



# POWER LITE LITHIUM BATTERY SYSTEM - SSLB1



## INSTALLATION MANUAL

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# Table of Contents

<b>1. INTRODUCTION</b>	<b>4</b>
<b>2. SAFETY</b>	<b>5</b>
2.1. Transportation	5
2.2. Installation Location	5
2.3. Storage	5
2.4. General Safety	5
2.5. Handling	6
2.6. Damaged Battery	6
2.7. Fire	6
2.8. Qualified Personnel	6
<b>3. SPECIFICATIONS AND FUNCTIONS</b>	<b>7</b>
3.1. Dimensions and Weigh	7
3.2. Specifications	8
3.3. System Introduction	8
<b>4. INSTALLATION</b>	<b>10</b>
4.1. Installation Location Environment	10
4.2. Front View	11
4.3. Recommended DC Breaker	11
4.4. DC Cable Requirements	12
4.5. DC Cable Mounting	12
4.5.1. Material List	12
4.5.2. Steps	12
4.6. Master-Slave Configurations	13
4.6.1. Single Unit	13
4.6.2. Multi-Units	13
4.7. Communication	15
4.7.1. Definition of Voltage Sampling Connector	15
4.7.2. Definition of Voltage Sampling Connector	16
4.7.3. Port CAN/RS485 and RS232	16
<b>5. BATTERY OPERATION AND COMMISSIONING</b>	<b>17</b>
5.1. System Power ON	17
5.2. System Power OFF	17

5.3. Sleep and Wake Up Function	17
5.4. Buzzer Function	17
5.5. System Status Instruction	17
5.6. LED Twinkle Status	18
5.7. SoC Indicator	18
<b>6. MONITORING</b>	<b>19</b>
<b>7. TROUBLESHOOTING</b>	<b>19</b>
<b>8. MAINTENANCE</b>	<b>19</b>
<b>9. WARRANTY</b>	<b>19</b>
9.1. Warrantor	19
9.2. Warrantor	19
9.3. Warrantor	20
9.4. Performance Warranty	20
9.5. Warranty Obligations	20
9.6. Product Suitability	21
9.7. Warranty Term	21
9.8. Persons Entitled to Make Warranty Claims	22
9.9. Claim Notice	22
9.10. Warranty Limitations	22
9.10.1. Excluded Warranty Claims	22
9.10.2. Internet Connectivity	23
9.11. General	23

# 1. INTRODUCTION

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Thank you for choosing Sunsynk's energy storage system.

The energy storage module includes lithium-ion rechargeable batteries with 5.12kWh capacity, and the controller enables a central of multiple modules.

This manual provides information regarding safety precautions to prevent possible accidents and how to use the product. Please read this manual carefully before use for safety and keep this manual handy for reference.

Some prominent features of this product are:

- **Long Life Span**

The battery can be expected to remain serviceable for more than 10 years, considering that it is charged and discharged once a day at room temperature (25°C).

- **Stable**

Olivine-type lithium iron phosphate batteries with excellent thermal stability and storage characteristics are used in this product. The module also incorporates a self-monitoring function to detect any abnormalities in energy storage.

- **Compact Design**

The height is nicely designed in 3U, favoring standard industrial applications.

- **High Scalability**

Multiple energy storage modules can be connected in parallel, and the capacity can be customized according to the intended use.

## 2. SAFETY

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Sunsynk's products are designed with full consideration for safety. However, all electrical appliances can be dangerous if misused; they can cause a fire or electric shock, leading to severe injury or death. For your protection, please read these safety precautions thoroughly.

### 2.1. Transportation

Lithium Ferro Phosphate Batteries are classed as Dangerous Goods (DG) Class 9 UN3480. It is forbidden to subject the product to severe vibration and shock during transportation.

### 2.2. Installation Location

This battery set is to be installed only indoors.

- The product should not be exposed to temperatures above or below the ambient temperature rating specified in this manual.
- The battery should not be installed in direct sunlight.

### 2.3. Storage

If the system is not placed to use, the system must be stored appropriately. Otherwise, Sunsynk shall not be liable for any issues.

- It should be stored in 60% SoC status.
- It should be stored in a ventilated environment, Temp. < 35°C, RoH <65%.
- It should be stored in low-humid ambients.
- It should be stored where professionals can monitor it using the monitor system.

### 2.4. General Safety

#### Definitions of Symbols:

Below are symbols used in this manual and the unit.

Please read through the following definitions before reading the manual.

 <b>WARNING</b>	Ignoring these instructions can lead to a fire or electric shock, causing severe injury or death.
 <b>CAUTION</b>	Ignoring these instructions can lead to electric shock or other accidents, causing injury or harm to nearby products.

- Wear insulating gloves and protection glasses during installation and connection of the set to prevent electric shock or other injuries.
- Water and/or foreign objects inside the module are not allowed.
- The product should not be disassembled. Opening and modifying the set can cause a fire or electric shock.
- The cables should not be damaged. If you damage a cable, it can cause a fire or electric shock.

- The battery should not be punched. DO NOT punch the product
- DO NOT touch with wet hands. If you touch the equipment with wet hands, it may cause an electric shock.
- The vent should not be covered. If the vent is covered, the product can overheat and cause a fire.
- Keep the product away from children and animals.
- DO NOT put anything, stand or sit on the battery set. If you put anything on the set, it may fall and cause injury.

## 2.5. Handling

- The battery should only be used as instructed.
- DO NOT use the battery if it seems broken or damaged.
- The battery is non-user-serviceable and should not be opened for repair.
- Handle the battery with care when installing or transporting it.
- Chemicals should not be used to clean the battery.

## 2.6. Damaged Battery

A damaged battery should not be used and should be returned to Sunsynk or properly discarded via a recycling facility. Leaking electrolytes can cause skin irritation and chemical burns, so contact should be avoided.

