

# Australia Service – Quick Guides

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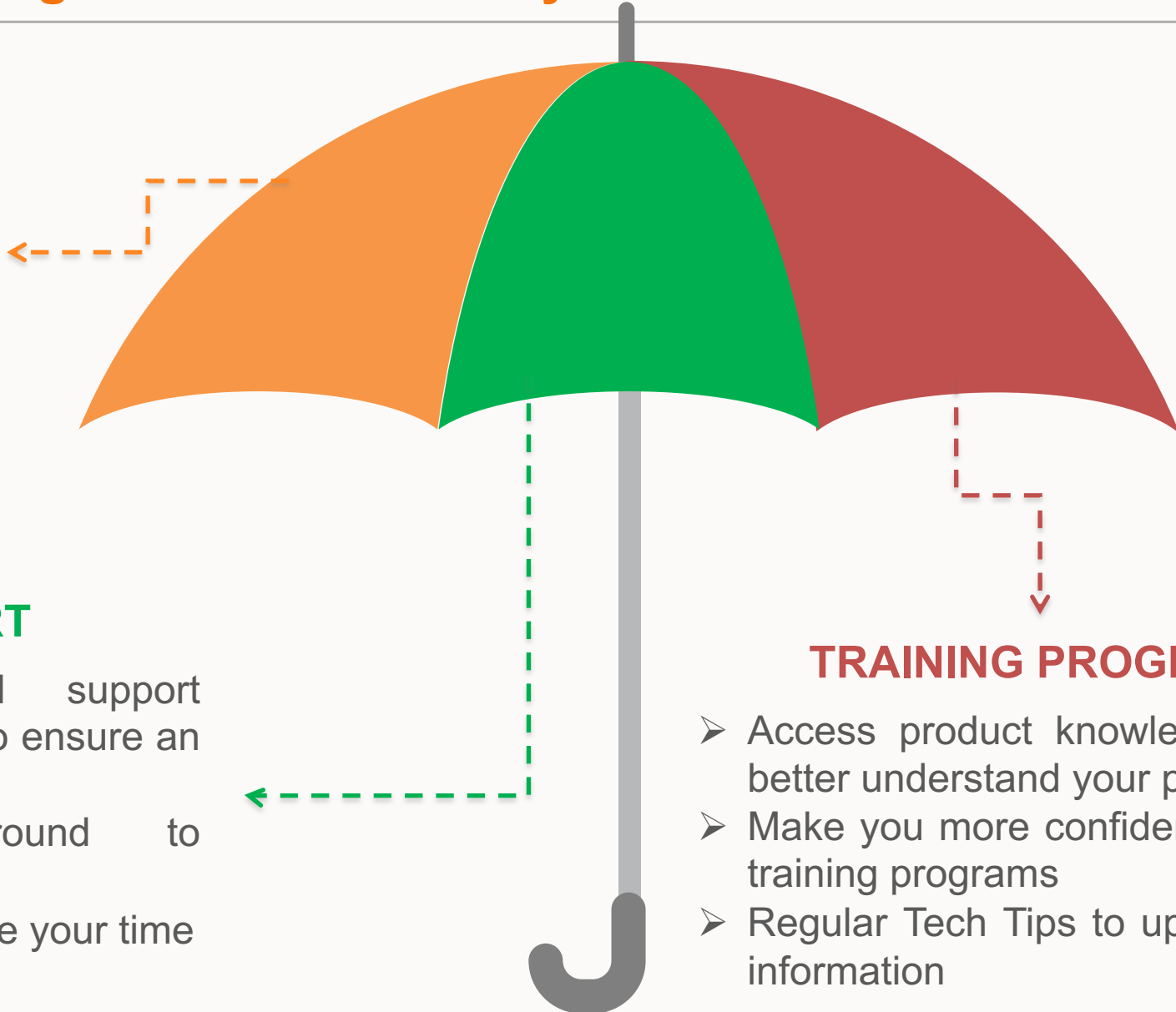
## Know all benefits Sungrow service offers you

### PRODUCT WARRANTY

- Relax and enjoy 5 years standard product warranty for your Sungrow products
- Confident to offer additional 5 years standard or parts warranty extension (available for purchase)

### LOCAL SUPPORT

- Over 7 years local support experience (since 2012) to ensure an easy and quick process
- Mixed team background to understand your enquiries
- Easy claim process to save your time



### TRAINING PROGRAMS

- Access product knowledge base to better understand your products
- Make you more confident by running training programs
- Regular Tech Tips to update product information

## Product Warranty

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### ➤ What is standard warranty for Sungrow products?

