

Sungrow Inverter Trade-In Program 2026 NEW – Terms and Conditions
(version 1.2 effective from 1st Oct, 2026)

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 (**Trade-in Program 2026 NEW**) 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 Trade-in Program applies only to selected Sungrow inverter models officially listed for trade-in below and is subject to change without prior notice. (Terms and conditions apply) - *Limited to a maximum of 4,000 eligible older inverters.*

SG2.0RS-S, SG3.0RS, SG5.0RS, SG5.0RS-ADA, SG8.0RS, SG10RS;
SG5.0RT, SG7.0RT, SG8.0RT, SG10RT, SG15RT, SG20RT;
SG2K-S, SG2K5-S, SG3K-D, SG3K-S, SG5K-D, SG8K-D;
SG2KTL-S, SG3KTL-D, SG5KTL-D, SG5KTL-M, SG15KTL-M, SG20KTL-M, SG5KTL-MT, SG10KTL-MT;
SG30CX, SG50CX, SG30CX-P2, SG50CX-P2;
SH5K, SH5K-20, SH5K-30;

- 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 toward upgrading to a Sungrow Hybrid inverter + SBH Battery System, only with an SBH250 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 is associated with the new installed SBH battery system capacity outlined below and is subject to change with prior notice.

New SBH Battery installed	Any eligible trade-in inverter with			
	SBH250	SBH300	SBH350	SBH400 or above
Applicable Trade-in Credit* (excl. GST):	\$1300	\$1700	\$2100	\$2500

* 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 or through whom the trade-in value will be redeemed- on a per-site job order basis.
(<https://service.sungrowpower.com.au/Trade-in%202026/trade-in-form-2026>)
- 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 after the installation is finished.
- 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 pre- and post-installation photos and the required documentation from the nominated Registered Distributor or other documentation for Sungrow's final approval of Voucher redemption.
(<https://service.sungrowpower.com.au/Trade-in%202026/trade-in-form-2026>)
- The final applicable credit is only subject to the actual size of the new SBH battery that is installed. After the trade-in case is fully approved by Sungrow, the Registered Distributors redeem the trade-in vouchers through Sungrow in accordance with the arrangements specified by Sungrow.

- The Registered Distributor applies the trade-in credit to settle with the Solar Company/Reseller. According to their own arrangement, the Registered Distributor is fully responsible for the trade-in value redemption with the Solar Company or Reseller.
- Only after Sungrow grants final approval for the case may the Solar Company/Reseller redeem the approved voucher value directly with the nominated Registered Distributor, or as otherwise agreed 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 value is confirmed only upon final approval by Sungrow, after the new system has been installed and the actual battery capacity installed on site has been verified.*
- *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%202026/trade-in-value-and-eligibility-check-2026>)

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 understands the following requirements and processes, which 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%202026/trade-in-form-2026>)
- 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 redemption and settlement with 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%202026/trade-in-form-2026>),

referencing the Trade-in Inverter's serial number (SN) and the paired pre-approved Voucher Code. The submission must include:

- Photos of the old and new installation
- Photos of the serial number (SN) of the old and new inverter
- Purchase invoice for the upgraded system (optional)*
- 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;*
- ✓ *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. ** *The new system must be activated on iSolarCloud.*

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 redemption settlement.

The new installation, return of the Trade-in Inverter, and submission of the necessary pre-/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 on the Sungrow portal for the purpose of Voucher Code consolidation and redemption. 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 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 participation registration. 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 Distributors regarding the voucher code redemption and credit arrangement.
- The Registered Distributor is responsible for validating the Voucher Code and related details before proceeding with redemption 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 request additional information or clarification regarding the information provided. Credit may not be approved if the requested information is not provided or if the eligibility criteria are not met.
- 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.