



## Ten things that make Sungrid different

1. **Sungrid customers get more power than they bargain for with a Sungrid solar module.**

Our industry leading warranties on power tolerance (+5% -0%), performance (85% after 25 years) and product (10 year parts and workmanship) mean that customers get a greater return on their initial investment in solar. (Please refer to Sungrid Warranty Terms for full details).

2. **Our modules are performing well in the field.**

Ongoing data from the Desert Knowledge Australia Solar Centre shows that both our poly and monocrystalline modules are performing well. Our commitment to high quality components and quality control excellence results in more energy production which in turn delivers better value for money for the end user.

*NOTE: Desert Knowledge Australia, the Australian Government, the Northern Territory Government and the project managers, CAT Projects do not endorse, and accept no legal liability whatsoever arising from or connected to, the outcomes and conclusions associated with the use of data from the Desert Knowledge Australia Solar Centre.*

3. **Only the best components are used in the Sungrid finished product.**

We only use components sourced from leading international suppliers. This allows the Sungrid modules to be underpinned by industry leading warranty terms, giving consumers the confidence that the module will continue to perform over the long term.

4. **Our quality assurance system includes more than 100 specific assessment points.**

This is incorporated across the entire production and supply chain to ensure that products are made to the exact specifications and relevant certifications demanded by Sungrid.

5. **Sungrid maintain a quality assurance system which includes assessments that are supported by independent inspections, including those of the international testing laboratory, VDE.**

This includes the commissioning of factory inspections by international testing laboratory, VDE to check the integrity of the calibration and storage of test equipment and reference modules. All of Sungrid's third party manufacturing facilities are certified as ISO9001 compliant. In addition to facility inspections, a random sample of Sungrid modules are re-tested and witnessed by the VDE assessor to check the repeatability and integrity of our testing.

6. **Sungrid modules are always built to the exact, certified bill of materials.**

Sungrid does not substitute cheap components for the original certified bill of materials, nor do we sacrifice quality at any stage of the production process.

7. **The solar cells used in Sungrid modules are amongst the best quality available on the market.**

This is the critical defining benefit of Sungrid modules compared to other brands of solar modules. Our suppliers are leading companies in the silicon and semiconductor manufacturing industries. Their quality assurance and innovative processes ensure that the solar cells utilized in Sungrid's modules will continue to perform over the long term.

8. **Sungrid modules have a deeper frame (40mm vs 35mm on other module brands).**

This ensures that Sungrid modules are more rigid and are less susceptible to twisting and distortion during the packaging, shipping, and installation stages. These dimensions also make our modules more robust.

9. **We minimise safety risk.**

Building modules to IEC standards means the modules tested by the laboratories have passed performance and safety testing standards. Through the use of quality control systems ensuring that the modules you get are the same as the modules tested, you can be assured that what you have will meet the same safety testing standards.

10. **Technical support services.**

Sungrid's technical support team is based in Erina, NSW and is available to be deployed across Australia to assist our customers. Sungrid's technical team regularly visits national and international conferences and expos to keep abreast of technology and industry developments.

Maintaining a technical support team gives Sungrid a distinct advantage in dealing with suppliers of modules and other components of solar PV systems. The technical resources of Sungrid provide the capability to evaluate new technological advances, different brands and equipment and evaluation and management of warranty issues.

We offer phone support for clients during business hours (8am to 5pm Monday to Friday) and after hours support can be accessed through local sales managers as well as via a dedicated email address. Sungrid can provide product and technology training on request.