

Official Statement - Sigenergy Installation Quality and Rectification Requirements

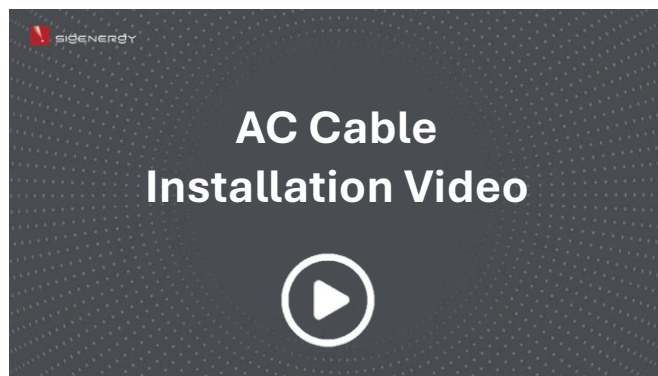
Effective Date: 9 October 2025

Dear Partners,

Thank you for your ongoing support and professionalism.

We have recently completed a detailed review of several AC plug issues on large single-phase Energy Controllers. From site inspections and product testing, we found that on occasion installation methods differ from our official installation manual.

Since safety and reliability are our top priorities, we're taking proactive steps to ensure our installers are fully informed of the correct installation process.



<https://youtu.be/AZqLbYDS3A8>

What Installers Need to Keep in Mind in Reference to Installation Manual

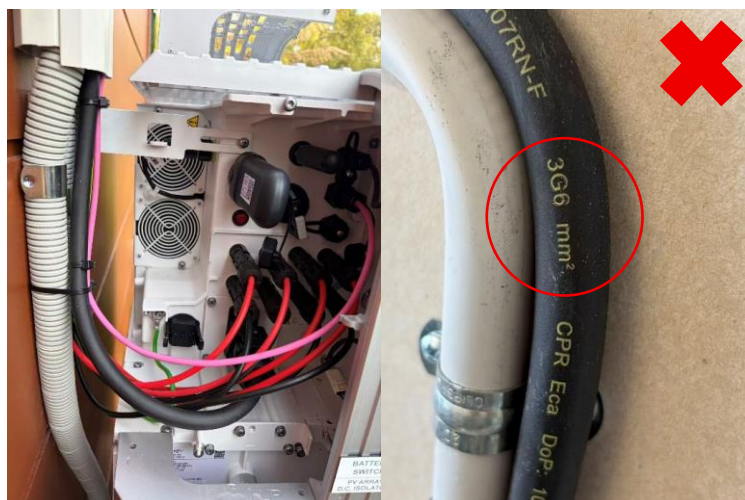
1. Cable size

- For 8 kW & 10 kW single-phase Energy Controllers, use at least 10 mm² AC cable.
- For 12 kW single-phase Energy Controllers, use at least 16 mm² AC cable.

Using thinner cable can overheat components and cause damage.

Example from recent site inspection:

Undersized AC Cable used - 10KW 1PH Energy Controller installed with 6mm² AC Cable leading to overheating and system damage.



Caution

- The specifications of the installer-provided cable must comply with the cable regulations and standards of the country or region standards.
- L, N and PE should be connected to other equipment in sequence without mixing.

Installer-provided cable

S/N	Cable name	Recommended specifications
1	Protective ground cable of inverter housing	Outdoors single-core copper flexible cable Cross-sectional area of core conductor: 10 mm ² ;
2	AC cable	Outdoors three-core copper flexible cable 4~10/16mm ² SigenStor EC / Sigen Hybrid (8.0~10.0) SP Cross-sectional area of core conductor: 10 mm ² ; Outer diameter: 16~20 mm
3	RS485 signal cable	Outdoor shielded twisted pair Cross-sectional area of core conductor: 0.5~0.75 mm ² (multi-core flexible conductor, Tubular terminal needed); 0.5~1 mm ² (single-strand hard conductor, no tubular terminal needed) Outer diameter: 4.5~6.5 mm Cable length: ≤ 1000 m Baud rate: ≤ 9600 bps
4	RJ45 network cable	Outdoor eight-conductor shielded twin-twisted pair cable Cross-sectional area of core conductor: 0.13~0.2 mm ² ; Outer diameter: 4~7.5 mm Single cable length: ≤ 100 m ^[2]
5	DC input cable of inverter (Ignore this cable in case of SigenStor AC inverters)	Outdoor photovoltaic cable Cross-sectional area of core conductor: 4~6 mm ² ; Outer diameter: 4.5~7.8 mm

