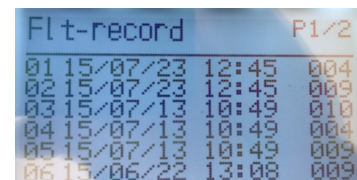
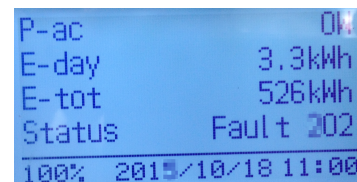
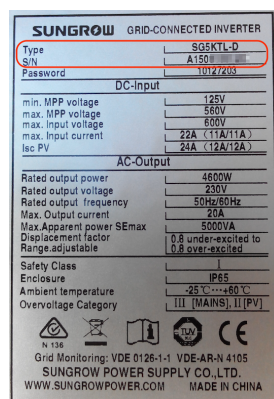


## Troubleshooting Guideline (End-User)

This document is prepared to describe Sungrow warranty procedures for end customers. Sungrow Australia is a solar inverter manufacturer and we are not solar companies who installed your solar systems. *When customers have issues with their systems, they are required to initially call their original solar installers to arrange preliminary troubleshooting, who can contact Sungrow if necessary.*

If the original installer is out of business or not responding, the end customer may contact Sungrow service team and provide the following information in order to identify the problem (Failure to provide full information may delay the process).

**Step 1: Inverter model and serial number** of the inverter (can be found on the nameplate located on the side of the inverter).



**Step 3: Is the inverter connected to Sungrow web portal and currently online?**

Please take pictures and email pictures to Sungrow service team on [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)

If the end customer is unable to provide above information, you may find a local installer (CEC accredited) by clicking [here](#), who can help you to diagnose the system and conduct the necessary tests.

If the installer suspects the Sungrow device is faulty, they can contact the Sungrow Service Line on 1800 SUNGROW (786 476), Monday to Friday between 9 am and 5 pm (AEST) and Sungrow will ask to submit a warranty claim with reasons.