Product Types	Warranty Period
Solar inverters	5 Year Product Warranty
Batteries	10 Year Limited Performance Warranty and 5 Year Warranty Repair Service
Accessories	2 Year Product Warranty
Please find more details for our Warranty Terms and Conditions by clicking <a href="#">here</a> .	

### What are my rights under Sungrow product warranty?

Customers can contact our after sales team on 1800 786 476 (Monday to Friday 9 am to 5 pm Sydney time) or email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au).

If there is an issue with your solar system, we advise you to first contact your installer to arrange preliminary troubleshooting and then contact Sungrow if necessary. Once we confirm that it is a product issue, you will be advised to lodge an online warranty claim and Sungrow will arrange for the product replacement or the appropriate service.

## Warranty Extension

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### ➤ What is additional warranty extension?

Sungrow is confident to offer additional 5 years standard or parts warranty extension. Customers can purchase this additional warranty extension online by clicking [here](#).

Please notes: Sungrow offers 5 Plus 5 Years Warranty for Crystal G2 products (SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D and SG8K-D) click [here](#) for more information.

### ➤ What is the difference between 5 Years Standard Warranty and 5 Years Parts Warranty?

5 Years Standard Warranty: This will include Parts Warranty benefits as set out below but will also cover standard freight costs and standard service rebates to cover labour costs of replacement.

5 Years Parts Warranty: The replacement material (a relevant part or an equivalent replacement) will be supplied, but it will not cover any freight costs or service rebates to cover labour costs for removal and replacement or costs associated with any other service.

## Local Support

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### ➤ What is your local support & service?

Sungrow Australia office has been established in Sydney since 2012. With this rapid development, Sungrow Australia has built one of the largest solar inverter manufacturers teams in Australia covering sales, technical support, projects and after sales service. **Our call center is based in North Sydney and repair center and spare parts storage is located in Pendle Hills.**

With over 7 years of local service experience, we have built nationwide service networks and our service contractors are always ready to help installers or customers for warranty enquires. Furthermore, we are also responsible for commissioning of ESS and utility scale projects. **Our technical service engineers have mixed background from solar installer (Electrician) to Electrical Engineers. We have three levels of support to cover from basic product enquires to most complicated installation.**

Our team has so far

- Successfully supported over 1K solar installers with installation and troubleshooting in past 7 years
- Successfully completed commissioning for over 1,800 kWh ESS projects across Australia