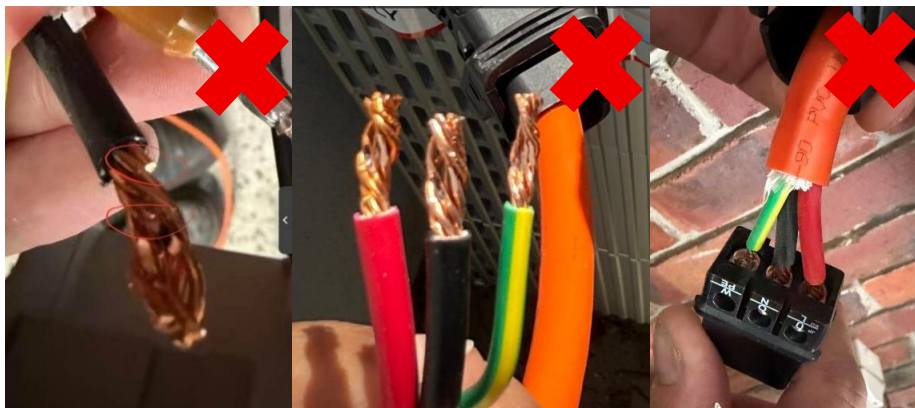
Note [2]: The cable length should be limited for good communication. Too long cable degrades the communication effect. PE communication distance: ≤ 100 m.

2. Ferrules and conductor ends

- Always use ferrules sized correctly for the cable you're working with (10mm ferrule for 10mm cable/16mm ferrule for 16mm cable)
- Don't clamp bare wire strands directly under screw terminals - this can split or break wires and cause bad connections.

Example from recent site inspection:

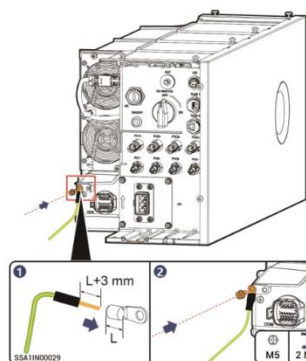
No ferrules used — screws directly compressing conductor strands causing wires to split or break (in some cases, more than 3 out of 7 strands broken).



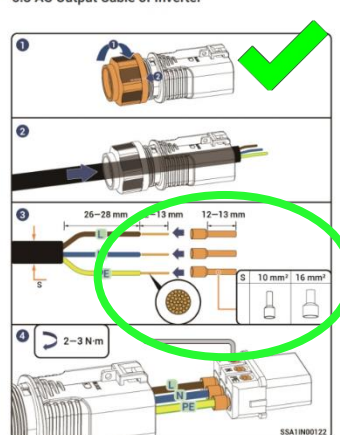
5.2 Protective Ground Cable of Inverter

Tips

The protective ground wire should be grounded in close proximity.



5.3 AC Output Cable of Inverter



3. Crimping tools

- Use a proper hexagonal crimping tool for ferrules to get a solid, safe connection.
- Avoid using pliers or other non-standard tools that don't give a firm, secure crimp: loose crimps can overheat or fail.

Example from recent site inspection:

Non-standard crimping tools used (such as pliers or half moon crimping tool). Improper crimping resulted in irregular, folded or loose ferrules.