Eye	Flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids. Get medical aid.
Skin	Remove contaminated clothes and rinse skin with plenty of water or shower for 15 minutes. Get medical aid.
Inhalation	Remove from exposure and move to fresh air immediately. Use oxygen if available.
Ingestion	Give at least two glasses of milk or water. Induce vomiting unless the patient is unconscious. Call a physician.

## 2.7. Fire

A dry agent extinguisher must be available and used if the battery catches fire. DO NOT use water. Evacuate the area and call emergency services. Toxic gas may be produced if the battery catches fire.

## 2.8. Qualified Personnel

Be aware that only qualified professionals should install the product.

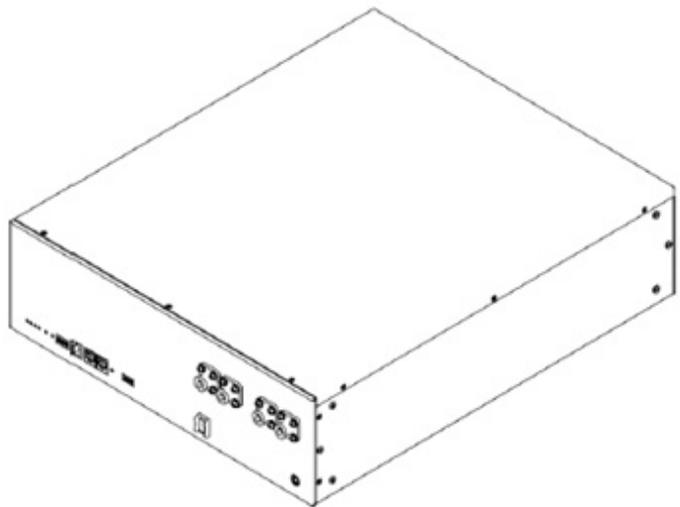
A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and has received safety training on the hazards involved. It is authorized to energize, ground, and tag equipment systems and circuits in accordance with established safety procedures. The inverter and end-using system may only be commissioned by qualified personnel.

### 3. SPECIFICATIONS AND FUNCTIONS

#### 3.1. Dimensions and Weigh

SSLB1 dimensions are presented below. It is well designed for 19-inch cabinet.

Power Lite Lithium Battery System SSLB1	
Depth	530mm
Width	440mm
Height	132mm
Weight	48kg

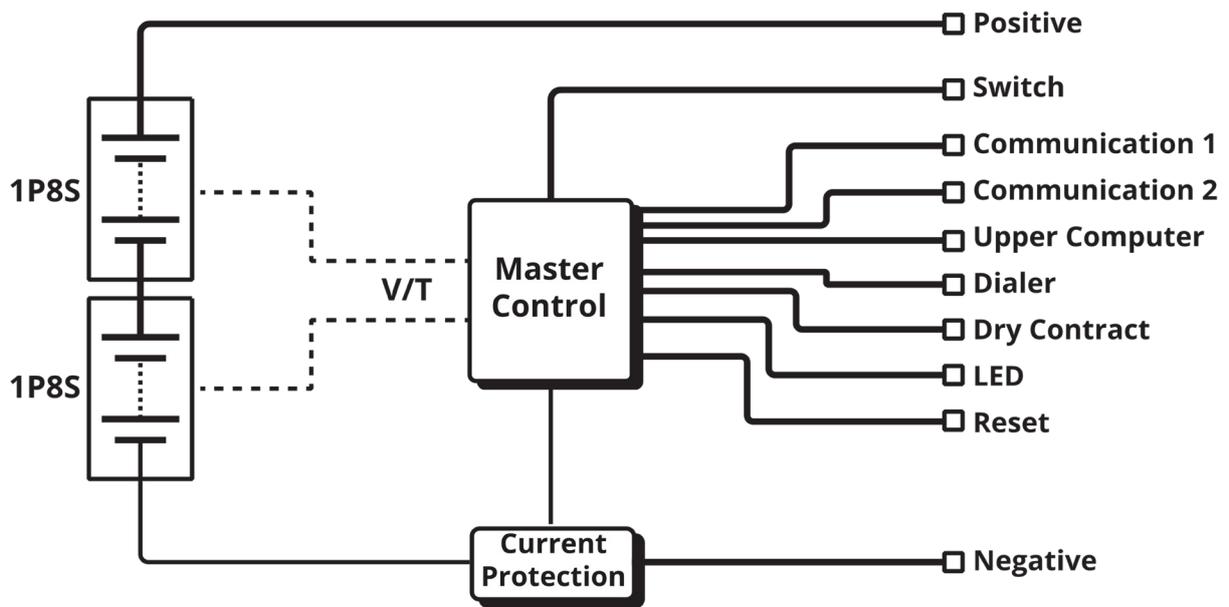


## 3.2. Specifications

Power Lite Lithium Battery System SSLB1	
Cell Type	Lithium Ferro Phosphate (LifePO4 or LFP)
Nominal Operating Voltage	51.2V
Nominal Capacity	100Ah / 5.12kWh
Rated DC Output Power	2.56kW
Depth of Discharge (DoD)	100%
Usable Capacity	5.12kWh
Packing	1P16S
IP Rating	IP40
Minimum Operating Voltage	44.8V
Maximum Operating Voltage	57.6V
Standard Charging Current	50A
Max. Continuous Charging Current	50A
Standard Discharging Current	50A
Max. Continuous Discharging Current	100A (1C, 25°C ± 2°C)
Max. Pulse Discharging Current	200A (2C, 30S, 25°C ± 2°C SoC≥40%)
Max. DC Charge Power	2.56kW
Max. DC Discharge Power	5kW
Standard Charging Method	0.5C CC to 57.6V, CV at 57.6V till current is 0.05C
Min. Operating Temperature (no derating)	Charging: 0°C / Discharging: -20°C
Max. Operating Temperature (no derating)	Charging: 50°C / Discharging: 55°C
Operating ROH	20% ~ 80%
Storage Temperature	-20 ~ 50°C
Self-discharging rate	≤5% (25°C, 50% SoC)
SoC @ the end of the product life	40%
Insulation Resistance	>100MΩ
Voltage Difference in each module	≤20mV
Inner Resistance of a single Cell	0.34 ± 0.05mΩ (fresh cell 30 ~ 40% SoC)
Altitude	Below 2000m
Weight	48kg
Dimensions	440 x 530 x 132mm (not include connector, MSD and other parts)
Expected Life @ 25°C	Greater than 10 years if used as per warranty terms

