

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

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.