

Sungrow now offers 5 Plus 5 Years Warranty for Inverters* from 1st April 2019.

*Inverters that are eligible for the 5 Plus 5 Years Warranty have been listed below:
[SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D and SG8K-D](#)

To be eligible for 5 Plus 5 Years Warranty, only Inverters that [our authorised distributors](#) purchase from Sungrow from 1st January 2019 and these inverters are sold and installed in Australia. In addition, End Users (inverter owners) must complete the registration within one year after the inverter is dispatched from Sungrow.

Registering online is quick and easy! Please

- visit www.sungrowpower.com.au to access **Warranty Registration**
- or go directly to the registration page at: www.sungrowpower.com.au/warranty-registration.html

Contact us regarding product warranty and warranty extension as below:

Sungrow Australia Group Pty. Ltd.
Add: Suite 1703, 99 Mount Street,
North Sydney, NSW 2060
Tel: 1800 SUNGROW (786 476)
Email: service@sungrowpower.com.au
Web: www.sungrowpower.com.au

End Users (inverter owners) that register the inverter will receive 5 Years Parts Warranty that will commence immediately after the expiry of the 5 years Standard Warranty. This means that within the ten-year warranty period, Sungrow will provide the Standard Warranty until the 5th year, and 5 Years Parts Warranty from the 6th till the end of the 10th year.

Sungrow provides the following types of warranty services for the defective inverters (Subject to our standard Terms and Conditions).

- **5 Years Standard Warranty:** this will include Parts Warranty benefits as set out below but will also cover standard freight costs and standard service rebates to cover labour costs of replacement.
- **5 Years Parts Warranty:** the replacement material (a relevant part or an equivalent replacement) will be supplied, but it will not cover any freight costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

Please visit www.sungrowpower.com.au/warranty.html for more information.

Sungrow 5 Plus 5 Years Warranty FAQs

Which inverters are eligible for 5 Plus 5 Years Warranty?

There are a few steps to whether you can apply for 5 Plus 5 Years Warranty.

Inverter models	Your inverters must be below models SG2K-S, SG2K5-S, SG3K-S, SG3K-D, SG5K-D and SG8K-D
Purchase and installation	Our authorised distributors purchase inverters from Sungrow from 1 st January 2019 and these inverters must be sold and installed in Australia.
Registration	You must completed the registration within one year after the inverter is dispatched from Sungrow.
😊 Congratulations that your inverters can receive 5 Plus 5 Years Warranty.	

Otherwise, you can visit Sungrow warranty extension page (www.sungrowpower.com.au/warranty-registration.html) and enter your inverter's serial number, our system will verify whether your inverter can apply for 5 Plus 5 Years Warranty.

Will accessories (e.g. SolarInfo WiFi, Energy Meter) include 5 Plus 5 Years Warranty?

No, 5 Plus 5 Years Warranty will only apply for inverters and it will not include accessories.

Please note: All Accessories only have 2 Years Standard Warranty.

Where can I register the inverter to receive 5 Years Parts Warranty for inverters?

- visit www.sungrowpower.com.au to access Warranty Registration
- or go directly to the registration page at: www.sungrowpower.com.au/warranty-registration.html

What is the difference between 5 Years Standard Warranty and 5 Years Parts Warranty?

- **5 Years Standard Warranty:** this will include Parts Warranty benefits as set out below but will also cover standard freight costs and standard service rebates to cover labour costs of replacement.
- **5 Years Parts Warranty:** the replacement material (a relevant part or an equivalent replacement) will be supplied, but it will not cover any freight costs and service rebates to cover labour costs for removal and replacement or costs associated with any other service.

What does 5 Plus 5 Years Warranty mean in the event that your inverter is faulty under the warranty?

If the inverter is faulty during the first 5 years (5 Years Standard Warranty), Sungrow will supply the replacement material (a relevant part or an equivalent replacement) and cover standard freight costs and standard service rebates for replacement.

If the inverter is faulty from the 6th till the end of the 10th year (5 Years Parts Warranty), Sungrow will only supply the replacement material (a relevant part or an equivalent replacement) and not cover freight costs and service rebates.

What do I should submit when I register for 5 Years Parts Warranty?

You should provide the serial number of the inverter, the installation date and the installation address.

Why the installation date is important?

The installation date will affect your warranty period, therefore, we need the correct date of installation. To validate the installation data, you will provide any proof of purchase and the commissioning report (Electrical Compliance Certificate).

When does my inverter warranty start?

Your inverter warranty usually start from the installation date, but no more than six (6) years from the manufacturing date of that Inverter (whichever comes first).

After I receive 5 Plus 5 Years Warranty, if I want to purchase a warranty extension to receive 10 Years Standard Warranty, what do I need to do?

If you choose to purchase an extension to receive 10 Years Standard Warranty, it will override the 5 Plus 5 Years Warranty offer and you have to pay full price to purchase additional 5 Years Standard Warranty.

Why I cannot get discount if I change 5 Plus 5 Years Warranty to 10 Years Standard Warranty?

Sungrow offers 5 Plus 5 Years Warranty for free of charge. Therefore, we cannot offer discount to purchase additional 5 Years Standard Warranty to be 10 Years Standard Warranty.

What happens if I do not complete warranty registration?

Your inverters come with 5 Years Standard Warranty. If you do not complete warranty registration, you will not receive additional 5 Years Parts Warranty.

What happens if I purchased additional 5 Years Parts Warranty for my inverters between 1st January 2019 and 1st April 2019?

Unfortunately, you cannot apply 5 Plus 5 Years Warranty twice and Sungrow cannot provide refund for your purchase.

What happens if I purchased my inverter before 1st January 2019?

Unfortunately, you cannot apply 5 Plus 5 Years Warranty. However, if you are willing to extend your inverter's warranty, you can purchase Sungrow warranty extension via the link (www.sungrowpower.com.au/warranty-extension.html).

Where I can get more information about the Sungrow Warranty Terms and Conditions?

Please visit www.sungrowpower.com.au/warranty.html for detailed information.