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Sungrow Power Co. Ltd, founded in China in 1997, is a pioneer of power inverter products for the renewal energy industry; enabling delivery of electricity with high efficiency and reliability to anywhere, anytime.



From Day 1, Sungrow's corporate strategy has been to heavily invest in product innovation and development. Currently more than 40% of Sungrow's employees are dedicated to research & development; providing a foundation for the company's sustainable growth. With a full inverter product portfolio, Sungrow's power inverters are suitable for large scale utility photovoltaic (PV) systems, commercial and residential solar applications, and small wind turbines as well as industrial wind farms. Sungrow is the leader in the Chinese PV market with additional product deployments in the US, France, the UK, Spain, Italy, Australia and the Asian-

to build a greener world.

Sungrow has the pleasure of offering “Warranty Service” to our customers. This service solution aims at a quick and effective response in case of a hardware or software malfunction; ensuring network reliability and availability on a long term basis. Our goal is to provide for a mutual win-win scenario between you, our customer, and Sungrow.

Generally, all inverters produced by Sungrow have a warranty period of 5 years from the date of installation but no more than 6 years from the date of production. All system accessories (e.g. Solarinfo WiFi, Solarinfo Logger, Combiner Box, etc.) have a warranty period of 2 years from the date of installation but no more than 3 years from the date of production.

Sungrow Manufacturer's Warranty

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Extension of Warranty Period

Extended warranties for inverters listed above may be purchased up to the end of Manufacturer Warranty. Warranty extension options are for 10, 15 or 20 years.

Warranty Claim Process

If a device becomes defective in which Sungrow is responsible during the warranty period, Sungrow will, at its options:

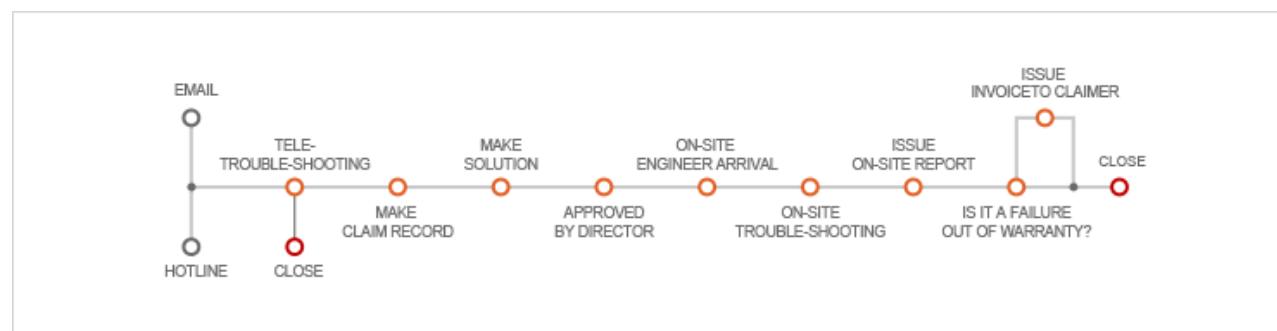
- repair the device at Sungrow office or on-site; or
- provide an equivalent replacement or a new device; or
- have these services performed by a Sungrow Service Partner

Qualified electrician(s) must be organized for the inverter exchange and re-commissioning.

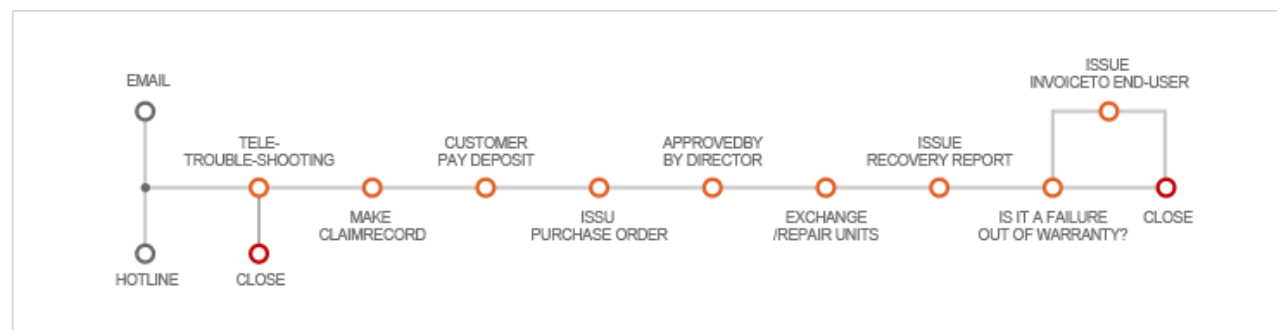
To demonstrate the warranty entitlement, please submit a copy of the purchase invoice or commissioning report, and a receipt of warranty extension if applicable. Product model and serial must be fully legible and provided. Sungrow reserves the right to refuse the warranty services if this information could not be provided.

End users should contact the installer to arrange a preliminary troubleshooting and lodging the warranty claim to Sungrow on end user's behalf. It is the responsibility of the installer to work with Sungrow technical support to rectify the fault through telephone or email support. Any action taken in connection with warranty claims

will be transferred to the replacement inverter. Sungrow will register the transfer of the warranty entitlement. If the remaining warranty period is less than 1 year, it will be automatically extended to 1 year. If the allegedly faulty inverter is found to be free of defects or outside the scope for warranty cover as listed in this warranty terms, Sungrow will charge the claimant for the costs of the warranty service and replacement inverter.



Service for Central Inverters



Service for String Inverters

Transportation

Sungrow will cover the transportation costs to the customer or distributor within mainland of countries and regions with a national Sungrow subsidiary or authorized service center, including Algeria, Australia, Austria, Belgium, Canada, Chile, Czech Republic, Denmark, Finland, France, Germany, Greece, India, Indonesia, Italy, Japan, Luxembourg, Malaysia, Netherland, Norway, Philippines, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, Thailand, Turkey, UK, and US.

The installer must organize the return the allegedly defective product to Sungrow in the same packaging

Sungrow Service Rebate

Service rebate may be eligible to installer for the labour and shipping costs to replace and return the faulty inverter. Please contact Sungrow for further details.

Scope of the Manufacturer's Warranty

Any defect caused by the following circumstances shall not be covered by the manufacturer's warranty:

- failure to comply with the operating instructions, the installation guide and the maintenance instructions;
- faulty installation of the device;
- faulty start-up of the device;
- damage during the transportation of the device;
- improper use or misuse of the device;
- insufficient ventilation of the device;
- unauthorized repairs;
- failure to comply with safety regulations and installation guides;
- force majeure (violent or stormy weather, lightning, overvoltage, fire etc.);
- damage to the inverter that originates from other parts of the photovoltaic installation;
- flaws that does not adversely affect the proper functioning of the inverter.

Travel and subsistence expenses as well as on-site installation, modification and maintenance costs will not be covered by the warranty. New replacement device with 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 warranty. Sungrow will not accept any claims for compensation for power that was not fed into the grid or consumed.

Geographical Scope

These terms of warranty only apply in the countries and regions out of China

Other Legal Information

In addition to the warranty given by Sungrow, consumers have statutory warranty rights that are not adversely affected by this warranty. 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. The warranty shall not cover



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