## 3.3. System Introduction

SSLB1 Energy Storage System consists of 2 sets of M025100-A modules manufactured by Sunsynk. In each M025100-A, there are 8 pcs of 100 Ah LFP cells originating from CATL. The overall system also provides a standard communication port, i.e., CAN and RS485, to monitor the working status and communicate with the upper machine and the Power Conversion System (PCS) in front. The system schematic drawing is presented below.



The batteries are completely compatible with Sunsynk Hybrid Inverters listed below:

- SUNSYNK-3.6K-SG01LP1 IP65
- SUNSYNK-3.6K-SG02LP1 IP65
- SUNSYNK-5.5K-SG01LP1 IP65
- SUNSYNK-8.8K-SG02LP1 IP65
- SUNSYNK-6K-SG02LP1
- SUNSYNK-7.6K-SG02LP1
- SUNSYNK-8K-3P-SG02LP1
- SUNSYNK-10K-3P-SG02LP1
- SUNSYNK-12K-3P-SG02LP1

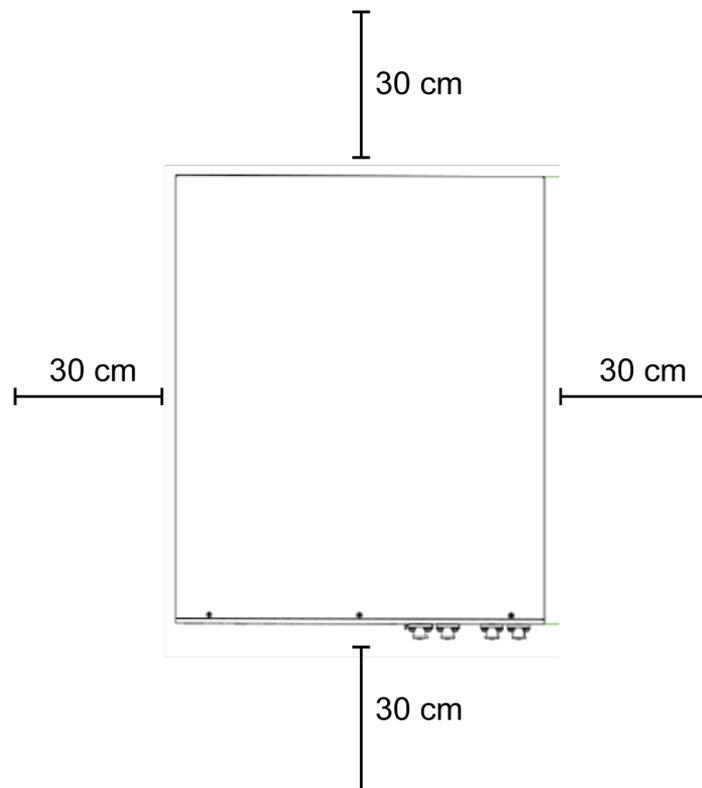
## 4. INSTALLATION

### 4.1. Installation Location Environment

The location of the battery should be in accordance with the operating temperature range and IP rating specified in the Specification section of this manual. Although the batteries run at a low temperature, proper airflow around the batteries is recommended.

When installing the set, the following conditions should be met:

- Please DO NOT install the product in a completely closed area with no air-conditioning. It can overheat and cause a fire.
- DO NOT place in direct sunlight or near a source of heat. This can cause deformation, a breakdown, or a fire. Pay extra attention when you place the system near windows.
- The battery should not be set where excessive oil smoke, steam, moisture or dust is contained in the air.
- Ensure that the batteries are installed in a clean environment with minimal dust.
- Avoid installing the set near the ocean. If unavoidable, appropriate air filtration should be used to prevent salt air in contact with the batteries.
- For proper air circulation to dissipate heat, allow a clearance of approximately 30 cm to the sides of the battery.
- DO NOT install the set near heat sources.



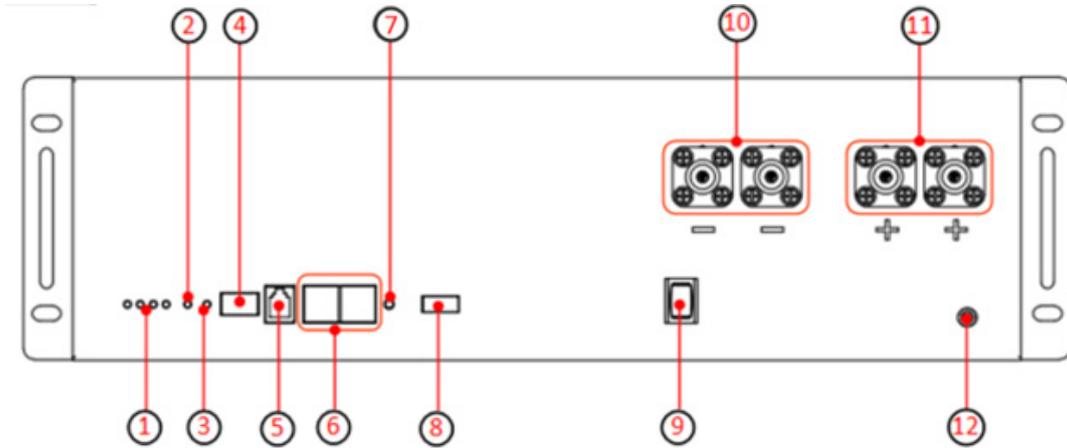
If the batteries are being installed in areas of extreme humidity levels, take the following precautions:

- A humidity control agent must be placed inside the enclosure, with controlled airflow to expel moist air, and/or the system can be installed in a proper room with humidity control.

