

## Warranty Claim Guideline (End Users)

An end-user can lodge an online warranty claim for their eShow devices or Wi-Fi dongles if it is advised by Sungrow service team and provided with a phone call reference number. Replacing an eShow device or a Wi-Fi dongle is easy and it does not require any specific skills to operate it. **Please watch a tutorial video about by clicking [here](#).** If the end-user is not confident lodging an online warranty claim and replacing the device, the end-user may request their installer to lodge the warranty claim, however, Sungrow will not provide any service rebate for the eShow or Wi-Fi device replacement.

To lodge an online warranty claim for an eShow or Wi-Fi device, the end-user must follow the instructions listed below:

- Read Sungrow Warranty Terms and Conditions by clicking [here](#).
- **Provide necessary information for the warranty claim process**, such as inverter serial number, serial number of the eShow or Wi-Fi device and installation date. Please take pictures of the requested information which can later be attached to the online warranty claim form.
- **Open the online warranty claim form** by clicking [here](#). Fill the online warranty claim form by entering all the requested information.
- **Put the phone call reference** provided by the Sungrow service team member in the reference number section.
- **Attach supporting documents** (picture of the eShow or Wi-Fi device) and click submit.

Once an online warranty claim is submitted, the claimant will receive a confirmation email with a reference for the warranty claim. Sungrow will send the replacement device from our warehouse within 2 business days with tracking number. We also attach a prepaid satchel (Australia Post) for return. The end-user can put the faulty device in the prepaid satchel and drop to the nearest Australia post boxes in your areas.

Once above steps are completed, please email Sungrow team to notice the return ([service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)).

Please contact Sungrow Service Team, if you require further assistance.