

# SUNGROW

[Sungrow Australia Group Pty Ltd trading as Sungrow] (**Sungrow**) gives the following limited Standard Warranty against defects set out in these Terms and Conditions. This Warranty are applicable only in Australia for Sungrow Lithium-ion batteries (SBP4K8) (**Battery**).

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

## Warranty

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by Sungrow, and then Sungrow warrants that the Products are free from defects in material and workmanship for five (5) years from the Warranty Commencement Date for free of charge.

## 10 Year Limited Performance Warranty

The performance warranty guarantees that the Battery maintains at least 70% of the initial Battery's Capacity (4.8 kWh) over the period of ten years (120 months) from the installation date (no more than ten years and six months (126 months) from the manufacturing date) or until the end of 4,000 cycles of the product, whichever comes first, under the standard capacity test conditions (see below).

Standard capacity test condition:

- ambient temperature: 25 °C;
- charging the Battery at 0.33 C CC/CV (constant voltage 58.1 V and cut-off current 0.05 C);
- discharge the Battery at 0.33 C CC (cut-off voltage 44.8 V);
- measurement of current and voltage at battery DC terminals.

## Product Repair Service (5 Year Limited Product Warranty)

If the Battery is defective due to material and workmanship within a period of five years (60 months) from the date of installation (no more than five years and six months (66 months) from the manufacturing date) or if the Battery can operate but fails to comply to its Performance Warranty under the standard capacity test conditions, Sungrow will provide the Warranty Repair Service, which is covered by 5 year limit product warranty.

If the Battery cannot operate after a period of five years (60 months) from the date of installation (no more than five years and six months (66 months) from the manufacturing date) although comply to its Performance Warranty under the standard capacity test conditions, Sungrow will provide the Standard Repair Service applies for paid service, which means 5 year limit product warranty has expired and cannot be covered by 10 year limited performance warranty either.

The definition and the process of the repair service for the defective product is described as following:

Warranty Repair Service: Sungrow will provide the material (replacement parts or an equivalent replacement) via standard freight and standard service rebates to cover the labour costs of repair.

Standard Repair Service: The Purchaser may contact Sungrow to organise this paid repair service. Sungrow will offer a quotation that covers the inspection, labour, freight, material, waste disposal and management costs to conduct the repair service. Sungrow warrants the workmanship of the repair for 6 months.

For any Battery repaired or replaced under the Warranty, the remaining warranty period of the original Battery will be transferred to the replacement Battery. Sungrow will register the transfer of the warranty entitlement.

## Exclusions

The Limited Warranty will not cover any defect caused by the following circumstances:

- use of an incompatible PCS (inverters, d.c./d.c. converters, etc.);
- failure to comply with Sungrow's operating instructions, the installation guide and the maintenance instructions for the Battery (e.g. the ambient temperature during the operation of the product falls below -10°C or exceeds 45°C);
- failure to comply with safety regulations in respect of the Battery;
- faulty installation or commissioning of the Battery (e.g. the Battery being knocked or failing over);
- unauthorised repairs to the Battery;
- improper use or misuse of the Battery (including accidents and external influences beyond the control of Sungrow, e.g. lightning);
- insufficient ventilation of the Battery;

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- the Battery or packaging is damaged due to improper storage before installation;
- damage during the transportation of the Battery;
- a force majeure (e.g. war, crime, natural disasters, etc.); and
- flaws that do not adversely affect the proper functioning of the Battery (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. Sungrow will not accept any claims for compensation for power that the Battery does not charge or discharge.

## Warranty Claim Process

In the event of a fault, an End-User should contact the Installer from whom the Battery system 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](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 the invoice, receipt, commissioning report or any other document which provides proof of purchase of the Battery, as applicable or the date of installation of the relevant Battery; and
- details of how we should contact you.

Sungrow reserves the right to reject the Warranty claim:

- if the Claimant do not comply with the above-mentioned requirements;
- if the Battery 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 Battery 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 Battery to Sungrow in the same packaging material, in reasonable condition provided by the replacement. A Battery 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 Battery, which has been returned to Sungrow and deemed defective in workmanship or materials upon testing and inspection by Sungrow. The standard service rebate is up to \$200 exclusive of GST for the Battery. 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

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