The SSLB1 battery is well-designed to be installed in a 19-inch cabinet. A suitable IP54 or above enclosure must be used if the battery is installed outdoors.

Please refer to AS/NZS 5139 for the installation requirements in Australia. This product can be installed under Section 5 of AS/NZS 5139 for Preassembled BS products.

## 4.2. Front View



Item	Name	Model	Remarks
1	SOC LED x4		
2	Alarm LED		
3	RUN LED		
4	Dialer		
5	Communication port	RJ11	RS232 To upper machine
6	Communication port *2	RJ45	CAN To PCS RS485 Internal Connection
7	Reset		Waken system from malfunction status
8	Dry Contact		
9	Power On/Off Switch		
10	Port Negative x2	PSR6XAB	Black 5.7, 25mm2
11	Port Positive x2	PSR6XBB	Orange 5.7, 25mm2
12	GND	M6	Yellow-Green, 10AWG

## 4.3. Recommended DC Breaker

An overcurrent protection and isolation device between the battery and inverter. The following circuit breaker models (purchased separately) are supported:

Circuit Breaker Model	Rating	Certificate
Nader NDB1-125	100 A	CCC, CE, CB, TUV, UL1077

**NOTE:** The circuit breaker should operate positive and negative conductors simultaneously.

## 4.4. DC Cable Requirements

Size	Outer Diameter	Max. Voltage	Max. Current
21-33 mm <sup>2</sup>	10-12 mm	1000 V	120 A



### CAUTION

DC cable must be a multicore wire.

## 4.5. DC Cable Mounting



### CAUTION

- Turn off the system before making electrical connections.
- Ensure all the cables are in safe electrical conditions.

### 4.5.1. Material List



Plug



Isolation Cap



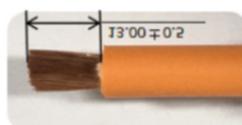
Tail-hood

### 4.5.2. Steps

1. Put the wire through the isolation cap and Tail-Hood.



2. Swipe the outer isolation layer of the DC cable.



- The red is used for the positive and the negative for the black contact. The end of the cable is bunched at the terminal using a wire clamp.



- Tighten the isolation cap and plug the contact.



- Put the positive and negative plugs onto the system and tighten it.
- Use an isolation cap for unused DC plugs.

## 4.6. Master-Slave Configurations

The Master Pack and The Slave Pack, both with the same model (SSLB1), can be used as a single unit and in multi-units (in parallel) mode. The customers must inform the supplier if they intend to connect more batteries (multi-units mode), so one can double-check master-slave settings because the DIP address configuration is different if the number of batteries in parallel changes. The Master Pack can be used individually, but Slave Pack cannot be used separately. Each battery can be set as the master or the slave by changing the DIP address configuration. Please refer to the attached best practice guidance document.

### 4.6.1. Single Unit

If you use only a single battery, it is only necessary to connect the positive and negative cables.

