

## **Sunways Warranty Terms & Conditions**

### **I .Standard Warranty Terms**

**Warranty period:** Ningbo Sunways technologies Co., Ltd. (hereinafter referred to as Sunways) STT 4~25KTL series on-grid inverters come standard with a manufacturer's warranty of 144 months (12 years) from the earlier data between the following two dates: 1) first installation date; 2) 6-month after the shipment dispatch from Sunways factory. And the accessory products include but not limited to WIFI module, GPRS module, LAN module, Datalogger, CT and Meter etc. come standard with a manufacturer's warranty of 24 months (2 years) under the same conditions.

**Scope of application:** This warranty terms apply to the inverters and accessories which purchased from Sunways.

**Geographical scope:** The Sunways Limited warranty terms and conditions only apply for the devices which are originally purchased from channels authorized by Sunways and installed in the destination defined within the Australian market, unless there are specially stipulated warranty terms and conditions between Sunways and the direct purchaser. For any units sold for one country/region but installed in another country/region, the warranty will become invalid if Sunways does not provide written confirmation/approval prior to the installation.

**Extended warranty:** Our customers can purchase extended warranty service from our sales or service team for their inverters within 24 months after the warranty is effective.

**Warranty certificates:** Please keep the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.

### **II Warranty Policies**

1. If the machine fails or does not work due to technical defects or material problems during the warranty period, please contact our company either by call at number +86 400-9922-958 or by email at [service@sunways-tech.com](mailto:service@sunways-tech.com) to claim.

According to the Sunways warranty terms and conditions, if the machine fails, please provide the following information or documents to us (this information will help the after-sales team to deal with the machine problem):

- 1) Inverter model name and serial number.
- 2) Purchasing receipt or invoice.
- 3) Solar system configuration information such as panel brand, panel type, panel connection method, grid voltage etc.
- 4) Inverter fault message (incl. fault code, fault pictures) and other describable information of the fault.
- 5) Inverter historical fault information (if has).

2. If the machine fails or does not work due to technical defects or material problems during the warranty period, Sunways will provide the following supports according to the actual situation:

- 1) Online support.
- 2) Return to Sunways for repairing.
- 3) Repair on-site.
- 4) Replace the components or inverter (for the inverter which stopped producing, Sunways will offer you an equivalent inverter as replacement).

**Note: If the machine is replaced in the warranty period, the remaining warranty of faulty machine will be automatically transferred to the new replaced machine. The machine must be packed in its original packaging or equivalent packing if it's requested to return to a designated place.**

### III Warranty Exceptions

Any circumstances disclosed in the list below are not covered by Sunways warranty terms and conditions:

- 1) Machine without any Sunways Mark.
- 2) Machine warranty is expired (unless warranty extension agreements signed between each other).
- 3) Damages or failures caused by using the components or firmware which are not from Sunways.
- 4) Damages or failures caused by operation, repair, disassembly or modification which operated by non-authorized person.
- 5) Damages or failures caused by the operation or using scope beyond the

relevant national standards or industrial standards and any installations or operations violated Sunways specified installation circumstances.

- 6) Deliberately ruin, make indelible mark or steal etc.
- 7) Damages caused by unpredictable factors or force majeure such as earthquake, stormy weather, flood, lightening, fire and pests etc.
- 8) Other not caused by Sunways products quality damages.
- 9) Damages occurred in transit.

If the above situations happened, and customer requires maintenance services for failed machine, we can provide paid services after being judged by the relevant service team, and the specific cost shall be based on the actual accounting.

#### **IV Paid Service**

For the machines which are not within the warranty period or are exempted from warranty, Sunways can provide paid maintenance services and the expense includes but not limited to one or several of the following:

- 1) On-site service expense: engineer travel expense, repairing and commissioning expense etc.
- 2) Material cost: the cost of the components which used for repairing machine.
- 3) Freight: the freight of the machine to and from the installation place.

#### **V Other Important Matters**

1. The above clauses stipulated the liability all the products we sold and replaced the other express or implied guarantees, without written confirmation, Sunways doesn't assume any liability beyond above clauses.
2. 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.
3. If any clauses in above are considered to be contrary of the applicable law, we will implement it in accordance with the law and the other clauses are still effective.

Ningbo Sunways technologies Co., Ltd.

Hotline: +86 400-9922-958

Mail: [service@sunways-tech.com](mailto:service@sunways-tech.com)

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#### Australia local Contact Information

SF Suntech Australia Pty Ltd

Address: Suite 1203, Level 12, Tower 2, 475 Victoria Avenue, Chatswood, NSW  
2067 Australia

Phone: 02 8188 2450

Email: [services@suntech-power.com.au](mailto:services@suntech-power.com.au)

Web: [www.suntech-power.com.au](http://www.suntech-power.com.au)

#### Australia Importer information:

SF Suntech Australia Pty Ltd

ERAC No. E4778

#### Sunways China Contact Information

NINGBO SUNWAYS TECHNOLOGIES CO., LTD.

Address: No. 1, Second Road, Green Industrial Zone, Chongshou Town, Cixi City,  
ZheJiang Province, China

Phone: +86 400 9922 958

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