

# WE ARE HERE FOR YOU



## GLOBAL SERVICE NETWORK



## QUICK REACTION TIME



## FREE SERVICE APPOINTMENTS

Things don't stop with the product purchase.  
What matters most is you!

Whatever may be your request, we are happy to help. With our global service network we are able to **support you wherever you are.**

Give us a call for immediate support or visit our Service Portal. **we will get back to you within 4 hours** and find the best and easiest solution for you!

First time installing a Sungrow inverter up to 20 kW?  
**Benefit from our free service appointments!** Carefree installation and commissioning with a Sungrow service expert by your side. Just give us a quick call!

SERVICE HOTLINE  
**00800-4327-9289**

SERVICE PORTAL  
**click here**

LOCAL SUPPORT  
**learn more**

# ANY ISSUES? REACH OUT TO US!

## 1 CHECK MANUAL / ERROR CODES



**All manuals with error codes are available online**

[www.sungrowpower.com](http://www.sungrowpower.com)

## 2 CALL HOTLINE OR OPEN TICKET



**Call our service hotline**

00800-4327-9289



**Open a ticket**

Visit the Service Portal

## 3 HAVE THE FOLLOWING AVAILABLE



### Checklist

Product type  
Serial number  
Country & location  
Purchasing & commissioning date  
Ticket number, if existing

## 4 REMOTE SOLUTION OR EXCHANGE?



**Remote solution possible**

No inverter exchange needed



**No remote solution possible**

Prepare inverter for exchange

## 5 ENABLE QUICK EXCHANGE



**Sign cost declaration form**

[Download here](#)

## 6 EXCHANGE OF INVERTER



### Checklist

Person in charge  
Phone number  
Pick-up address  
Inverter packaging

## 7 GET REPLACEMENT RATE



**Inverters up to 20 kW**

60 - 100 € for first inverter  
30 - 50 € for any further inverter



**Inverters bigger than 20 kW**

80 - 180 € for first inverter  
40 - 90 € for any further inverter

## 8 BE HAPPY



# FREQUENTLY ASKED QUESTIONS



**ROBERTO ARANA-GONZALEZ**  
Service Manager Distribution  
Sungrow Germany

## 1 Where to find certifications, manuals and further relevant documents?

All needed documentation can be found in the download section of the Sungrow website. Please click **here**.

## 2 How to arrange a free service appointment for the first Residential installation?

Simply call our service hotline 1 day before your commissioning date and ask for your free appointment. One agent will be available for you during the agreed appointment.

## 3 How long is the manufacturer warranty valid?

10 years for inverters up to 20 kW and 5 years for inverters bigger than 20 kW. The warranty starts with the end-user purchasing date.

## 4 What is the difference between manufacturer & extended warranty?

All our products come with manufacturer warranty. In case of a defective device, you receive a replacement inverter plus a handling fee. Warranty Extensions extend the warranty coverage of replacement inverters, but not the handling fee.

## 5 When can the extended warranty be purchased?

Warranty extensions can be purchased up to 24 months after the production date at your distributor or at Sungrow directly. All details may be found **here**, under point 3 "Extended Warranty".

## 6 Why does a cost declaration form need to be signed before exchange?

With a cost declaration we can quickly send you a replacement inverter without further on-site diagnosis. All valid warranty claims will result in no additional costs for replacing or transporting the devices.

## 7 How long does the exchange of an inverter take?

Once the exchange has been authorized, the new inverter arrives within 1 or 2 days to your selected location. The claimed devices will be collected a couple of days after you notify us it is ready for collection.

## 8 Does Sungrow offer Service webinars and trainings?

Yes, we do offer Service dedicated webinars and half- or full day trainings in our Service Centers. Register **here** for our Power News to stay up to date.