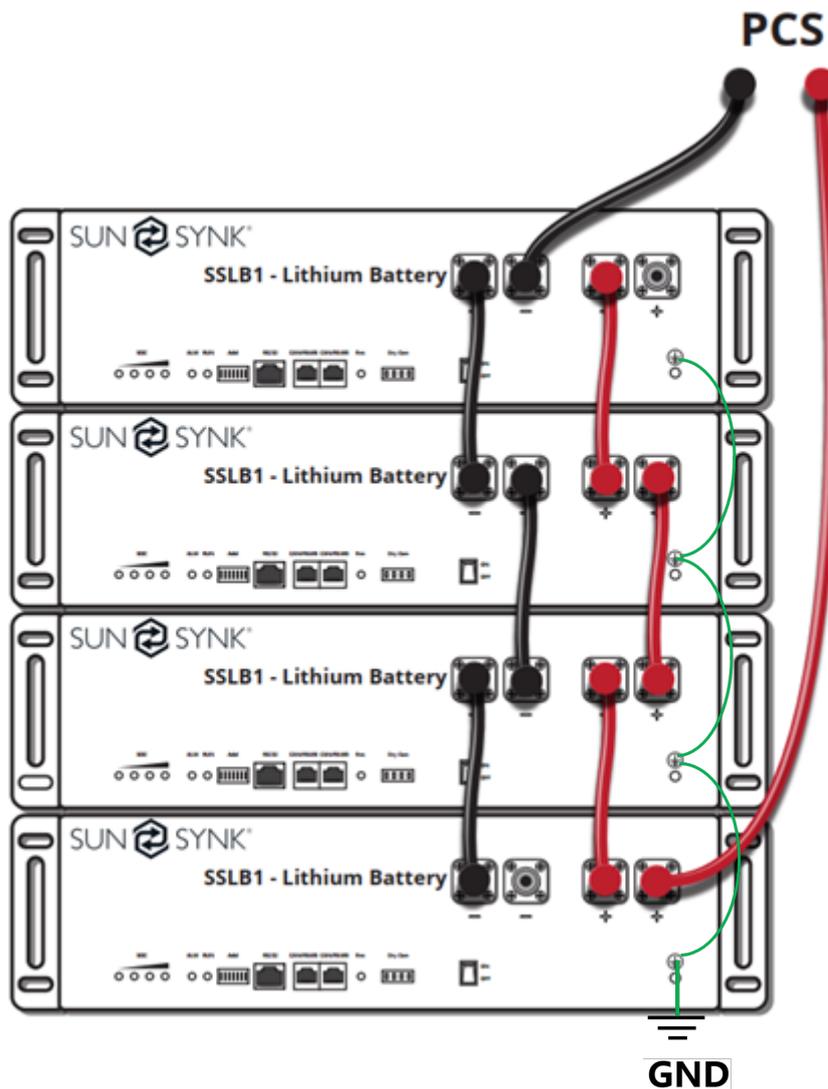


### 4.6.2. Multi-Units

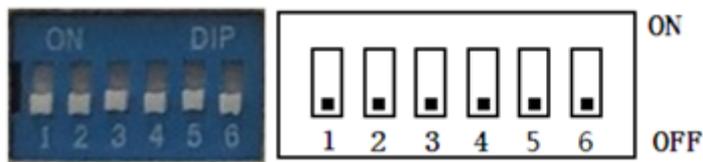
You can add more batteries in parallel to increase the storage capacity. However, no cabinets or racks are supplied with the battery.

In order to connect multi-units, some steps need to be followed. In this example, it is considered that the user will connect up to four batteries.

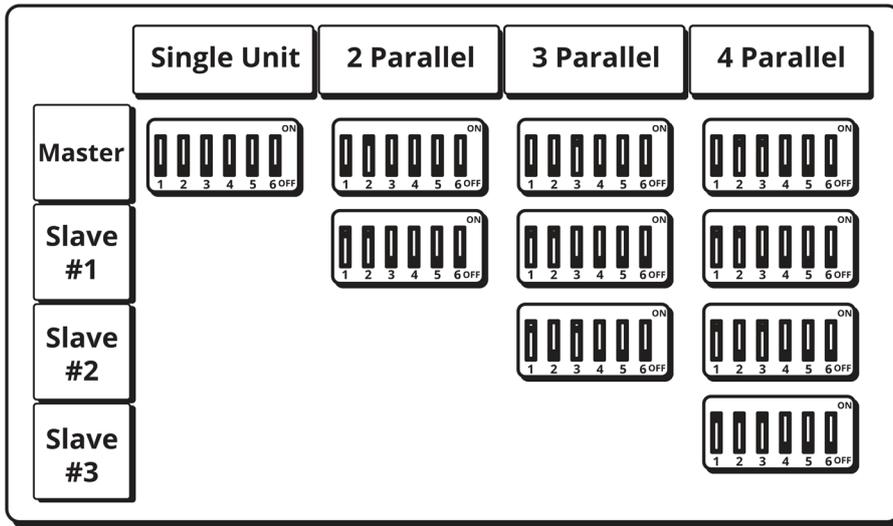
1. Connect all positive terminals.
2. Connect all negative terminals.
3. Connect all the batteries to the same grounding point.



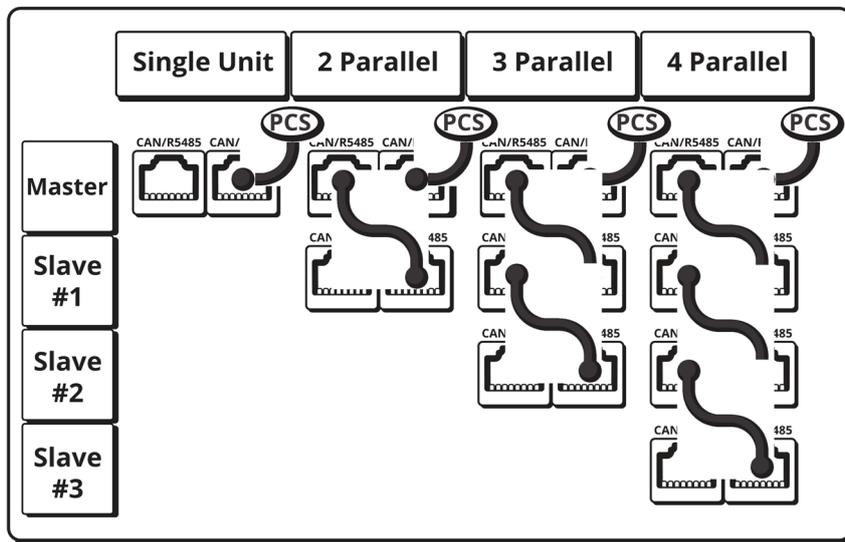
4. In order to set the master and slaves, it is necessary to set up the DIP switches (ON or OFF).



5. Follow the settings presented below to set the desired configuration.



6. It is also necessary to connect the CAN/RS485 cables between the units.



## 4.7. Communication

### 4.7.1. Definition of Voltage Sampling Connector

PIN	Wire No.	Signal	Wire size (mm <sup>2</sup> )	Remarks
1	B0	Signal	0.3	Cell #1-
2	B2+	Signal	0.3	Cell #2+
3	B4+	Signal	0.3	Cell #4+
4	B6+	Signal	0.3	Cell #6+
5	B8+	Signal	0.3	Cell #8+
6	B10+	Signal	0.3	Cell #10+
7	B12+	Signal	0.3	Cell #12+
8	B14+	Signal	0.3	Cell #14+
9	B16+	Signal	0.3	Cell #16+

