

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 documents, 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 inverters if required. SFSA Tech Support will provide support & guidance 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 evidence & 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 the claim is valid, SFSA will organise 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.
8. Once the claim is resolved to the satisfaction of all parties, SFSA sends the Compensation Agreement to the installer. SFSA will reimburse a labour charge of AU\$150 for each inverter replaced (all rates inclusive GST).

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