## Warranty Claim Procedure

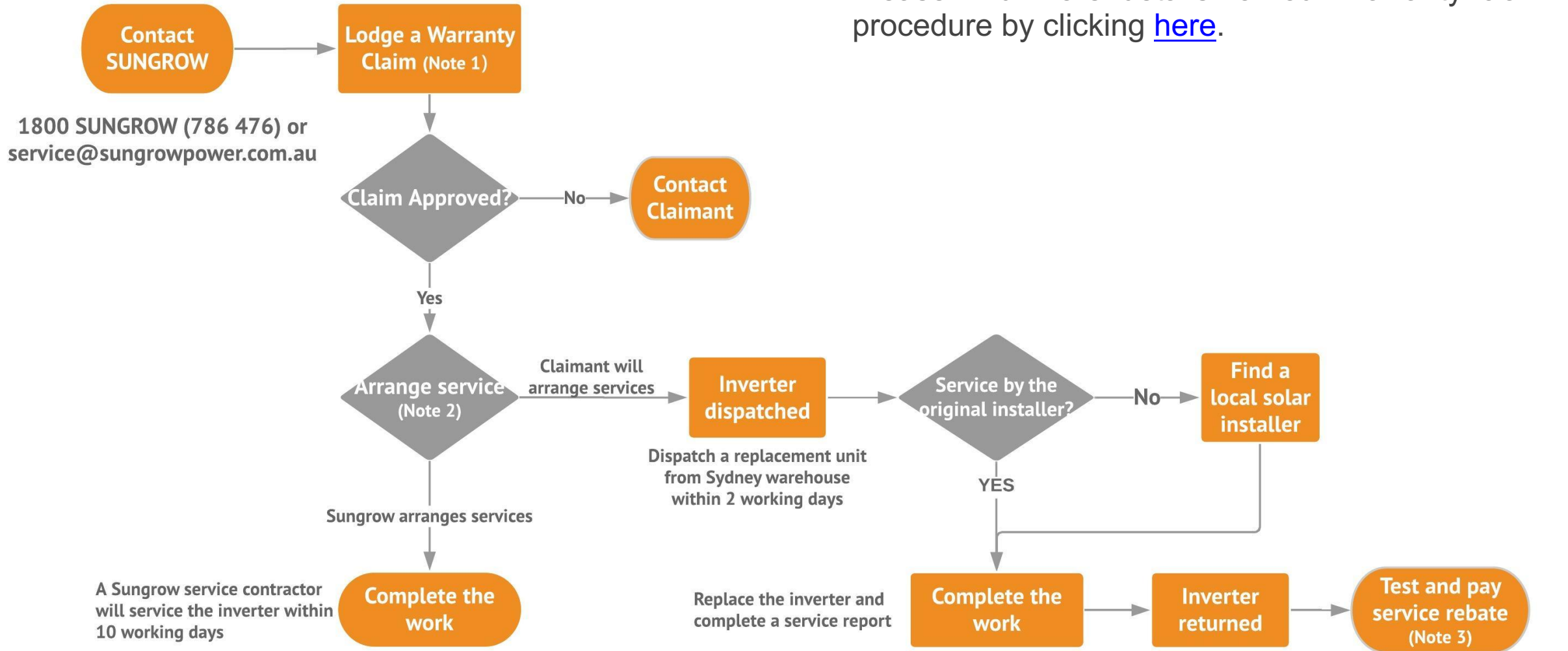
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### ➤ What is your warranty claim procedures?

In the event of a fault, an End-User should first contact the Installer from whom the Sungrow product was purchased to arrange preliminary troubleshooting, and then contact Sungrow if necessary. If the product is suspected to be faulty, Sungrow will ask to submit a warranty claim with supporting documents. The End-User or the Installer can follow the below procedures to lodge a warranty claim.

1. Lodge a warranty claim with supporting documents (e.g. test photos or test report) to support your claim via the [Online Warranty Claim](#) (**Easy & Convenient Online Claim**).
2. An email with an RMA number will be sent once you submit a warranty claim.
3. Once the warranty claim has approved, the replacement unit will be sent to the claimant within 2 working days from Sydney warehouse to service the warranty case, or a Sungrow service contractor will service the warranty case within 10 working days.
4. After the inverter is replaced, the installer should take the original inverter back to his/her office (do not leave it with the end customer). Please contact Sungrow to return the faulty unit within two weeks, otherwise charges may apply.

## Warranty Claim Procedure



## Training Programs

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### ➤ What proactive plans does Sungrow offer?

Sungrow is dedicated to provide training program to make you more confident about products.

- Access product knowledge base to better understand your products
- Regular Tech Tips to update product information
- Run practical 'hands-on' training in our training centre

### ➤ Where can I access Sungrow knowledge base?

You can access Sungrow knowledge base by clicking [here](#). You can find all installation tips and troubleshooting documents for Sungrow current products.

### ➤ Where can I access Sungrow newsletters?

You can access Sungrow knowledge base by clicking [here](#). You can find common questions installers often asked with solutions



# Thank You!

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