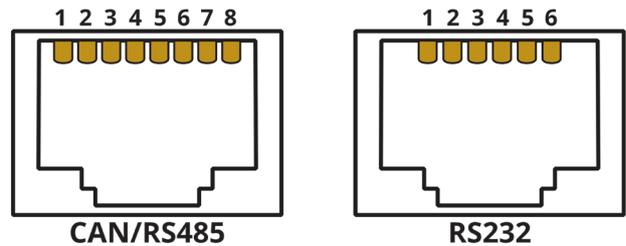
PIN	Wire No.	Signal	Wire size (mm <sup>2</sup> )	Remarks
10	NC	NC	NC	NC
11	B1+	Signal	0.3	Cell #1+
12	B3+	Signal	0.3	Cell #3+
13	B5+	Signal	0.3	Cell #5+
14	B7+	Signal	0.3	Cell #7+
15	B9+	Signal	0.3	Cell #9+
16	B11+	Signal	0.3	Cell #11+
17	B13+	Signal	0.3	Cell #13+
18	B15+	Signal	0.3	Cell #15+

### 4.7.2. Definition of Voltage Sampling Connector

PIN	Wire No.	Signal	Wire size (mm <sup>2</sup> )	Remarks
1	T1+	Signal	0.3	Temp. #1+
2	T2+	Signal	0.3	Temp. #2+
3	T3+	Signal	0.3	Temp. #3+
4	T4+	Signal	0.3	Temp. #4+
5	T1-	Signal	0.3	Temp. #1-
6	T2-	Signal	0.3	Temp. #2-
7	T3-	Signal	0.3	Temp. #3-
8	T4-	Signal	0.3	Temp. #4-

### 4.7.3. Port CAN/RS485 and RS232

The following table shows the connection for the **battery side** and **inverter side**.



	Description - Battery Side	Description - Inverter Side
CAN	Pin 1: CAN-H Pin 5: CAN-L Pin 2, 3, 4, 6, 7, 8: NC	Pin 4: CAN-H Pin 5: CAN-L Pin 1, 2, 3, 6, 7, 8: NC
RS485	Pin 1: RS485B Pin 2: RS485A Pin 3: GND Pin 6: GND Pin 7: RS485B Pin 8: RS485A Pin 4, 5: NC	Pin 1: RS485B Pin 2: RS485A Pin 3: GND Pin 6: GND Pin 7: RS485B Pin 8: RS485A Pin 4, 5: NC
RS232	Pin 3: BMS transmit; Computer receiver Pin 4: BMS receiver; Computer transmit Pin 5: GND Pin 1, 2, 6: NC	Pin 3: BMS transmit; Computer receiver Pin 4: BMS receiver; Computer transmit Pin 5: GND Pin 1, 2, 6: NC

## 5. BATTERY OPERATION AND COMMISSIONING

Before turning on the batteries, please check the installation:

- Check the polarities of the batteries.
- Check if there are no damaged cables.
- Check for local installation compliance.
- Check if proper airflow is provided to the set.

### 5.1. System Power ON

- Installation (including DC cable, communication wire connection, dialer switch, and circuit breaker) is appropriately down.
- Press the Power Switch button and then the external circuit breaker. The green LED should be twinkling and then turn into function mode. (system status can be read from the LED signal, as shown below).

### 5.2. System Power OFF

**Attention: It must be confirmed that the system is off before taking off the DC cables.**

- Press the Power Switch button.
- Green LED should be twinkling and then turn into stop mode.

### 5.3. Sleep and Wake Up Function

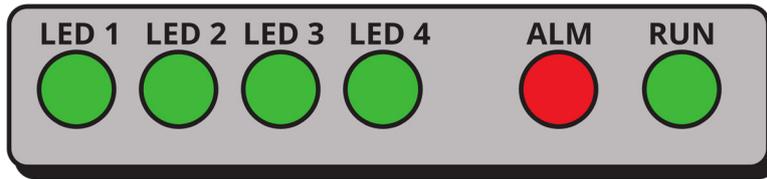
Number	Sleep Condition	Wake Up Condition	Mark
1	Forced sleep by upper computer	Reset button	
2	Forced sleep by soft switch	Soft switch,	Only those equipped with soft switch can pass the call Wake Up
3	Total Voltage is lower than 48V or monomer is lower than 2.8V, and continuous No charge and discharge current for 4 hours, no communication goes to sleep	Reset button, Soft switch, Communication, Charging	Only those equipped with soft switch can pass the call Wake Up

### 5.4. Buzzer Function

- 0.25s per 1s in case of fault.
- 0.25s per 2S during protection.

### 5.5. System Status Instruction

There are 6 LED indicators, 4 green LEDs that present the status of the SoC, 1 red Alarm LED and 1 green Running Status LED (indicating charging, discharging etc.).



Status	Normal/Warning/Protection	RUN	ALM	SoC				Remarks
		●	●	●	●	●	●	
Power Off	Hibernate	no	no	no	no	no	no	ALL No
Standby	Normal	Twinkle 1	no	Real SoC				Standby
	Warning	Twinkle 1	no					
Charging	Normal	Twinkle 2	no					
	Warning	Twinkle 2	no					
	Overcharging	Twinkle 1	no					Overcharging ALM no
	Overheat, Over-current, Low Temp.	Twinkle 1	Twinkle 2					
Discharging	Normal	Continuous	no					
	Warning	Continuous	no					Over-current, ALM no
	Over-discharging	Twinkle 1	no					
	Overheat, Low Temp., Over-current, Shortcut	Twinkle 1	Twinkle 2					
Charging/ Discharging/ Standby	Abnormal	Twinkle at current state	Twinkle 3	If the slave is disconnected or disconnected, the slave ALM light Twinkle;				
	Fault	no	Continuous	no	no	no	no	Fault refers to the hardware fault of BMS voltage cal'yang device, charging MOS damage, temperature sensor disconnection, etc

## 5.6. LED Twinkle Status

Status	On	Off
Twinkle 1	0.25s	3.75s
Twinkle 2	0.5s	0.5s
Twinkle 3	0.5s	1.5s

## 5.7. SoC Indicator

SoC	LED			
	●	●	●	●
	LED1	LED2	LED3	LED4
0~25%	On	Off	Off	Off
25%~50%	On	On	Off	Off
50%~75%	On	On	On	Off
75%~100%	On	On	On	On

## 6. MONITORING

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The battery does not include a monitoring system. However, the user can utilise the inverter's remote monitoring app.

