

Procedure – Rectification (Installer)

1. System Owner identifies a potential fault with their Solar PV System and contacts their installer.
2. Installer assesses the fault via the inverter online monitoring portal to ascertain the status and diagnose any inverter faults.
3. When the installer determines there is a defective inverter according to Sunways troubleshooting guides & warranty document, the installer contacts SF Suntech Australia (SFSA) Technical Support on (02) 8188-2450¹. Ideally the installers are on-site and would be able to conduct on-site troubleshooting for potential faulty inverter if required. SFSA Tech Support will provide support & guidances for the installers to conduct fault finding on site, and guarantee an email response for all claim enquiries within two business days.
4. The installer is required to provide all mandatory photo evidences & inverter test results in order to validate the claim.
5. SFSA Tech Support will issue a WC# and discuss the claim with the installer to validate the claim.
6. If claim is valid, SFSA will organise for a replacement inverter and/or other equipment to go to the installer's preferred address. If SFSA requires the faulty inverter to be returned, or if further testing is required to determine validity, please contact SFSA after the inverter replacement.
7. The installer helps the customer to replace the faulty inverter, and confirm the PV inverter and system will operate correctly.

¹ All claims are subject to review and are limited by the original warranty.

Sunways AU Support:

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

Phone: +61 2 8188 2450

Email: services@suntech-power.com.au

Procedure – Reconciliation (Installer & Distributor)

1. Once the claim is resolved to the satisfaction of all parties, SFSA sends the Compensation Agreement to the Installer/Distributor². SFSA will reimburse a labour charge of AU\$150 for each inverter replaced (all rates inclusive GST).
2. The Installer/Distributor completes the Warranty Claim Form with replacement inverter serial number(s) and provides an invoice for the labour charge. All documents are sent to SFSA.
3. SFSA sends customer feedback survey after each claim has been closed to assist Sunways continuous customer service improvement.
4. Depending on the specific arrangements with the relevant Distributor/Installer, the warranty claims financial reconciliation for the replacement inverter and labour charges may be conducted quarterly or on a case by case basis.

² Address invoice to SF Suntech Australia Pty Ltd, Suite 1203, Tower 2, Level 12, 475 Victoria Avenue, Chatswood NSW 2067

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