

	Document:		After-Sales Service & Technical Support Policy		
	Document #:	POL-ASS-SSA	Prepared by:	Neil Stander	Department:
	Region:	South Africa	Reviewed by:		i) Service and Repairs
	Revision:	Rev 0	Approved by:	Matthew Hicken	ii) Operations
			Effective Date:	2026/07/01	Page 1 of 6

Global Tech Sunsynk South Africa (Pty) Ltd. ("Sunsynk")

After-Sales Service & Technical Support Policy

1. PURPOSE AND SCOPE

This policy outlines the procedures for returning products for repair, replacement, or refund. This policy operates in conjunction with, and does not override, your statutory rights under the **South African Consumer Protection Act 68 of 2008 ("CPA")**.

2. CPA COMPLIANCE STATEMENT

Nothing in this policy is intended to limit or negate any rights you have as a consumer under the Consumer Protection Act, No. 68 of 2008 (CPA). In the event of any inconsistency between this policy and the CPA regarding defective products within the first six months of purchase, the provisions of the CPA shall prevail.

3. STATUTORY WARRANTY (THE CPA 6-MONTH RULE)

In accordance with Section 56(2) of the CPA, if a product is found to be defective, unsafe, or fails to comply with the quality standards set out in Section 55 of the CPA within the first six (6) months of delivery:

- The customer may elect for the product to be repaired, replaced, or fully refunded.
- Sunsynk will handle the return of the product at its own risk and expense.

In terms of Section 56(1), this implied warranty is strictly **provided that the product/s have not been altered contrary to the instructions, or after leaving the control, of the supplier, manufacturer or importer, as the case may be**. Consequently, any damage, modification, or tampering occurring after the product has left the control of the manufacturer or supplier will void these statutory protections.

4. MANUFACTURER & EXTENDED WARRANTIES

Registration:

The product is provided with a manufacturer's warranty, which requires registration on our portal within 30 (thirty) days from the date of purchase. To activate the warranty, kindly complete the registration process within the specified timeframe. Failure to register your warranty within 30 (thirty) days may result in the rejection of any claims made under the manufacturer's warranty.

Refer to document, POL-PWP-SSA Sunsynk South Africa's Public Warranty Policy, for warranty period terms and extended warranty policy.

ACTION REQUIRED: To register your warranty and secure your coverage, please visit <https://www.sunsynk.org/warranty> and complete the online registration form.

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Proof of Installation: Claims for inverters and batteries require a valid Certificate of Compliance (CoC) and a Commissioning Report from a qualified installer.

5. INSTALLATION & TECHNICAL COMPLIANCE

Recommended Installers:

For your convenience, Sunsynk maintains a list of Recommended Installers who are vetted for compliance with relevant regulatory and legislative standards; however, they operate as independent contractors, not employees of Sunsynk, and are not expressly endorsed. While using a recommended installer assists in facilitating a setup aligned with Sunsynk's guidelines, **please note** that Sunsynk is not liable for any damage to products resulting from defective or non-compliant installations. To view our list of recommended professionals, please visit <https://www.sunsynk.org/approvedinstallers>

Choice of Installer:

You are not required to use a recommended installer to maintain your warranty. You have the right to use any independent installer of your choice, **provided** they are a Registered Electrical Contractor and can provide a valid Certificate of Compliance (CoC) ensuring compliance to all applicable standards.

Selecting an Installer:

We recommend performing your own due diligence before appointing an installer. This should include checking online consumer review websites and social media profiles, verifying their years in business, and requesting contactable references to confirm their track record.

Compliance Standards:

All installations must strictly adhere to SANS 10142-1:2024 Edition 3.2; the Occupational Health and Safety Act and where applicable NRS 097-2-1:2024.

Workmanship vs. Product Warranty:

Please note that Sunsynk provides a warranty on the hardware only. If a product failure is found to be the result of poor workmanship, incorrect cable sizing, or faulty or non-compliant installation, even if the installer is a Registered Electrical Contractor and/or a Recommended Installer, the warranty claim may be rejected. In such cases, your recourse lies with your chosen installer's workmanship guarantee.

6. LOGISTICS AND SHIPPING LIABILITY

Defective Goods (Within 6 Months): Sunsynk shall be responsible for the costs of collecting the defective product/s and returning the repaired/replacement to the customer or distributor.