## 7. TROUBLESHOOTING

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The Power Lite SSLB1 battery set is designed to run with most systems as a lead-acid replacement energy storage solution. Lithium batteries have a much higher density related to lead-acid batteries, and they utilise the settings and protections built into the ancillary equipment, the BMS.

When the battery operation is outside limits, the BMS activates to provide safe operation.

During normal operation, there will be a voltage across the terminals of the batteries. If the BMS activates its protection circuit, the battery should restart without external assistance once the fault is cleared. The scenario where this may not occur is on low volt disconnect. In this case, the battery circuit breaker will need to be turned off and on again to restart the BMS.

In rare cases where the voltage does not recover, it is necessary to apply an external power source to the battery output terminal, allowing the battery to charge up above the BMS low voltage cut-off. Once the voltage rises above this point, the BMS will make the battery operate normally.

## 8. MAINTENANCE

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The Power Lite SSLB1 is maintenance-free. However, some verifications can be conducted as part of your overall system maintenance.

- Check LED indicators.
- Check for any obstruction placed around the battery.
- Check battery connections and cables for secure fitting or damage.
- Check circuit breakers by turning them off and on again.

## 9. WARRANTY

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### 9.1. Warrantor

Warrantor is **Sunsynk Ltd**, located at **3-Floor, Wai Yip Industrial Building, 171 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong S.A.R.**

### 9.2. Warrantor

The following limited warranty terms and conditions ('Factory Warranty') apply exclusively to **Sunsynk Ltd's** products of the following types ('Covered Products'):

#### **Power Lite Lithium Battery System SSLB1**

**Valid Date from:**

**which:**

- were manufactured by and bear the original manufacturing label of **Sunsynk Ltd**.

- were sold by **Sunsynk Ltd** directly or through a certified **Sunsynk Ltd** dealer ('Authorised Dealer') as new products in the world.
- were installed and commissioned by an Authorised, Certified Dealer in the world.

### 9.3. Warrantor

For Covered Products, **Sunsynk Ltd** covers all defects in workmanship and materials during the Warranty Period under normal application, installation, use and service conditions as specified in **Sunsynk Ltd's** standard product documentation, and subject to the conditions listed below ('Product Warranty'). The Product Warranty is not intended to be a durability warranty, as end-user conditions and usage are variable. **Sunsynk Ltd** specifically disclaims any warranty to include specific components in any product or service.

Our goods 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 reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality, and the failure does not amount to a major failure.

### 9.4. Performance Warranty

Sunsynk Ltd guarantees that the actual storing capacity of the original battery pack included in the Covered Product ('Power Lite SSLB1') will be not less than 70% of the labelled storing capacity.

### 9.5. Warranty Obligations

- During the Warranty Period, **Sunsynk Ltd** will, at its option, repair the defective parts (if economically easible) or replace the defective part free of charge, provided that you properly notify **Sunsynk Ltd** of the product defect within the Warranty Period and provide that **Sunsynk Ltd**, through inspection, establishes the existence of a defect covered by this Limited Warranty.
- Sunsynk Ltd** will, at its option, use new and/or reconditioned parts in building replacement parts. **Sunsynk Ltd** reserves the right to use parts or products of an original or improved design to repair or replace your product. If **Sunsynk Ltd** repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 90 days from the date of the repair or replacement, whichever is greater.
- This Factory Warranty covers **Sunsynk Ltd** costs for materials necessary to re-establish the trouble-free operation of the Covered Product. This Factory Warranty does NOT cover, however, costs of installation, cost of removal, cost of labour for repair, cost of shipping or cost of reinstallation of a Covered Product or parts thereof.
- In the event of a defect of products or services supplied by **Sunsynk Ltd**, Customer's sole remedy shall be, at **Sunsynk Ltd's** cost and expense up to 100% of the cost of the equipment, (a) repair or replacement of the defective product at **Sunsynk Ltd's** discretion, or (b) re-performance of defective services.
- Except for visible defects of products and services for which Customer shall provide notice to **Sunsynk Ltd** immediately under Section 6.3 of **Sunsynk Ltd's** Terms & Conditions. The Customer shall provide written notice of any defect to Sunsynk Ltd within 10 days after discovering the defect.
- Should **Sunsynk Ltd** be unable to repair or replace defective products or re-perform defective services

to the agreed-upon standard within 30 days after written notice from Customer of such defect, Customer shall grant **Sunsynk Ltd** a 10 -day cure period in writing. Should **Sunsynk Ltd** fail to replace defective products or re-perform defective services to the agreed-upon standard within such 10 days cure period after written notice from Customer, Customer shall have the right to rescind the contract, and **Sunsynk Ltd** shall promptly reimburse Customer for all invoices paid to **Sunsynk Ltd** on account of the such defective product(s) or service(s).

