

## EXCLUSIVE 12 YEAR WARRANTY SUNGROW DEALERSHIP PROGRAM

1<sup>st</sup> March 2020

Smart Energy Answers is proud to be a member of the Sungrow Dealership Program which offers the highest standard of care and support. There are only 9 other solar companies across Australia which have been accepted into this Program as Sungrow demands the highest standards of installation and customer support from its Authorised Dealers.

You will not see the 12 year warranty advertised as it is an exclusive offer. Here is an outline of what you will receive and how to apply. Please read this offer in conjunction with the Standard Warranty attached below.

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### *12 Year Warranty Offer*

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Only Authorised Sungrow Dealerships can offer this 12 year warranty which takes the standard 5 year warranty and includes an additional 7 years parts warranty. The terms for the 7 year extension can be read in the Terms and Conditions below under Warranty Extension – Add Parts Warranty. This applies to all Sungrow residential inverters from 2kW to 20kW in size.

Commercial inverters (30, 50, 110kW) have a 12 year full parts & labour warranty.

Sungrow further guarantees priority customer service for its Dealerships.

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### *How to Apply*

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Once your system is installed, please go to the Sungrow website and register your inverter at <https://service.sungrowpower.com.au/warranty-registration.html>

Sungrow will then send you a confirmation of your registration and the 5+7 warranty.

Always contact Smart Energy Answers directly if you think you have an issue with your inverter that may require a warranty claim. We handle everything for you!

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# SUNGROW

[Sungrow Australia Group Pty Ltd trading as Sungrow] (**Sungrow**) gives the following limited Standard and Extended Warranties against defects set out in these Terms and Conditions. These Warranties are applicable only for Australia for the following inverters (each an **Inverter**) and system accessories (for example, SolarInfo WiFi, eShow, Energy Meter, STB5K and SolarInfo Logger) in respect of such Inverters (each an **Accessory**) that were originally sold in Australia:

- Single-phase inverters: SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D, SG8K-D, SH5K-20, SH5K-30 and SH5.0RS; SG2KTL-S, SG2K5TL-S, SG3KTL-S, SG3KTL-D, SG4KTL-S, SG5KTL-D and SH5K; SG3KTL-M, SG4KTL-M and SG5KTL-M.
- Three-phase inverters: SG5KTL-MT, SH5.0RT, SH8.0RT, SG10KTL-MT, SG10KTL-M, SH10RT, SG15KTL-M, SG20KTL-M, SG30CX, SG50CX, SG110CX, SG125HV and SG250HV; SG3KTL-EC, SG5KTL-EC, SG10KTL-EC, SG10KTL, SG12KTL, SG15KTL, SG20KTL, SG30KTL(-M), SG50KTL(-M) and SG60KTL(-M).
- Energy Storage inverter: SC50HV, SC100, SC250 and SC500TL.

Sungrow's Standard and Extended Warranties are only provided to the original purchaser of the Inverter and Accessory from Sungrow (**Purchaser**), or where the Purchaser is a distributor, solar retailer or Clean Energy Council accredited electrician (**Installer**), who on-supplies the Inverter and Accessory to another party, to that other-party (**End-User**). Sungrow's Standard and Extended Warranties are not otherwise transferable.

## Warranty

Sungrow warrants, on the terms and conditions set out below, that:

- the Inverters will be free from defects in materials and workmanship for a period of five (5) years from the date of installation of the relevant Inverter, but no more than six (6) years from the manufacturing date of that Inverter (whichever comes first); and
- all Accessories in respect of the Inverters will be free from defects in materials and workmanship for period of two (2) years from the date of installation of the relevant Accessory but no more than three (3) years from the manufacturing date of that Accessory.

If an Inverter or Accessory is defective in materials or workmanship within the applicable warranty period, Sungrow will at its option:

- repair the Inverter or Accessory at a Sungrow office or on-site; or
- provide an equivalent replacement or a new Inverter or Accessory, either by itself or through a Sungrow service partner.

Where a replacement is provided, Sungrow will determine, in its discretion, the closest Inverter or Accessory within the then current range of Inverters or Accessories offered by Sungrow with which to replace the faulty or damaged Inverter or Accessory. The replacement Inverter or Accessory may differ with the replaced Inverter or Accessory in size and specifications, at the reasonable election of Sungrow. Sungrow may replace parts with refurbished parts.

Any Inverters and/or Accessories repaired or replaced under the Standard Warranty or Extended Warranty will be guaranteed on these terms as follows:

- where the unexpired portion of the warranty period given on the original Inverters and/or Accessories, including any Extended Warranty on such original Inverters and/or Accessories, is greater than 12 months from the date of repair or replacement under this Warranty, that time period; or
- where the unexpired portion of the warranty period given on the original Inverters and/or Accessories, including any Extended Warranty on such original Inverters and/or Accessories, is less than 12 months from the date of repair or replacement under this Warranty, 12 months from the date of repair or replacement under this Warranty.

## Warranty Extension

Extension of Warranty for the Inverters may be purchased up to the end of the Standard Warranty Period.

Warranty extension grants the inverter an additional years of parts or standard warranty, as described below:

- **Add Parts Warranty:** This adds parts warranty is applicable from the 6th to the added years and will only cover the cost of the replacement material (a relevant part or an equivalent replacement), but it will not cover any freight costs and service rebates to reimburse labour costs for removal and replacement or costs associated with any other service.
- **Add Standard Warranty:** This adds 5 years standard warranty is applicable from the 6th to the added years and includes PARTS warranty benefits as set out above but will also cover standard freight costs and standard service rebates to reimburse labour costs of replacement.

The extension covers for the inverters only, accessories are not covered by the extended warranty.

## Exclusions

Any defect caused by the following circumstances will not be covered by the Standard Warranty or Extended Warranty:

- failure to comply with Sungrow's operating instructions, the installation guide and the maintenance instructions for the Inverter or Accessory;
- failure to comply with safety regulations in respect of the Inverter or Accessory;
- faulty installation or commissioning of the Inverter or Accessory (e.g. the Inverter being knocked or falling over);
- unauthorised repairs to the Inverter or Accessory;

## Sungrow's Inverters Limited Warranty Terms and Conditions

- improper use or misuse of the Inverter or Accessory (including accidents and external influences beyond the control of Sungrow, e.g. lightning);
- damage during the transportation of the Inverter or Accessory;
- the Inverter or Accessory or packaging is damaged due to improper storage before installation;
- insufficient ventilation of the Inverter or Accessory;
- damage to the Inverter that originates from other parts of the system;
- a force majeure (e.g. war, crime, natural disasters, etc.) or impact damage; and
- 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 advise 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](http://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, our 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]  
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