Sungrow’s Inverters Limited Warranty Terms and Conditions

- flaws that do not adversely affect the proper functioning of the Inverter or Accessory (e.g. cosmetic defects, and wear and tear).
- Travel and subsistence expenses as well as on-site installation, modification and maintenance costs will not be covered by the Standard Warranty or Extended Warranty. A new replacement Inverter or Accessory with a technical improvement may not be compatible with the remaining components of the photovoltaic system. The costs incurred as a consequence will not be covered by the Standard Warranty or Extended Warranty. Sungrow will not accept any claims for compensation for power that was not fed into the grid or consumed.

Warranty Claim Process
In the event of a fault, an End-User should contact the Installer from whom the Inverter or Accessory was purchased to arrange preliminary troubleshooting and contact Sungrow if necessary. If the product is suspected to be faulty, Sungrow will ask to submit a warranty claim with reasons. The End-User or the Installer should lodge a warranty claim (Claimant) via an Online Warranty Claim (www.sungrowpower.com.au) with the supporting documents and contact details set out below:

- all of the information requested in the Warranty Claim Form accompanying these Terms;
- a copy of your invoice, receipt, commissioning report or any other document which provides proof of purchase of the Inverter, Accessory and/or Extended Warranty, as applicable or the date of installation of the relevant Inverter;
- and details of how we should contact you.

Sungrow reserves the right to reject the Warranty claim:
- if you do not comply with the above-mentioned requirements;
- if the Inverter and/or Accessory is replaced without the prior consent from Sungrow; and
- if Sungrow is not satisfied that the defect was caused by defective workmanship or materials.

Sungrow will seek reimbursement of all costs it incurs from the Claimant where the Inverter or Accessory is found to be free from defects in workmanship or materials or when it has been determined that the Limited Warranty does not apply.

Transportation
Sungrow will cover the outbound and inbound transportation costs to the Claimant by standard ground transportation up to a total of $200. Excess costs or costs in respect of any other mode of transportation requested by the Claimant will be borne by the Claimant.

It is the responsibility of the Claimant to contact Sungrow to organise the return of the allegedly defective Inverter or Accessory to Sungrow in the same packaging material, in reasonable condition provided by the replacement. The Inverter or Accessory not returned within 4 weeks after delivery will be billed to the Claimant for the replacement unit in addition to the delivery and service charges incurred by Sungrow.

Sungrow Service Rebate
The Sungrow service rebate may be eligible to the Installer to replace the defective Inverter or Accessory, which has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The standard service rebate is $150 exclusive of GST (refer Sungrow Service Rebate). If multiple on-site visits are required, the Installer must contact Sungrow prior to the site visit. If the site is a remote area or if the Installer is unable to attend on-site, Sungrow recommends the Claimant to find a local electrician to attend the site. The service rebate must be claimed within 3 months from the date when the warranty claim is approved. Contact Sungrow for further details.

Rights at law
In addition to the warranty given by Sungrow, consumers have statutory warranty rights that will not be limited or replaced by this warranty. For customers in Australia, Sungrow’s goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact Details
[Sungrow Australia Group Pty Ltd trading as Sungrow] Suite 1703, 99 Mount Street, North Sydney, NSW 2060 Tel: 1800 786 476 Email: service@sungrowpower.com.au