- g. **Sunsynk Ltd's** liability concerning any product, including without limitation **Sunsynk Ltd's** obligation to repair or replace defective products or to re-perform defective services, shall be excluded if (a) Customer fails to inspect products or services as required under Section 6.4 of **Sunsynk Ltd's** Terms & Conditions or elsewhere in those Terms, (b) Customer fails to inform **Sunsynk Ltd** about defects as required under Sections 6.4 of the Terms & Conditions or section (e) or (f) above or elsewhere in this Warranty document, (c) Customer fails to observe product operating and maintenance instructions provided by **Sunsynk Ltd**, (d) any product or product part has been opened, modified, repaired, processed, replaced or installed, or any other work has been performed in relation to or that affects any product, by a non-certified or otherwise unauthorised person, (e) any other act or omission has occurred that otherwise has resulted in a loss of product warranty.
- h. In the event, **Sunsynk Ltd** determines that an alleged product or services defect did not exist or, if it existed, was excluded from **Sunsynk Ltd's** liability by **Sunsynk Ltd's** Terms & Conditions, Customer shall reimburse **Sunsynk Ltd** for all costs and expenses incurred by **Sunsynk Ltd** as a result of **Sunsynk Ltd's** attempt to repair, replace or re-perform.
- i. **Sunsynk Ltd** is not liable for product(s) damaged through installer error or installation error regardless of the installer's status of having attended or not attended the **Sunsynk Ltd** provided Certified Installer Training. Determination of warranty coverage is as set out in this Warranty document and at the discretion of the **Sunsynk Ltd** Service team.
- j. EXCEPT AS OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING REMEDIES STATE **SUNSYNK LTD'S** SOLE AND EXCLUSIVE OBLIGATION AND YOUR SOLE AND EXCLUSIVE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY.

## 9.6. Product Suitability

Sunsynk Ltd's products are designed to meet stated EU AND U.S. Safety Standards and Regulations. Because local safety standards and regulations vary significantly, Sunsynk Ltd cannot guarantee that products meet all applicable requirements in each locality. The Customer assumes responsibility for compliance with such safety standards and regulations in the localities where a product will be shipped, sold or used. Before purchasing and using any product, the Customer shall review the product application, national and local codes and regulations and must verify that the use and installation of the product will be in compliance in addition to that.

## 9.7. Warranty Term

- a. The warranty period ('Warranty Period') for the Covered Product commences upon the initial purchase from Sunsynk Ltd or an Authorised Dealer (as evidenced by the purchase invoice date).
- b. The Warranty Period for the Product Warranty (Section 3) terminates upon the earlier of (i) 123 months after purchase of the Covered Product or (ii) 120 months after installation of the Covered Product by an Authorised Dealer.

- c. The Warranty Period for the Performance Warranty (Section 4) terminates upon the earlier of (i) 123 months after purchase of the Covered Product, or (ii) 120 months after installation of the Covered Product by an Authorised Dealer, or (iii) 10,000 full (100%) charging cycles of the Battery Pack.

## 9.8. Persons Entitled to Make Warranty Claims

Warranty claims may only be made by the original purchaser of a Covered Product if the Covered Product has been registered through Sunsynk Ltd's product registration website during the installation process by the Authorised Dealer or a person to whom the title to the Covered Product has been transferred, provided that the Covered Product remains in its original location and configuration (including, without limitation, a purchaser of a building, who acquires the covered product as a fixture to the building).

## 9.9. Claim Notice

- a. Suppose you believe you have a justified claim covered by this Factory Warranty. In that case, you must submit the claim in writing ('Claim Notice') to Sunsynk Ltd within the applicable Warranty Period to **Sunsynk Ltd's** address set forth above or such future address as **Sunsynk Ltd** may provide from time to time. Any Claim Notice must include the following information:
  - the serial number of the Covered Product for which a Claim Notice is being sent;
  - a copy of the dated purchase receipt for the Covered Product;
  - a copy of the installation protocol for the Covered Protocol signed by an Authorised Dealer;
  - information about the use of the Covered Product in reasonable detail;
  - information about the defect in reasonable detail.
- b. Upon receipt of your Claim Notice **Sunsynk Ltd** may ask for further information or claim verification from you, receipt of which will be required before processing the claim.
- c. Upon acceptance of your warranty claim, **Sunsynk Ltd** may require you to send the Covered Product at your own cost to a **Sunsynk Ltd** warranty claim centre in the world.

## 9.10. Warranty Limitations

### 9.10.1. Excluded Warranty Claims

- a. Sunsynk Ltd makes no warranties, either expressed or implied, orally or in writing, concerning any other warranty coverage except those expressly stated in this limited Factory Warranty.
- b. The Factory Warranty does not cover damages that occur due to:
  - Transport damage;
  - Installation or commissioning through any person who is not an Authorised, Certified Dealer;
  - Failure to observe the user manual, maintenance regulations and intervals;
  - Modifications, changes, or attempted repairs, except as conducted by an Authorised Dealer;
  - Incorrect use or inappropriate operation;
  - Insufficient ventilation of the Covered Product;
  - Failure to observe the applicable safety regulations;

- Force majeure.

This factory warranty does not cover cosmetic defects which do not directly influence energy production or degrade form, fit, and function.

Claims that go beyond the scope of this limited Factory Warranty, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits, are expressly NOT covered by this Factory Warranty.

In no event will **Sunsynk Ltd** be held responsible or liable for any personal injuries resulting from the use of the system or for any other damages, whether direct, indirect, incidental, or consequential, even if **Sunsynk Ltd** has been advised of such damages.

## 9.10.2. Internet Connectivity

**Sunsynk Ltd** requires continuous online access to the Covered Product via an internet connection as a condition of this limited Factory Warranty. This Factory Warranty requires that the Covered Product be appropriately connected to the internet through your internet provider and excludes any defects resulting from your acts or omissions that prevent **Sunsynk Ltd** from accessing the Covered Product online as may be required for software upload or performance data download.

## 9.11. General

This limited Factory Warranty and the terms contained herein supersede all statements contained in all user manuals, installation manuals, other equipment literature or catalogues, or orally concerning any product or performance warranty for Covered Products.



### Australia Main Dealer

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HYDE PARK SA 5061

+61(0)429 075 444

Website: <http://www.sunsynk.com>

Contact: [leigh\\_horton@pm.me](mailto:leigh_horton@pm.me)

### Manufacturer

Sunsynk Limited (Part of Global Tech)



## CONTACT US

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