Warranty & Out-of-Warranty (After 6 Months): The customer is responsible for the cost and risk of "carry-in" shipping to our service centre. Sunsynk will cover the return shipping only for valid warranty repairs.

Risk in Transit: The sender is responsible for secure packaging. Sunsynk accepts no liability for items damaged in transit due to inadequate packaging.

De-installation: Hardware warranties cover the unit only. Costs for site visits, de-installation, or re-installation by a technician are not included.

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7. RMA (RETURN MERCHANDISE AUTHORIZATION) PROCESS

No returns will be accepted if the inverter / battery in question has been de-installed without seeking technical advice and support from the call centre and related support networks; RMA requests may be logged by emailing support@sunsynk.com or by calling us on (+27) 010 100 3589.

No returns will be accepted without a valid RMA ticket/reference number, and all required information, as requested on the RMA form.

To log a return use the following link, ensuring that you provide the serial number, proof of purchase, and a detailed fault description. Failure to provide a detailed fault description will result in an assessment fee being charged : <https://sunsynkenquiry.mifusion.co.za/>

Labelling: When returning a product, the RMA number must be clearly visible on the outside of the packaging.

8. OUT OF BOX FAILURE (OBF) POLICY

OBF Window: Products found to be defective within the first 7 (seven) days of installation qualify for an "Advanced Swop-Out," subject to stock availability and proof of compliant installation.

OBF Process: Products are to be 'swopped out' by the distributor that supplied the product; only in exceptional cases will products be swopped out by Sunsynk directly.

OBF Terms and Conditions:

- To facilitate an immediate OBF swop, the product must be returned with all accessories (manuals, cables, etc.).
- While original packaging is preferred for an expedited exchange, its absence does not, however, limit your statutory rights under Section 56 of the CPA to a repair, replacement, or refund for a proven defect, provided the unit is returned in its original condition (excluding reasonable wear and tear or damage caused by the opening of packaging).
- **No swop outs will be considered where the product/s in question have not been evaluated in accordance with the RMA process as set out above.**

9. TECHNICAL EVALUATION AND FAILURE CLAUSES

"No Fault Found" (NFF): If no fault is found after testing, or if the fault is due to incorrect user configuration (BMS settings, etc.), the customer will be liable for the associated diagnostic fees.

No-Fault Failure (External Factors): Warranties do not cover failures resulting from external causes beyond Sunsynk's control, including: (1) damage caused by lightning, grid surges, water ingress, or insect infestation; (2) faults resulting from faulty or non-compliant installation, even if performed by a Registered Electrical Contractor and/or Recommended Installer; (3) repairs sought under the manufacturer's warranty period (after the initial six months) if the product was not registered; (4) cases where the manufacturer's warranty has already lapsed; (5) failure due to pairing with non-compatible equipment; (6) unauthorised tampering or modification of the product/s; (7) abuse or physical damage, unless proof exists that the product was delivered damaged; (8) claims submitted without a valid proof of purchase and a Certificate of Compliance (COC); or (9) any damage or failure resulting from *force*

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majeure events, including but not limited to natural disasters, fire, or other acts of God or circumstances beyond Sunsynk's reasonable control.

Overloading of Inverter: All warranties will be void should the inverter be assessed and found to have been overloaded. Advance push notifications will be issued to alert users of sustained overloading conditions.

Re-Failure Protection (Repair Warranty): All repairs are warranted for a period of 3 (three) months following the repair. In accordance with Section 56(3) of the CPA, if the original defect is not remedied or if a new failure or defect appears within this three-month period, and this occurs during the first six months of the original statutory warranty, the customer is entitled to a replacement or a full refund. After the initial six-month period has lapsed, the customer's entitlement is governed by the terms of the manufacturer's warranty.

10. OUT-OF-WARRANTY & NON-WARRANTY SERVICE FEES

For products that are out of warranty, voided due to exclusions, or where no fault is found, the following process (and associated fees) will apply:

Assessment and Billing: An assessment fee is levied on all products where no valid warranty exists. This fee also applies to products under warranty if the assessment determines that no fault is found, or if the failure was caused by user error or a warranty exclusion. Please ensure that you ask about the assessment fee relating to your product/s.

