



Prosun Solar is proud to partner up with SAE Group Australia to offer Premium Sungrow products to the market of Australia.

SAE Group Australia as a dealer of Sungrow Power Australia will have the privilege to enjoy the FULL 12 Years Warranty (Parts + Labours) on all the NEW Premium Sungrow Products range.

Procedure:

- The customer or end user can go online via link below : <https://service.sungrowpower.com.au/warranty-registration.html> to register the warranty 3 business days after the system is installed.
- The serial number of each inverter would have been recorded by Prosun Solar prior shipping to dealer and update into centre database for both Prosun Solar and Sungrow. It would be great if dealer can keep record of serial number too which will be useful if there is any discrepancy or for future references.

FAQ:

1. **Q:** Why cannot Sungrow issue a master certificate prior the installation or issue warranty certificate to the business in advance?
A: Warranty certificate is usually for end user customer, and require installation date, property address, and customer full name. Neither Prosun nor Sungrow will this information in advance.
2. **Q:** Why the customer can only register the warranty 3 days after the installation?
A: 12 Years warranty is special offer for Sungrow dealers. There are some internal process taking placing. Both Prosun and Sungrow needs some time to update the inverters information in their centre database.