



## Sungrow's Warranty Commitment to South Pacific Island Region

Sungrow Australia & New Zealand hereby states that the Australian warranty\* applies to the eligible Sungrow products located in the South Pacific Islands Region (including Papua New Guinea, Fiji, Tonga, etc.) if the following conditions are met:

- 1. The Sungrow product was originally sold in Australia or New Zealand.*
- 2. The inbound and outbound freight, as well as customs clearance of the faulty product needs to be returned prior to claiming the warranty and the replacement part, are solely organized by the customer and at their expense, between the customer premises and the Sungrow warehouse in Sydney, Australia.*
- 3. The service rebate will adhere to the standard Australian or New Zealand rate, based on the original sales country of the stock.*

This commitment takes effect on 12/06/2024 and is subject to change at Sungrow's discretion.

\*List at [Warranty | Sungrow Australia and New Zealand Service \(sungrowpower.com.au\)](#)

---

### Contact Details:

Australian Authorized Importer: [Sungrow Australia Group Pty Ltd trading as Sungrow]  
Level 7/1 Elizabeth Plaza, North Sydney, NSW 2060  
Tel: 1800 786 476 Oversea: +61 2 9922 1522  
Email: [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)

Manufacturer: [Sungrow Power Supply Co., Ltd]  
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)