

Sunways Warranty Claim Form



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 inverter online portal to ascertain the status and diagnose any inverter faults.
3. When **Installer** determines there is a defective inverter according to Sunways troubleshooting guide & 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 & guidelines for installers to conduct fault finding on site and guarantee an email response for all claim enquiries within two business days.
4. **Installer** is required to provide the following mandatory photos & inverter test results to **SFSA** to validate the claim:
 - Photos of inverter screen/display
 - Photos of error code and all test results (e.g., voltage reading shown on the multimeter)
 - Photos of Inverter Serial number label
 - Photos of installation: please show the whole inverter with clear surroundings
5. **SFSA** Tech Support will issue a unique Sunway Warranty Case #, and discuss the claim with the installer to:
 - Verify Serial Number is valid.
 - Determine claim validity and provide a resolution “on-the-spot” in most cases.
 - Send Warranty Claim Form for installer to fill in and to return with other supporting information to SFSA at services@suntech-power.com.au.
 - If claim is valid, SFSA will organise for a replacement inverter and/or other equipment to go to the installer’s preferred address.
6. 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. **Installer** helps the customer to replace the faulty inverter on site and confirms the PV inverter and system will operate correctly.

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PROCEDURE – Reconciliation (Distributor)

1. Once the claim is resolved to satisfaction of all parties, SFSA sends the Compensation Agreement to the installer/distributor. SFSA will reimburse a labour charge of \$150 AUD 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 invoice¹ 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 claim financial reconciliation for the replacement inverter and labour charges may be conducted quarterly or on a case by case basis.

¹ Address invoice to: SF Suntech Australia Pty Ltd, Suite 1203, Tower 2, Level 12, 475 Victoria Avenue, Chatswood NSW 2067

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Warranty Case #:

1. Consumer Details

Consumer Name:	
Consumer Email:	Consumer Contact Number:
Installation Address:	

2. Applicant Details

Claim submitted by:	Electrician <input type="checkbox"/>	Original installer <input type="checkbox"/>	Inverter owner <input type="checkbox"/>
Applicant Name:		Applicant Company:	
Applicant Email:		Applicant Contact Number:	
Fault Date:		Claim submission Date:	

3. Distributor Details

Name of Distributor:

4. Inverter / Installation Details

Date System Installed:	Inverter Model:	Serial Number:			
Communication Mode:	WIFI module <input type="checkbox"/>	GPRS module <input type="checkbox"/>	Data logger <input type="checkbox"/>	Inverter Firmware Version:	
Distance from the inverter to the nearest obstacle (metres):					
Installed place:	Indoor <input type="checkbox"/>	Outdoor <input type="checkbox"/>			
Is the inverter facing the sun?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, any shield on top of inverter?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is it the first claim at this site address?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If no, please provide previous Warranty Case #:		

5. Claim Details

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Error code on screen (or blank screen):	Fault type: <input type="checkbox"/> Power generation failure <input type="checkbox"/> Communication failure <input type="checkbox"/> Other _____
Description of defect/claim:	

6. Onsite Troubleshooting Details (for installer/technician only)

Date:					Weather:				
DC Input Voltage – Open-circuit Voltage									
DC MPPT 1	V	DC MPPT 3	V	DC MPPT 5	V	DC MPPT 7	V	DC MPPT 9	V
DC MPPT 2	V	DC MPPT 4	V	DC MPPT 6	V	DC MPPT 8	V	DC MPPT 10	V
AC Side Voltage & Frequency									
L1-N	V	L3-N	V	L2-GND	V	N-GND	V		
L2-N	V	L1-GND	V	L3-GND	V	Grid frequency	Hz		
Wire length and gauge			m	mm ²					
Attach the following Important Information :					c. Photos of the following:				
√					- Inverter screen showing error code (or blank screen)				
a. Copy of original invoice to Consumer					- Photos of Inverter installation				
<input type="checkbox"/>					- Any testing photos				

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b. Clear photos of Inverter Serial Number(s)

7. Actions and Suggestions Onsite (for installer/technician)

<input type="checkbox"/> Inverter Replacement	Replacement SN:
<input type="checkbox"/> Update Firmware	Firmware Version:
<input type="checkbox"/> Change Setting	Setting Name:
<input type="checkbox"/> Other	Description:

8. Delivery Address Details for Replacement Inverter (if the claim is valid)

Street address:	
Suburb:	State (NSW / VIC / QLD / NT / TAS / WA / SA / ACT):
Post Code:	Company Name (optional):
Contact Name:	Contact Number:

Notice:

This form is only applicable to Sunways inverter. Without Sunways prior consent, it can't be disclosed to any third party outside of the after-sale agreement.