

Sungrow Australia Service FAQs

1. What are Sungrow Australia Service Hours?

Sungrow Australia working hours are from Monday to Friday 9 am - 5 pm AEST excluding public holidays.

2. What is the best way to get in touch with the technical service team?

The best way to contact the service team is to call the hotline on **1800 786 476** or alternately email us at service@sungrowpower.com.au. If you are unable to get through to a representative, you can leave a voicemail or email us at service@sungrowpower.com.au. One of our team will be in contact with you shortly.

3. Where can I access installation and troubleshooting information?

The Sungrow Australian service website can be accessed via www.sungrowpower.com.au. The website gives access to numerous troubleshooting documents and videos, as well as [Warranty Page](#).

4. May I purchase directly from Sungrow if I have a sales inquiry?

Unfortunately, we do not deal with any direct sales. However, if you wish to buy a Sungrow inverter, you can contact any of our [Authorised Distributors](#) who will be able to help you out.

5. What is standard warranty for Sungrow's 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

If there is any issue with the product during that period, we will replace or repair it if necessary. Please refer to our Warranty Terms and Conditions [here](#).

6. What does Sungrow standard warranty cover?

Standard warranty includes the replacement material (a relevant part or an equivalent replacement) and also cover standard freight costs and standard service rebates to cover labour costs of replacement.

7. What does Sungrow parts warranty cover?

The replacement material (a relevant part or an equivalent replacement) will be supplied under parts warranty, 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.

8. When does my warranty start?

Sungrow warranty start time depends on the date of installation and the date of manufacture. Standard warranty starts on the date on installation but no more than six (6) years and three (3) years from the date of manufacture of inverters and accessories respectively (whichever comes first). The SBP4K8 battery warranty starts on the date on installation but no more than five years and six months (66 months) from the date of manufacture (whichever comes first).

9. Why the installation date is important?

The installation date will affect your warranty period, therefore, we need the correct date of installation. To validate the installation data, you will provide any proof of purchase and the commissioning report (Electrical Compliance Certificate).

10. Where can I register my inverter for warranty?

Sungrow inverters can now be registered by filling out a [Registration Form](#) online on our service website. Warranty registration will also entitle you to receive an additional 6 months warranty on your inverter. Sungrow reserves the right to withdraw this offer at its discretion at any time and without notice.

11. Can I extend my inverter warranty?

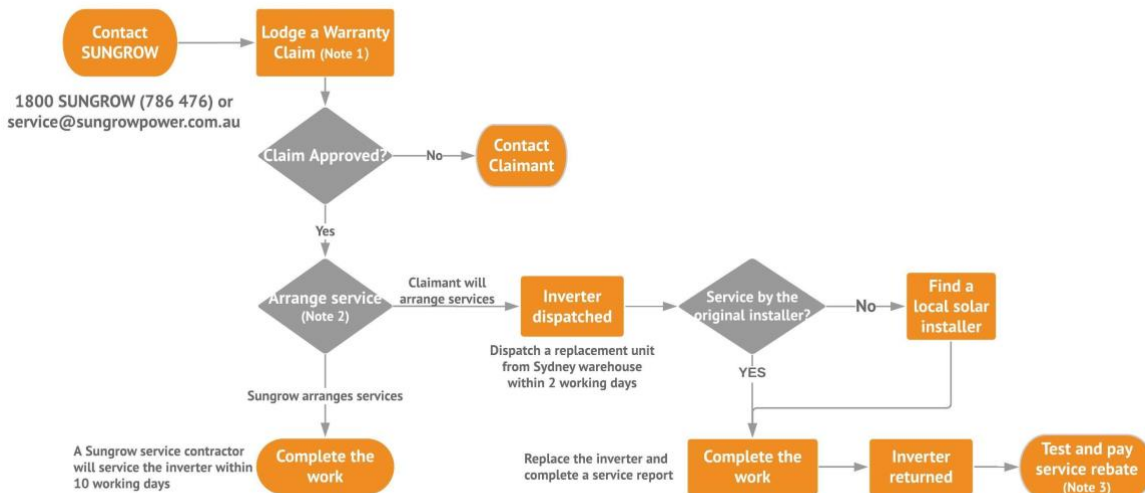
Yes, warranty for Sungrow inverters can be extended up to 10 years which can be purchased online using the [Warranty Extension](#) page on our service website.

12. Who do I need to contact if there is an issue with my solar system?

If there is an issue with your solar system, you should first contact your installer to arrange preliminary troubleshooting and only contact Sungrow as necessary if the inverter is found upon inspection to be suspect. If you cannot contact your installer, please find [Troubleshooting Guideline \(End-User\)](#) and provide relevant information to us.

Once we confirm that it is a product issue, you will be advised to contact your installer to lodge an online warranty claim on behalf of you and Sungrow will arrange for the product replacement or the appropriate service.

13. What are the procedures for lodging a warranty claim?



In order to claim warranty for your Sungrow inverter, you will need to contact us with the inverter details and the issue. An installer may be required to test the system for external issues and take pictures of the testing and fault codes. They can contact us from site for further assistance. If it is an inverter issue, we will then advise you to submit an [Online Warranty Claim](#) and attach all related pictures / references along with it.

14. What faults are not covered by warranty?

Sungrow warranty does not cover any faults that do not relate to the product i.e. grid faults, PV array faults, install and/or commission faults, or some battery faults etc. For such cases, we recommend you first contact the grid or the battery manufacturer. And if all fails, we may be able to assist with some troubleshooting. [Further information here.](#)

15. What if there is no fault found?

If there are no faults on your inverter, it is highly likely that the inverter is running normally and the fault is elsewhere on the system. If you are still facing any issues, it might be possible due to incorrect installation. Please contact your installer in that case. We may also be able to help the installer identify the issue and advise further steps.

16. How do I proceed with warranty if I could not contact the service team?

If the service team is unavailable to talk to, please take as many pictures as possible of the inverter SN number and error codes and all the testing results and email them to us at: service@sungrowpower.com.au. This would help the service team to process the claim more efficiently.

17. What do I expect after lodging a warranty claim?

Once a warranty claim is submitted, it will then be reviewed by one of our team, if approved, a replacement inverter will be sent out to the shipping address provided with a tracking number and it must be replaced by an solar installer.

18. What do I do with faulty inverters after warranty replacement?

Once the faulty inverter has been replaced, the Claimant are responsible for contacting Sungrow to return the faulty item (providing the RMA number) within two weeks after the replacement. If the faulty item not returned within 6 weeks after delivery, the Claimant will be billed for the replacement unit in addition to the delivery and service charges incurred by Sungrow.

19. What is the product warranty after the replacement?

The original warranty period will remain from the original date of install and expire at the original expiry date. However, if there is less than 1 year remaining on the original warranty, the replacement inverter will have a 1 year warranty applied from the date of replacement.

20. How to apply service rebates for warranty replacement jobs (for installers)?

Once the inverter is replaced, an invoice can be sent to service@sungrowpower.com.au with a reference number (e.g. RMA number). Sungrow will also collect the inverter from the installer and test it in workshop. If deemed fault, we provide a service rebate to the installers.

The service rebate will be processed within 30 days after the defective device has been received and tested by Sungrow. More information can be found on our [Warranty Page](#) under “Sungrow Service Rebate”.