

## Sungrow Service Remote Area Policy

### Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

### Overview:

Retailers and Installers bear primary responsibility for the warranty service, performance and maintenance of their customer’s entire PV systems.

Sungrow’s [warranty terms and conditions](#) outline Sungrow’s responsibility to End-Users, Installers and Retailers.

Sungrow will replace genuinely faulty equipment and/or accessories, cover the transportation costs (within Australia), and pay a reimbursement to the service agent upon successful completion of all genuine warranty work

The [Warranty Terms and conditions](#) include standard reimbursement rates for the diagnosis, and replacement of genuinely faulty inverters or accessories.

When systems are installed outside the areas listed in table 1, the original installer and/or retailer must absorb the remote travel costs unless agreed in advance, and in writing by Sungrow.

Table 1 – Reimbursement cover zones

Metro areas	Range	Cover
Sydney, Melbourne, Brisbane, Perth, Adelaide	Up to 50 km from GPO	Reimbursement as per Sungrow Terms and Conditions. Travel is included.
All other areas	> 50 km	Reimbursement as per Sungrow Terms and Conditions. Excess travel not included unless otherwise agreed in advance.

There are cases where Sungrow may authorise extra payment for cases that involve travel or a difficult repair. But the installer must gain approval in advance and in writing from Sungrow before carrying out the task. Unauthorised charges will not be paid.

*We encourage installers to contact Sungrow for help if the repair may involve extra travel or work.*

### **Sub-Contracting:**

In cases where the warranty work is in excess distance of that detailed in Table 1 above, the installer/Retailer may contract a local installer or electrician do carry out the work on behalf of the installer/Retailer. The installer/Retailer still bears responsibility for the repair.

In the cases where this is not possible, Sungrow may at it is discretion, appoint a 3<sup>rd</sup> party (subject to availability) to carry out warranty repairs, on condition that the End-User, Installer, or Retailer agree to cover the costs of any non-warranty costs incurred.

### **Tech Support:**

Retailers and installers are encouraged to contact Tech Support on the numbers at the bottom of the page 'before' attending warranty call-outs.

The call centre is manned Monday to Friday from 9:00 AM to 6:00 PM

Toll free: 1800 786 476

We also have a service email at [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au) for non-urgent requests.

Sungrow have a [Knowledge base](#) with documentation and videos covering the majority of possible issues, and how to fix.

This can save time, and even a site visit.

## Warranty Process:

### Step 1: Initial Diagnostics

The installer, as the responsible person/entity must take all reasonable steps to identify the cause of the problem, and whether the Sungrow equipment is at fault or not. Sungrow Tech Support will provide all remote assistance to assist, including remotely accessing the plant via iSolarCloud (Sungrow strongly recommend that all new installs are added to the iSolarCloud). It is expected that the installer has a reasonable understanding of the equipment they are working on.

### Step 2: Lodging a claim

Once the fault has been established to a reasonable degree, the installer (or end-user) may lodge a [warranty claim on Sungrow Australia's web-page](#).

Installer must include full details, including Error codes, measurements, photos, phone call or email record numbers, so that Sungrow can process the claim as quickly as possible.

Missing information can cause delays and Sungrow may seek further information before approving a claim.

### Step 3: Dispatch replacement unit

Once Sungrow are satisfied that the installer has taken all reasonable steps to identify fault, Sungrow will dispatch a replacement unit to the nominated address.

The table below shows estimated delivery times\*:

Table 2 - Estimated delivery times

Area	Site location	Delivery Time*
Zone 1	Sydney, Melbourne, Brisbane metro areas	1 - 3 working days
Zone 2	Adelaide and Perth metro areas	3 - 5 working days
Zone 3	Other areas	5 - 7 working days

\*Estimated and dependant on external factors

Once the replacement has been delivered, the installer must carry out the replacement within 5 working days.

#### Step 4: Returning the faulty unit

The faulty inverter must be packed securely in the box that the replacement was sent, and Sungrow contacted to organise return freight, within 5 working days.

Sungrow will cover all freight within Australia.

#### Step 5: Reimbursement

The installer may then lodge a reimbursement invoice. The invoice must include the RMA number of the claim (or email reference#), and must be for one warranty claim only. Multiple claims must be on multiple invoices.

Send the invoice(s) to: [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)

#### Step 6: Confirmation of faulty unit and payment

Once the returned inverter has been received at Sungrow distribution centre, it will be tested in our test centre to confirm the fault.

Once the fault is confirmed, the reimbursement will be paid.

In the cases where the inverter is found to be working without fault, reimbursement will be declined, and Sungrow may at their discretion invoice for the cost of the replacement inverter.

#### Other options:

**Option 1 - Conditional Approval:** In cases where it is not yet demonstrated that the inverter is faulty, or it is difficult to carry out tests, the installer may request a “*Conditional Replacement*”. In this case the installer agrees to receiving a conditional replacement to help speed up fault finding, on the understanding that if the return inverter is found to be fault free, Sungrow will invoice for the replacement.

**Option 2 - Request Service Partner:** In some cases, the installer may request Sungrow send a service partner (Zones 1 and 2 only), to carry out repairs/service. As above, the installer will agree to cover costs in the case that the fault is found to be non-warranty i.e. incorrect wiring or settings etc.

**Appendix 1:**

The following reimbursement table is valid as of 15/01/2020 and is subject to change at any time. Please refer to the current [Sungrow Warranty terms and conditions](#) for up-to-date schedule.

Table 3 - Current reimbursement schedule

Equipment	Rebate (Ex GST)
Single phase non-Hybrid inverters and three phase inverters between 5 kW and 10 kW	\$150.00
Single phase Hybrid inverters and 3-phase inverters 15 kW to 20 kW	\$180.00
Battery (Sungrow SBP4K8) and 3-phase inverters 30 kW – 50 kW	\$200.00
3-phase inverters 110 kW	\$220.00
Accessories (STB5K, eShow, Logger1000 and Energy Meter)	\$100.00