

## Sungrow Service Rebate for Installers

Sungrow will pay a service rebate to installers who replace a product that is covered under our [warranty terms](#), and has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The standard service rebate (which accounts for average time spent on-site, travelling and expenses), excluding GST, is as follows:

Single phase non-hybrid inverters and the three phase inverters: SG3KTL-EC and SG5KTL-EC	\$150
Single phase hybrid inverter (SH5K) and three phase inverters over 10 kW	\$180
Battery (SBP4K8)	\$200
Accessories (STB5K, eShow and SolarInfo Logger) and SH5K energy meter	\$100

**Service rebates are effective from 15/01/2018**

**Benefits** to installers include:

- improved reputation as a service provider by providing excellent after-sales service for your customers.

### How to obtain a service rebate from Sungrow

Fill out the **service report** and email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au) with your invoice. After the original device is returned to us and tested as being defective, we will send the service rebate payment via bank transfer, provided that the following conditions are met:

- the Sungrow product is under the warranty period as per our warranty terms;
- the rebate claimant is an accredited installer who has completed the service and submitted the service report and invoice form; and
- a warranty reference number is provided via the Sungrow Australia service department.

## Sungrow Inverter Service Report

### General Information

Technician name: \_\_\_\_\_ CEC Accreditation Number: \_\_\_\_\_  
 Service date: \_\_\_\_\_ Installation address: \_\_\_\_\_  
 Faulty inverter model and serial number: \_\_\_\_\_ Warranty case reference: \_\_\_\_\_

### Work Report

	YES	NO	REMARKS
Was the inverter faulty?			
Was the inverter replaced?			
Is the system functioning normally now?			
Were there any signs of improper use of the inverter or installation errors			

Replacement inverter's serial number: \_\_\_\_\_  
 DC 1 voltage and current (shown on display): \_\_\_\_\_ DC 2 voltage and current (shown on display): \_\_\_\_\_  
 Number of strings: \_\_\_\_\_ Modules per string: \_\_\_\_\_  
 One-way distance to work site is      below OR      above 50kms  
 Time spent in:      Travel:                      hours                      minutes  
                                 Work on-site:                      hours                      minutes  
                                 Total:                                  hours                      minutes

### Photo Checklists

Original inverter showing its fault light on                                  Fault error message  
 Original inverter's serial number    Replacement inverter's serial number  
 Technician working on the inverter    Diagnosed/Replaced inverter showing its up and running  
 Evidence of installation/operation fault (if it can be identified)

### Troubleshooting Procedures

I agree that all the information and data written is true, complete and correct, and I have not omitted to include any information that would make the information inaccurate or misleading.