

	Document:		Return Merchandise Authorization (RMA)		
	Document #:	POL-RMA-SSA	Prepared by:	Neil Stander	Department:
	Region:	South Africa	Reviewed by:		i) Service and Repairs
	Revision:	Rev 0	Approved by:	Matthew Hickin	ii) Operational
			Effective Date:	2026/07/01	Page 1 of 2

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

RMA – Return Merchandise Authorization

To ensure efficient service delivery and minimise downtime for end-users, this notice formalises the responsibilities of our Distributors in the Return Merchandise Authorization (RMA) process for our solar inverters and batteries.

1. Technical Triage and Diagnostics

Distributors are responsible for the initial technical assessment of any unit returned by an installer or customer.

Initial Testing:

Conduct baseline telephonic support identifying the possible fault and identify the primary cause of failure.

On-Site Support:

Provide technical support to installers to establish the nature of the fault prior to the unit being decommissioned and dispatched for repair.

Log Verification:

Review remote monitoring data and on-site fault codes to differentiate between manufacturing defects and installation/site-related issues.

2. Execution of Basic Level Repairs

Distributors are authorised and expected to execute basic level repairs and maintenance. These include, but are not limited to:

Component Replacement:

Replacement of LCD screens, WiFi cards, Surge Protection Devices (SPDs), MC4 connectors, and internal fuses.

Maintenance:

Execution of mandatory firmware updates as required by technical bulletins.

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Stock Management:

Sunsynk and distributors to ensure a sufficient supply of these common spare parts is maintained to facilitate rapid resolution.

3. Swop-Out and Replacement Protocol

Any swop-out or full unit replacement is subject to the following conditions:

Sunsynk Authorization:

A replacement may only be issued with prior written authorization from Sunsynk technical support.

Stock Usage:

Authorized swop-outs must be fulfilled from the Distributor's own stock.

Credit Process:

Once the defective unit is received and verified by Sunsynk, a credit will be applied to the Distributor's outstanding balance or against their next order.

4. Full RMA Documentation

Distributors are required to adhere to the full terms, conditions, and exclusion criteria (including CoC requirements and OBF windows as detailed in the After-Sales Service & Technical Support Policy document).

FOR MORE INFORMATION please refer to our full After-Sales Service & Technical Support Policy document available on our official website: www.sunsynk.org . This document is also available via email. For your copy, please contact us on customerservices@sunsynk.com or support@sunsynk.com

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