

Service Procedures for Installers

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:

Sungrow warranty covers the replacement of faulty inverters or accessories, and a reimbursement payment based on an average cost for installers time to replace the unit.

Warranty does not cover incorrect install or settings, or anything external or 3rd party to the inverter with the exception of accessories.

Please refer to the Sungrow [Terms and Conditions](#) for rebate the current schedule and warranty details.

Installers and retailers have primary responsibility for the service and warranty of their customers solar systems, including the diagnosis of errors.

In order to save unnecessary time spent on site, Sungrow have developed a procedure for installers, to aid installers and speed up resolution.

Process Flow:



*Reimbursement does not cover fault finding or travel time.

Remote service using iSolarCloud:

- Remotely log in via [iSolarCloud](#) using your installer account and check the fault record.
- Check the error code against the owner's manual, or Sungrow's [knowledge base](#).
- Does it relate to the inverter or an external error (i.e. 014 overvoltage)?
 - If the fault is external to the inverter, then it is outside the scope of Sungrow warranty.
- Check the [Knowledge base](#) to find relevant document and solution.
- Check the current firmware version and [update](#) if necessary.
- Is it possible to resolve the issue remotely i.e. firmware or settings?
- If the fault still persists, a site visit may be required. Please ensure you have relevant information and call tech support if necessary (1800 786 476) or alternatively, send us an email at service@sungrowpower.com.au.
- Provide the following information:
 - Serial number
 - Plant name
 - Error code or fault description
 - What you have already done
- Sungrow tech support will advise if a site visit may be necessary to carry out further testing. This is not chargeable to Sungrow.
- Alternatively, Sungrow may advise to lodge a warranty claim if the evidence is considered to demonstrate a faulty unit.

**Please note: Sungrow are not authorised to make any changes to any grid settings remotely. This must be done by the installer or a suitably licenced worker.*

System not on iSolarCloud:

If the system is not on iSolarCloud, ask the end user to take clear photos of the error record on the LCD, or what the fault may be, and email to you.

End user or installer can also use 'Local Access' feature of the iSolarCloud App to log into inverter locally and take screenshots showing the problem.

Refer below guideline to collect error information:

[Troubleshooting Guideline for End Users](#)

Forward to Sungrow if necessary for further technical assistance.

Remote sites:

Sungrow do not cover travel to remote sites / large distances.

We may not have any service partners in rural or remote areas.

If the site is far away, the installer should work with end user to gather information to send to Sungrow.

If a site visit is required, the end user or installer/retailer may engage a local installer to carry out site work if necessary. Sungrow tech support will offer remote assistance, and we will reimburse where warranty work is done.

Based on information received and depending on circumstances, Sungrow may either ask installer to lodge a warranty claim or attend site to gather more information. This is not chargeable to Sungrow.

If you have any questions relate to Sungrow service procedures, please contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).