

SOLAR INVERTER

Services for Sunways PT Series Solar Inverters

Sunways AG offers a comprehensive range of services for PT Series Solar Inverters to ensure reliable operation and maximum yields.

Sunways AG offers a 5-year warranty as standard with every PT Series Solar Inverter purchased. An attractive optional warranty extension package for up to 20 years ensures trouble-free operation of your PT Series Solar Inverter. You deal with the annual maintenance, Sunways deals with any faults on site.

If you would rather let experienced Sunways service technicians or certified service partners deal with maintenance tasks, you can take out a maintenance and service contract, which offers an "all-in package for complete peace of mind" at a reasonable annual fee for up to 20 years.

System monitoring accessories

Article no.	Description
002401	Analog modem (Germany, with TAE connector)
002404	Analog modem (international, with RJ11 connector)
002402	ISDN modem
002403	GSM modem



Information and Sales

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sunways
Photovoltaic Technology

Service overview

Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Warranty	1) Standard warranty					2) Warranty extension														
						2) Warranty extension														
						2) Warranty extension														
OR :																				
Maintenance and service contract	3) Maintenance and service contract incl. warranty extension																			

	1) Standard warranty	2) warranty extension
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Article numbers		from 5 to 10 years: SV101120A from 5 to 15 years: SV101130A from 5 to 20 years: SV101140A
Duration	Manufacturer's warranty for 5 years from commissioning, maximum 5 years and 6 months after delivery by Sunways	Warranty extension for up to 20 years from commissioning, maximum 20 years and 6 months from delivery by Sunways
Sunways scope of services	<ul style="list-style-type: none"> On-site repairs through Sunways technician or Sunways service partner Spare parts 	<ul style="list-style-type: none"> On-site repairs through Sunways technician or Sunways service partner Spare parts
Customer-provided	<ul style="list-style-type: none"> Annual maintenance by trained electrician Copy of commissioning protocol or warranty registration 	<ul style="list-style-type: none"> Annual maintenance by trained electrician Copy of commissioning protocol or warranty registration
Contract completion	By returning the warranty registration form (included with each unit)	Within 6 months after commissioning (order form included with each unit)

OR	3) Maintenance and service contract incl. warranty extension	
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Article numbers	Annual fee (for systems with 1 or 2 units): SV201000A Annual fee (for systems with 3 or more units): SV201010A
Duration	up to 20 years from commissioning; maximum 20 years and 6 months from delivery by Sunways
Sunways scope of services	<ul style="list-style-type: none"> System monitoring with monthly and annual yield report via e-mail (PDF) Spare parts On-site repairs through Sunways technician or Sunways service partner with 48 h response time ¹⁾ Annual maintenance with maintenance protocol Parts subject to normal wear and tear Warranty extension during the contract period included
Customer-provided	<ul style="list-style-type: none"> Inverter connected to the Sunways Portal (The customer is responsible for hardware and telephone costs) Optional professional access (chargeable) Copy of commissioning protocol or warranty registration
Contract completion	Within 6 months after commissioning (order form included with unit)
Miscellaneous	Annual invoicing

Please contact your installer for additional information and prices.

¹⁾ 48 hour response time Monday 7:30 a.m. and Friday 6 p.m. only. Longer response times apply outside these periods and during public holidays in Baden-Württemberg or at the installation location. Within Germany