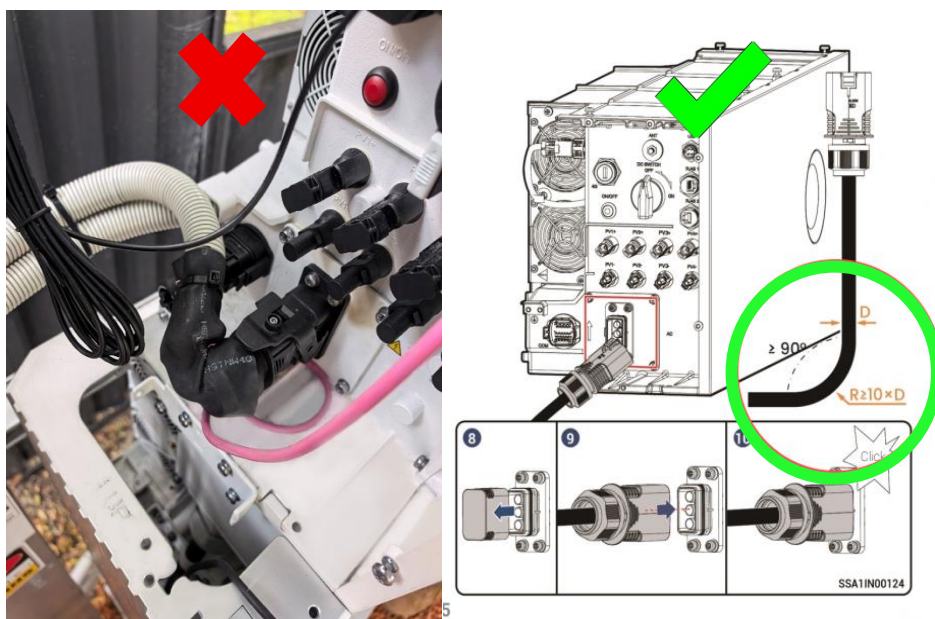


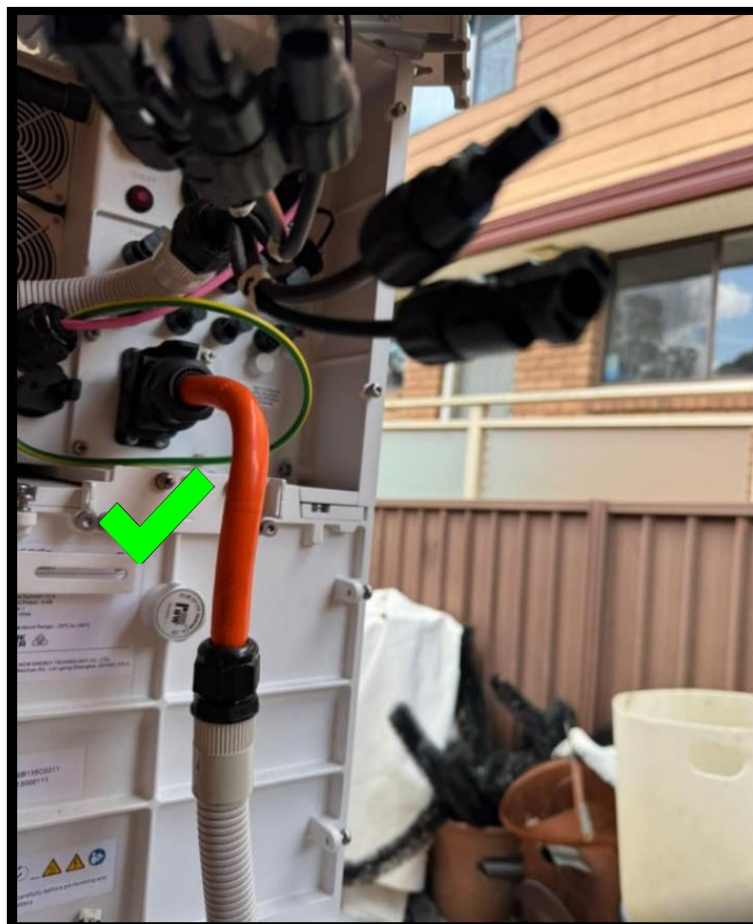
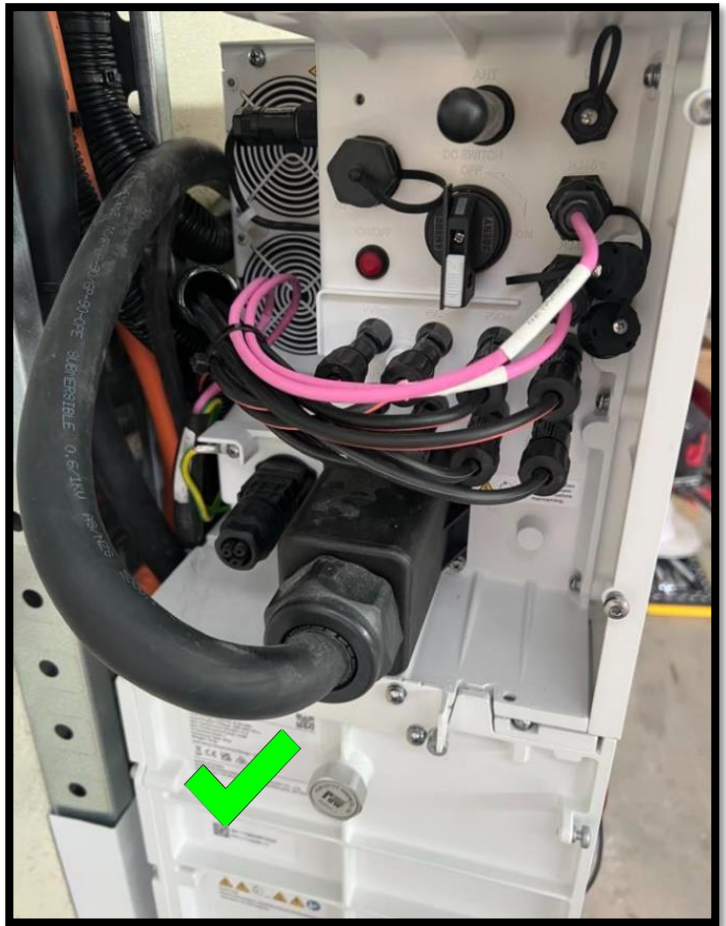
4. Cable bend radius

- Make sure the AC cable isn't bent too sharply: the minimum bend radius should be $10 \times$ the cable's outer diameter.
- Tight bends can stress terminals and increase the risk of overheating or failure.

Example from recent site inspection:

The bend radius of the AC Cable is less than $10 \times$ its outer diameter.





What Sigenergy Is Doing - And How We'll Work With You

Training & support

- We've held training sessions and webinars, and we've launched the **SigenCare Program** to help raise awareness and share best practices.
- Random on-site inspections will continue across Australia to check installations, provide feedback and identify where help is needed.
- We have added a compliance checklist to our MySigen App during the commissioning process to ensure no important steps are missed.
- We're developing a new AC plug design to reduce the chance of installation error in the future.

Rectification & compliance

- If an installation doesn't meet our guidelines, we'll let you know what needs fixing.
- You'll need to redo non-compliant work so it meets installation standards, and allow re-inspection.
- We'll supply technical help, tool advice (for things like crimping), and guidance to support rectification.
- Please note that a refusal to carry out requested rectification work will result in loss of installer certification, meaning you will not be able to install Sigenergy products until the rectification work is completed.

Warranty & responsibility

- From the date of this notice, damage or loss caused by poor installation (i.e. not matching the installation manual instructions) will not be covered under product warranty.
- We emphasise that we want to help installers do great work - this measure is meant to encourage best practice, not to penalise anyone unfairly.

Sigenergy is fully committed to safe, reliable, and professional installations - protecting customer outcomes and your reputation.

Thank you for your cooperation, commitment, and quality workmanship.

Best regards,
The Sigenergy Service Team
10 October 2025