



## SAJ Warranty Policy in Australia

### 1.1 Standard Warranty Period

Guangzhou Sanjing Electric, Co., Ltd (“SAJ”) grants a standard warranty period of 66 months (5.5 years) for the R5 series, Sununo Plus series, Suntrio Plus series, Sunfree hybrid series, AC-coupled inverters, starting from the date of shipment from SAJ factory or 60 months (5 years) starting from the date of purchased invoice marked (whichever is longer).

For customer in Australia, SAJ’s inverters come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the inverters repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 1.2 Extension of Warranty

The purchaser of SAJ inverters (R5 series, Sununo Plus series, Suntrio Plus series, Sunfree hybrid series and AC-coupled inverters) should extend the warranty period in 18 months from the date of settlement or 30 months from the date of shipment from SAJ by providing the serial number of the unit and purchased receipt (whichever is shorter). You can purchase the warranty extension for 10 years, 15 years, 20 years or 25 years but do not apply the extension beyond the specified date, or else your application will be unacceptable. Please refer to the Warranty Extension Order Form for more details.

Once the purchase of the warranty extension goes into effect, SAJ will send the warranty extension certificate to the customer for confirming the extended warranty period.

### 1.3 Warranty Conditions

If your inverter gets fault and requires troubleshooting, please contact your distributor or dealer directly. Alternatively, feedback briefly to SAJ for logging and send your scanned warranty card to SAJ Service Team (service@saj-electric.com) by email to process the warranty claim.

During the Warranty Period, SAJ only covers the costs of materials, delivery (land or sea transportation) and other derived expense, for example custom taxation, when you send defective products to SAJ/SAJ distributor or/and SAJ/SAJ distributor send refurbished products to you for replacing any product or parts of the product proved to be defective in design or manufacture. To claim the warranty under the warranty policy of SAJ, you need to supply us with the following information and documentation regarding the faulty inverter:

- (1) Product Model No.(e.g. R5-3K-S2) and serial number (e.g. R5S2302G1821E00001).
- (2) Copy of the invoice and warranty certificate of the inverter.
- (3) Copy of the installation report and installation date.
- (4) Error message on eSolar Portal ( if available ) or any information which would be helpful to determine the defect.
- (5) Detailed information about the entire system (battery, circuits, etc.).

Documentation of previous claims/exchanges (if applicable).

### 1.4 After receiving above information, SAJ will decide how to proceed the service

- Repaired by SAJ factory, or SAJ authorized service center overhaul.
- Repaired on-site by SAJ Service Center.
- Offer a replacement device of equivalent value according to model.

In the case of an exchange, the remaining portion of the original warranty period will be transferred to the replacement device. You will not receive a new certificate, as your entitlement is documented at SAJ. While the original model stop producing or out of stock, SAJ will provide new model type of inverter or an equivalent value



product.

If the inverter needs to be replaced following assessment, SAJ will send a replacement unit immediately. The defective inverter should be sent back to the closest SAJ Service Center by packing in its original package if possible. SAJ keeps the right to accomplish the warranty service works via SAJ authorized service partner.

### 1.5 Service after Warranty Expiration

If the inverters for maintenance are out of warranty, SAJ charges an on-site service fee, parts, labor cost and logistic fee to end-user. Detailed standard refers to the listed table.

Item	Return to Factory for Maintenance	On-site Maintenance
Without parts replacement	Labor + Logistic fee (to & from SAJ)	Labor + On-site attendance fee
With parts replacement	Labor + Parts + logistic fee (to & from SAJ)	Labor + On-site attendance fee + Parts

- On-site attendance fee: Cost of travel and time for the technician in attending on-site.
- Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
- Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
- Logistic fee: Cost of delivery, tariff and other derived expense when defective products are sent from user to SAJ or/and repaired products are sent from SAJ to user.

### 1.6 Exclusion of Liability

Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by SAJ for the following investigation):

- ◆ "Warranty Card" not being sent back to Distributor/Dealer or SAJ;
- ◆ Product modified, parts replaced or attempt to maintain;
- ◆ Changes, or attempted repairs and erasing of series number or seals by non SAJ technician;
- ◆ Incorrect installation or commissioning;
- ◆ Failure in complying with the safety regulations (VDE standards, etc.);
- ◆ The inverter has been improperly stored and damaged while being stored by the Dealer or the end user;
- ◆ Transport damage (including scratch caused by movement inside packaging during shipping). A Claim should be made directly to shipping company/insurance Company as soon as the container/packaging is unloaded and such damage is identified;
- ◆ Failure in following any / all of the user manual, the installation guide and the maintenance regulations;
- ◆ Improper use or misuse of the inverter;
- ◆ Insufficient ventilation of the inverter;
- ◆ Influence of foreign objects and force majeure (lightning, grid overvoltage, severe weather, fire, etc.)
- ◆ Any out-of-pocket costs incurred by Installer/Distributor or compensation from electricity production loss are not borne by SAJ in the standard warranty;

For further information on SAJ warranty regulation and reliability, please visit our website: [www.saj-electric.com](http://www.saj-electric.com).

