

January 2023

RE: 50kw 3P HV Sunsynk Inverter warranty

This letter serves to confirm the warranty conditions for the sale of the 50kw 3P HV Sunsynk inverter.

Due to the nature of the equipment, and the risk involved in working with HV (High Voltage) systems it is highly recommended to follow industry best practice and compliance with the relevant SANS and DOL codes. These warranty conditions are not negotiable and any failure to abide by these conditions may result in the inverter warranty being voided.

- Installer must be 3phase qualified, have a PV qualification, and be registered with the DOL (Dept. of Labour).
- Installer must attend training with the battery manufacturer whose battery has been tested and is compatible with the 50kw HV inverter, namely: Solar MD, FreedomWon, Blue Nova. Without proof of this training the inverter is not to be sold. Failure to attend this training will affect the warranty of the inverter.
- Further battery brands may be added at a later stage.
- Sunsynk training is required if the installer has not commissioned any 3phase Sunsynk systems, even if they have, training is advised.
- Use of any battery other than the above is not approved, this will affect the warranty of the inverter.
- Resellers cannot qualify on behalf of their clients; the installer of the system must attend and qualify in their personal capacity.

Please feel free to contact me directly with regards to the above.

Kind regards,