

Sungrow statement on Installation guidelines.

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.

Applicability: All Sungrow Inverters.

On the Sungrow data sheets and installation manuals, there are certain requirements that the installer must meet to conform to the warranty and operation of the inverters.

The following will help clarify for retailers, installers, and inspectors, what is and is not acceptable to Sungrow if the specifications are not met.

Voltage and current rating: The maximum voltage and current ratings in reference to DC and AC input Must not be exceeded. Exceeding any of these will void the warranty.

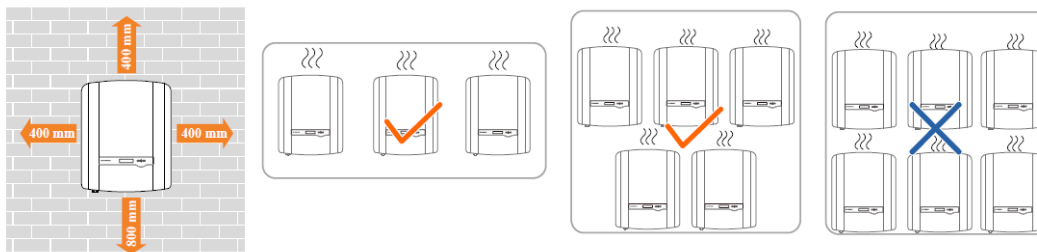
PV input rating (Watts): The maximum PV array input listed on the data sheet may be exceeded without voiding the warranty, providing the maximum voltage and current ratings are not exceeded. If the PV input is above that stated on the data sheet, the inverter will derate at excess input power (Watts). In this case, the stated maximum efficiencies on the data sheet are no longer guaranteed, and the Installer/Designer is responsible for all system estimates of performance.

This is not a reference to standards and guidelines, and installers must always carry out installation of Sungrow equipment in accordance with appropriate standards and install guidelines.

Ventilation requirements: As Sungrow inverters process large amounts of power, there is considerable heat to dissipate in order to keep the inverter within its operating limits.

All installation guidelines will detail the minimum recommended ventilation and airflow spaces between inverters and walls, ceilings, other inverters etc. (Small obstructions like for example ducting, Isolators, small switchboards that do not protrude more than 150mm from a surface are not considered to restrict airflow.)

11. Clearance requirement and multiple installation:



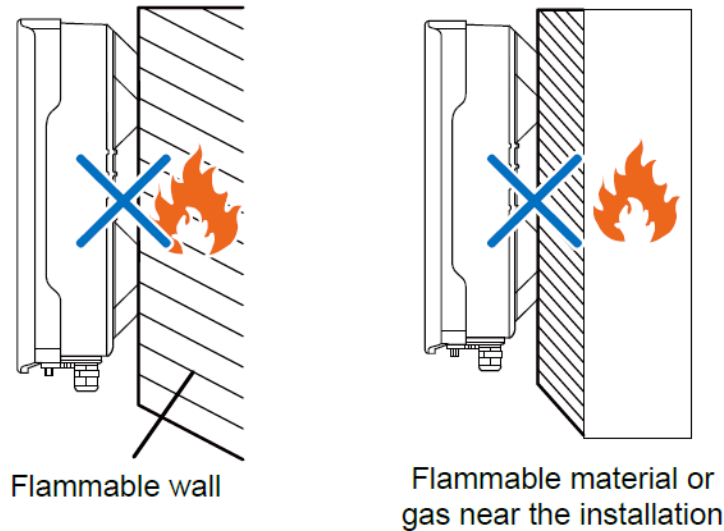
Picture 1 – Example airflow clearance from the G2 range

In the cases where the site doesn't allow full clearance or airflow, or the inverter(s) are in an enclosure, the installer/designer may use their discretion to install under different circumstances. This will not affect the warranty in respect to faulty manufacture. However, the inverter may overheat and de-rate. In these circumstances, Sungrow will no longer guarantee efficiency and output figures quoted on the data sheet.

It should also be expected that the fan(s) (if fitted) will have to work harder, and there may be increased fan noise. Sungrow will not warranty for increased air noise in these circumstances.

Mounting Surface: The manual states that the inverter must not be mounted on a flammable surface, or near any other potentially flammable or explosive materials i.e. gas. It is the responsibility of the installer to determine whether any material is

flammable or not, and to work within all standards and guidelines that govern inverter mounting and connection.



Picture 2 – Example of disallowed wall material

Grid protection settings: As part of the commissioning process, the installer must select the appropriate 'Network Service Provider' during initial commissioning and before the inverter is initialised. All current DNSP grid protection settings will automatically load as default during this process. In the cases that a different setting is required, the installer may change these, providing the change is within DNSP standards, via the iSolarCloud App. Only licensed workers are authorised to change grid settings, and this must be done by the installer. *Sungrow staff are not authorised to change grid settings.* Please refer to the [Sungrow Knowledge Base](#) for technical documentation and videos showing how to do this. Please always update firmware as part of the commissioning process as recent changes may not be in the old firmware.

Warranty work: Under the CEC standards and guidelines, the retailer/Installer bears primary responsibility for warranty work on the systems that they sold to the end user. The installer shall determine the nature of the fault, and if it is covered by

[Sungrow's Warranty Terms and Conditions](#), Sungrow will send a replacement inverter to site (or nominated delivery address). Once the repair has been successfully completed and the faulty inverter returned to Sungrow for testing, the installer then may lodge a reimbursement claim in accordance with [Sungrow's terms and conditions](#).

iSolarCloud and Communication devices:

Sungrow supply a dongle in the box of every Premium inverter sold in Australia and New Zealand. The dongles work on the 2.4 GHz frequency and have a range of about 10m. When connected to end user's modem, the data is uploaded to iSolarCloud. Sungrow are not responsible for cases where the WiFi signal is not strong enough to maintain a connection, and the installer should look at ways of rectifying this i.e. WiFi extenders.

Creating a plant on iSolarCloud is part of the commissioning process and is the responsibility of the installer.

Where there is no WiFi signal, an Ethernet adaptor or a 4G dongle may be used. The 4G dongle comes with 5 years pre-paid data (Australia Only), or in some cases, Logger1000

If the issue persists after following above procedures, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).