## Warranty Card

The installer should fill in the second form while installing the inverter. For warranty claim, please complete the below forms and send this page to SAJ, attached with the Customer's invoice.

### For customer to fill in

Name:		
City:	Country:	Zip:
Tel:	Fax:	E-mail:

### Information on device

Device type:	Serial No.(S/N):
Invoice No:	Commissioning date:
Fault time:	
Error message (Display reading):	
Brief fault description & photo:	
Signature: _____ Date: _____	

### For installer to fill in

Modules used:		
Modules per string:	No. of string:	
Installation company:	Contractor license number:	
Company:		
City:	Country:	Zip:
Tel:	Fax:	E-mail:
Signature: _____ Date: _____		





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## Contact SAJ

### **Guangzhou Sanjing Electric Co., Ltd.**

Add: SAJ Innovation Park, No.9, Lizhishan Road, Guangzhou Science City, Guangdong, P.R.China.

Web: <http://www.saj-electric.com>

### **Technical Support & Service**

Tel:+86 20 6660 8588 Fax:+86 20 6660 8589

E-mail: [service@saj-electric.com](mailto:service@saj-electric.com)

### **International Sales**

Tel: +86 20 6660 8618/6660 8619/6660 0082/6660 0086

Fax: +86 20 6660 8589

E-mail:[info@saj-electric.com](mailto:info@saj-electric.com)

### **SAJ Australia Pty Ltd**

Add: 17 Silicon Pl, Tullamarine VIC 3043, Australia

E-mail: [info@saj-electric.com](mailto:info@saj-electric.com) Tel: +61 3 8353 1112

Website: [www.saj-electric.com](http://www.saj-electric.com)

### **Supplier in Australia: One Stop Warehouse Pty Ltd**

Add.: 55 Rai Drive, Crestmead, QLD 4132

ABN 46 161 849 323

Email: [Service@onestopwarehouse.com.au](mailto:Service@onestopwarehouse.com.au)

Tel.: 07 3387 1888 Fax. 08 9467 2855



**Guangzhou Sanjing Electric Co., Ltd.**

E-mail: [sales@saj-electric.com](mailto:sales@saj-electric.com) Web: [www.saj-electric.com](http://www.saj-electric.com)

Add: SAJ High-TECH Park, No.9, Lizhishan Road, Science City, Guangzhou High-tech Zone, Guangdong, P.R.China (Zip:510663)

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Appendix:

Dear Valued Customer,

SAJ now offers a 5+5 Years Warranty Program (5 years Standard Warranty + 5 years Extended Warranty) in Australia exclusively applied to SAJ R5 Series Single Phase Inverter from June 1, 2019.

Only this type of inverters, R5 Series Single Phase Inverter, purchased by SAJ and/or by SAJ authorized distributors before Dec. 31, 2020 and sold and installed in Australia, is eligible for this 5 + 5 Years Warranty Program. Once the Standard Warranty expires, the Extended Warranty will automatically take effect.

The notice is in conjunction with the SAJ after-sales service policy which has defined the 5 + 5 Years Warranty terms and conditions in detail for SAJ inverters.

For more information, you can make an inquiry to our service team or supplier in Australia:

SAJ Australia Pty Ltd

Add: 17 Silicon Pl, Tullamarine VIC 3043, Australia

E-mail: [info@saj-electric.com](mailto:info@saj-electric.com) Tel: +61 3 8353 1112

Website: [www.saj-electric.com](http://www.saj-electric.com)

Supplier in Australia: One Stop Warehouse Pty Ltd

Add.: 55 Rai Drive, Crestmead, QLD 4132

ABN 46 161 849 323

Email: [Service@onestopwarehouse.com.au](mailto:Service@onestopwarehouse.com.au)

Tel.: 07 3387 1888 Fax. 08 9467 2855

Yours Sincerely,



Guangzhou Sanjing Electric Co., Ltd.

5<sup>th</sup>, December, 2019