

Sigenergy Recall Process

For recalled energy controllers installed in the field



AC Solar Warehouse

Replacing energy controllers that are already installed and have been officially recalled by Sigenergy

- 1 Email AC Solar Warehouse the following:
 - a. The “Recall permission” letter that you received from Sigenergy.
 - b. Original sales order as proof of purchase from AC Solar Warehouse.
 - c. The business address you wish the replacement unit to be sent to.

Your “Recall permission” letter will look as follows:

Recall Permission

CREDIT REQUEST ORGANIZATION

SIGENERGY AUSTRALIA PTY LTD
Australia

Recall Date

2025-12-10

RMA GRANTING INSTITUTION

Company: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]
Contact Name: [REDACTED]

NO.	WORK ORDER NO.	SN	PRODUCT NAME	PRODUCT NO.	CREDIT QTY.
1	AU2025 [REDACTED]	110A [REDACTED]	SigenStor EC 12.0 SP	11040042	1
TOTAL CREDIT QTY.					1

- 2 You will receive a Sales Order for the replacement unit.

Cash customers: Must pay upfront for the replacement unit.

Once the recalled unit is received to AC Solar Warehouse, a credit will be processed.

Account customers: Will have 30 days to return the stock. If stock is not returned within 30 days, the order will be invoiced to your account.

- 3 You receive the replacement unit with a “grey dot” on the box label to your requested business address and you replace the recalled unit. **Please keep the box and pallet the replacement unit arrived in.**
- 4 After the “grey dot” unit is installed, the customer must pack the recalled unit into the “grey dot” box.



5 Customer must provide the following via email:

- A photo of the recalled unit.

Example of photo for the recalled unit.



- Pick up address.

- Sales order number.

6 Pack and strap the recalled unit to the supplied pallet as per photos:



7 Attach the freight label ASAP to the packed recall unit.

(Freight label will be supplied by AC Solar Warehouse after collection address is confirmed)

8 AC Solar Warehouse will scan the QR code on the recalled controller once this has landed in our warehouse. Sigenergy will be notified and will be responsible to refund the customer for the recall.

***Only once all the stock is received and scanned by our warehouse will Sigenergy be able to process the service fee to you for the recall work.**