Quotation and Approval: Once assessed, a formal quotation will be provided for any necessary non-warranty repairs. No work will commence, and no repair costs will be incurred, until the quotation is approved in writing.

If you accept the repair: The assessment fee will be waived, and you will only be billed for the quoted repair and return shipping.

If you decline the repair: You will remain responsible for the assessment fee and all return courier costs before the unit is released.

11. DATA LOSS & SOFTWARE DISCLAIMER

Sunsynk and its technicians are not responsible for the loss of any system settings, history logs, or personal data contained on any hardware returned for service. It is the sole responsibility of the customer to ensure all data and configurations are backed up before the item is submitted for an RMA. We may access remote monitoring data for diagnostics in accordance with the provisions of the Protection of Personal Information Act No. 4 of 2013 (POPIA).

12. UNCOLLECTED EQUIPMENT AND DISPOSAL

Uncollected Items and Storage Fees: Items must be collected within ninety (90) days of the customer being notified that that such item/s is/are ready for collection or following the issue of a repair quotation.

Disposal of Goods: If an item remains uncollected after ninety (90) days, Sunsynk reserves the right to exercise its legal lien (right of retention) over the goods. In such instances, Sunsynk may initiate legal

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proceedings to recover outstanding assessment, repair, and storage costs, which may include obtaining a court order to sell the item at a public auction to defray these expenses.

13. RESERVATION OF RIGHTS AND NON-WAIVER

Sunsynk may, at its sole discretion and in specific instances, choose to relax, indulge, or depart from the strict terms of this After-Sales Service and Technical Support Policy; however, any such extension of grace or departure from standard procedure is granted as a one-time gesture of goodwill only. No such relaxation or indulgence shall be construed as a waiver of any of Sunsynk's rights, nor shall it create a precedent or any future expectation that Sunsynk will waive or modify its rights again. Sunsynk expressly reserves the right to strictly enforce all terms and conditions of this policy in the future, notwithstanding any prior leniency or deviation.

14. COMPLAINTS, DISPUTE RESOLUTION AND ESCALATION

Should you experience any issue or dissatisfaction with our products or services, we request that you approach us directly to give us an opportunity to investigate your claim, to assist you and to resolve the matter. Please lodge a formal complaint with our Customer Service Department using this email address: customerservices@sunsynk.com

Failing a satisfactory internal outcome, you have the right to refer the dispute to the following independent bodies for mediation:

Consumer Goods and Services Ombud (CGSO):

Website: www.cgso.org.za

Email: complaints@cgso.org.za ;

Share Call: 0860 000 272 ; or WhatsApp: 081 335 3005

National Consumer Commission (NCC):

Website: www.thencc.org.za

Email: enquiries@thencc.org.za ; Contact Centre: 012 065 1940

15. POPIA AND DATA PROTECTION

By registering your warranty or utilizing our remote monitoring services (Sunsynk Connect), you consent to the collection and processing of your personal and technical data in accordance with the Protection of Personal Information Act No. 4 of 2013 (POPIA). We use this data to validate warranty claims, provide real-time system diagnostics, and improve product performance. Your information will be stored securely and will not be shared with third parties except as required for service fulfilment or legal compliance. You maintain the right to access, correct, or request the deletion of your personal information at any time.

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16. ACCESSIBILITY AND AVAILABILITY

This Warranty Policy is available on our official website www.sunsynk.org and is displayed at all authorized service centres. To ensure inclusivity, we can also provide this document in alternative languages upon request. If you require a translation, please contact us at: customerservices@sunsynk.com

17. CONTACT AND SUPPORT DETAILS

For queries regarding this policy, to register your warranty, or to initiate a service request, please contact our Customer Service and Technical Support team using the following official channels:

Email Support: customerservices@sunsynk.com (for complaints and service-related concerns);
support@sunsynk.com (for repair and service-related enquiries; general and technical support).

Telephonic Support: (SA): +27 (0)10 100 3589 (Available Monday – Friday, 08:30 to 17:00).

Technical Support: (SA): +27 (0) 66 466 1776 – WhatsApp only.

Warranty Registration: www.sunsynk.org/warranty

Physical Address: 375 Angus Crescent, Northland Business Park, Hoogland, Randburg, Johannesburg.

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