packaging is damaged due to improper storage before installation;
- damage during the transportation of the Battery;
- use of an incompatible PCS (inverters, d.c./d.c. converters, etc.);
- failure to comply with Sungrow's operating instructions, the installation guide and the maintenance instructions for the Battery (e.g. the ambient temperature during the operation of the product falls below -30°C or exceeds 50°C);
- failure to comply with safety regulations in respect of the Battery;
- faulty installation or commissioning of the Battery (e.g. the Battery being knocked or failing over);
- improper use or misuse of the Battery including accidents and external influences beyond the control of Sungrow, e.g. lightning;
- unauthorised repairs to the Battery;
- Third-party's product or part is assembled or used in combination with Products of Sungrow;
- Removal and reinstallation of your Products at a location other than the original installation location, without the express written consent of Sungrow;
- a force majeure (e.g. war, crime, natural disasters, etc.); and
- flaws that do not adversely affect the proper functioning of the Battery (e.g. cosmetic defects, and wear and tear).
- battery system is not monitored in iSolarCloud
- Batteries left in a non-operational state for long periods of time may cause over-discharge damage. (Eg. if the system fails, or the battery is not connected to the PCS, the battery will not get charged). Example of SOC drained when standstill: Battery switch off: 20% SOC in 8 months, 5% SOC in 2 months, 0% SOC in 1 month. Battery switch not turned off: 20% SOC in 9 days, 5% SOC in 3 days, 0% SOC in 1 day.

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.

Travel and subsistence expenses as well as on-site installation, modification and maintenance costs will not be covered by the Standard Warranty. Sungrow will not accept any claims for compensation for power that the Battery does not charge or discharge.



### Warranty Claim Process

In the event of a fault, an End-User should contact the Installer from whom the Battery system was purchased to arrange preliminary troubleshooting and contact Sungrow if necessary. If the product is suspected to be faulty, Sungrow will ask to submit a warranty claim with reasons. The End-User or the Installer should lodge a warranty claim (**Claimant**) via an Online Warranty Claim ([www.sungrowpower.com.au](http://www.sungrowpower.com.au)) with the supporting documents and contact details set out below:

- Battery Log Data including running information, error history and event record if the Battery does not connect to Sungrow iSolarCloud portal;
- all of the information requested in the Warranty Claim Form accompanying these Terms;

- a copy of the invoice, receipt, commissioning report or any other document which provides proof of purchase of the Battery, as applicable or the date of installation of the relevant Battery; and
- details of how we should contact you.

Sungrow reserves the right to reject the Warranty claim:

- if the Claimant do not comply with the above-mentioned requirements;
- if the Battery 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 Battery 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 will cover the outbound and inbound transportation costs to the Claimant by standard ground transportation up to a total of \$200. 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 Battery to Sungrow in the same packaging material, in reasonable condition provided by the replacement. A Battery 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 Battery, which has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The standard service rebate is up to \$200 exclusive of GST for the Battery (refer to the latest rate at [Sungrow Service Rebate](#)). If multiple on-site visits are required, the Installer must contact Sungrow prior to the site visit. If any additional

charge occurred excluding the standard service rebate, the installer needs to inform Sungrow to discuss the cost. 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 6 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, consumers have statutory warranty rights that will not be limited or replaced 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.

### Contact Details

Australian Authorized Importer : [Sungrow Australia Group Pty Ltd trading as Sungrow]

Add: Level 7/1 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/>

Manufacturer : [Sungrow Power Supply Co., Ltd]

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

Tel: +86 551 65327834

Email: [service@sungrowpower.com](mailto:service@sungrowpower.com)

Website: <https://en.sungrowpower.com/>