

Sunsynk Repair Replacement Policy

Warranty / Repair Process for Sunsynk® Inverters



Thank you for purchasing a Sunsynk inverter. We are confident that you will enjoy many years of energy independence with your installed system. On occasions, unfortunately, machines can fail, and whether it be during installation or by some external event such as a lightning strike, the process to follow in this regard is the same.

The Sunsynk Repair Centre is located at the following address:

Global Tech Sunsynk South Africa (Pty) Ltd.

Unit 2

80, Highview Boulevard

Ferndale

Johannesburg

2194

From here we offer technical support, training, and repair services for our inverter range of products. In the event that your inverter develops a problem and needs assistance from our service centre, please follow and adhere to the following:

- 1) The online RMA form needs to be completed for each repair. This will provide us with the appropriate information required to begin any testing process. Without this information form and the required data, testing may be delayed or not undertaken at all. The RMA form is available at <http://rma.sunsynk.com/>
- 2) The inverter needs to be couriered or delivered to our facility; in the interest of speed, it can be sent directly to us. It is advised that you communicate with your reseller or distributor to inform them of the situation, as certain resellers or distributors have their own process in this regard and it will take precedence.
- 3) The inverter needs to be securely packaged to prevent any damages in transit or in handling. Sunsynk accepts no responsibility for any damages that have occurred due to incorrect or insufficient packaging protection.
- 4) Once the inverter is received by us it will enter the system and be inspected on a FIFO (first in, first out) basis.
- 5) A two (2) week lead time is in place for reporting and/or repair. The clock starts ticking when the inverter is received at the Repair Centre, not on completion of the RMA form. Lead times are dependent on all requirements being met.
- 6) An assessment will be carried out on the inverter to determine the following considerations:
 - Fault and possible cause of the failure.
 - Whether under warranty or an out-of-warranty repair.Further site-related information may be requested to ascertain the inverter installation has been carried out in a compliant manner, and in accordance with the

recommendations laid out in the product manual. This information is used to rule out or identify any issues which could be attributable to negligence, mishandling, or non-compliance, and which could negatively affect the warranty.

If the repair is out-of-warranty, a quotation will be generated for the cost of the repair of the unit, which will only commence once full payment is received. Warranty repairs will be undertaken and completed without cost to the client. The clock resets when the quote is issued; on acceptance and payment of the quotation, the repair will be undertaken.

Once the repair is completed, the inverter will be tested, and the client will be informed to arrange for collection.

- 7) The balance of factory warranty will apply on all repairs undertaken.

It is important to note the following:

- 1) The warranty must be registered; failure to register the warranty may result in the repair being delayed or charged. The warranty may be registered at <https://www.sunsynk.org/warranty>
- 2) The warranty terms and conditions must be met for a warranty claim to be valid.
- 3) Inverters with no warranty registered may be subject to longer lead times, as priority will be given to those inverters that have been registered and fall within the warranty terms and conditions.
- 4) Sunsynk reserves the right to replace or credit inverters for whatever reason and at its sole discretion. This will be determined on a case-by-case basis after a full assessment has taken place. This includes so-called "out-of-the-box failures" and all other descriptions of failure.
- 5) Our distribution partners are not authorised to offer credit, replacements or swap out units; if they do so, this is solely at their own discretion and is in no way mandated.
- 6) Timelines for assessment and repair are to be interpreted as a guide only, we endeavour to complete all repairs as quickly as possible.

Please contact repairs@sunsynk.com if any further information or documentation is required in this regard.