



Factory Limited Warranty for SigenStor

(For Australia and New Zealand)

Limited Product Warranty

Sigenenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Covered Product	Covered Part*	Warranty Period
SigenStor	Sigen Battery	10 years
	Sigen Energy Controller	10 years
Accessories	Sigen Energy Gateway HomeMax	2 years
	Sigen Power Sensor	2 years
	Sigen Communication Module	2 years

*Installed on or after November 1st, 2023

*SigenStor series is the Sigen Energy Storage system which contains Sigen Battery and Sigen Energy Controller. The specific model numbers are "SigenStor-5S-5, SigenStor-5S-8, SigenStor-5S-10, SigenStor-5S-13, SigenStor-5S-16, SigenStor-6S-8, SigenStor-6S-10, SigenStor-6S-13, SigenStor-6S-16, SigenStor-6S-24".

Besides the above product, for vulnerable part such as strips light in decorative cover, the warranty period provided by SIGENERGY is 2 years.

Product Warranty commencing on the earlier of:

- The date of product be installed, activated and registered on site.
- The date of retailers' invoice or written documents (such as receiving note) to prove the time when product is delivered to the installation site.

If it can't be judged by the above two information, the warranty starting date shall be 6 months after the product was manufactured.

Limited Performance Warranty

SIGENERGY warrants that the battery system retains either seventy percent (70%) of Usable Energy for ten (10) years, or for a Minimum Through Output Energy which is calculated from the earlier of installation date. Whichever comes first:

**The term "Throughput Energy" is the total amount of energy a battery can be expected to deliver over its life

Covered Product	Usable Energy (kWh)	Minimum Throughput Energy**(MWh)
Sigen Battery 5 kWh	5.2	15.85
Sigen Battery 8 kWh	7.8	23.77

time.

The Battery usage must comply with the operating conditions under the specification and the installation manual supplied by SIGENERGY. For this Limited Warranty, Usable Energy is as measured and calculated using the following testing method and values:

Ambient temperature is between 25°C~ 28°C:

- (i) Discharge the battery with constant current until the battery reaches End of Discharge Voltage or its self-protective voltage.
- (ii) Wait for 10 minutes.
- (iii) Charge the battery with constant current until the battery reaches End of Charge Voltage or 100% SOC.
- (iv) Wait for 10 minutes.
- (v) Discharge the battery with constant current until it reaches End of Discharge voltage or its self-protective voltage. Record the amount of electricity released in the process as the Remaining Usable Energy of battery.

Test value list:

Product	End of Discharge Voltage (V)	End of Charge Voltage (V)	Constant current (A)
Sigen Battery 5 kWh	15	21.9	56
Sigen Battery 8 kWh	22.5	32.85	56

Precondition For Warranty

This Warranty is subject to the following conditions:

- (i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions
 - a. Storage SOC: 20%-50%SOC. Charge and discharge the battery every 6 months.
 - b. Storage temperature: -25°C~35°C
 - c. Storage humidity: 5%RH~95%RH(no condensation). Do not install the battery if any moist or condensation is found.
 - d. Place the equipment in a cool place where away from direct sunlight and rain
 - e. Keep the equipment away from flammable, explosive, and corrosive matters
- (ii) The ambient temperature during the operation of the products shall not fall below 20°C or exceed 55°C.
- (iii) The battery system shall be installed by a skilled and trained installer.
- (iv) The Battery system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- (v) To provide a ten-year limited warranty for inverter and battery, SIGENERGY will update your equipment with a remote firmware upgrade from time to time. These remote upgrades may briefly disrupt the operation of the appliance. By connecting your equipment to the internet, you agree that SIGENERGY may update the firmware of your equipment's features without further notice. If your equipment is not connected to the Internet for an extended period of time, we may not be able to complete such important upgrades. In this case, we may not be able to honor the above warranty commitment. However, we always provide a five-year warranty for inverter and battery, based on the date of first installation.

Claim Process

The claimant can make service request by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in “support” menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

- (i) Contact information of claimant, including name of the person, phone number, email and address.
- (ii) Information regarding all defective system, including model No., serial number, installation date and failure date.
- (iii) Error message on APP screen and additional information regarding the fault/error.
- (iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat it as you have abandoned the right to make a warranty claim.

If this way is not available, please have above information to hand as it may be required when contacting the local installer or SIGENERGY’s national office.

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.

SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement / exchange of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY’s service partner.

Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, SIGENERGY will, at its own discretion,

- (i) Fix the issue by changing configurations or updating software.
- (ii) Exchange the inverter/battery/charger system for a system that is brand new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original one.

If SIGENERGY repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 6 Months from the date of the repair or replacement, whichever is greater.

In case of replacement, the product removed shall become the property of SIGENERGY.



If the system is found not to be covered by this Limited Warranty, SIGENERGY reserves the right to charge a handling fee.

The warranty can only be transferred from the original owner to next owner in case the device is still installed in the initial location.

Warranty Cover Range

Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:

- (i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
- (ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site, and basic travel cost.
- (iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

General Exclusions

This Limited Warranty does not apply to circumstances from the following,

- (i) Damage caused by improper installment by the installer not following the installation instructions.
- (ii) Damage caused by improper use by the end user not following the user manual.
- (iii) Damage caused by willful conduct of users, authorized installers and certified third parties.
- (iv) Disassembly, repairs and replacement of parts by third -party/personnel not authorized by SIGENERGY.
- (v) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
- (vi) Cosmetic issues, wear and tear, which will not adversely affect the proper functioning of the product.
- (vii) Damaged by software, interfacing, parts, supplies or other products not supplied by SIGENERGY.
- (viii) Damage caused during transport, exceeding of temperature range during use.
- (ix) Any rust that appears on the device's enclosure caused by harsh environmental conditions, accidents and external influences.
- (x) Vandalism, engraving, labels, irreversible marking or contamination or theft.
- (xi) The equipment is installed in coastal areas within 500 meters of the coastline.

Limitation of Liability

It is the end user's sole and exclusive remedy against SIGENERGY and SIGENERGY's sole and exclusive liability in respect of defects in product. This limited warranty*** replaces all other



SIGENERGY warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SIGENERGY does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of battery systems or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SIGENERGY's liability shall be limited to the purchase value of the battery system. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

*** In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by SIGENERGY's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this SIGENERGY limited warranty statement may NOT be the latest version, please refer to the latest version of the SIGENERGY limited warranty by visiting global website.

Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. 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.

China Contact Information

Company: Shanghai SIGEN New Energy Technology Co.,Ltd.

Address: No.175 Weizhan Road,Lingang New Area,China(Shanghai)Pilot Free Trade Zone
Shanghai P.R.China.

Email: service@sigenergy.com

www.sigenergy.com

Tel: +86 (021) 61000956

Australia Importer information

Company: Sigenergy Australia Pty Ltd.

Address: Suite 02, Level 7, 191 Clarence Street, Sydney, NSW 2000, Australia

Email: service.au@sigenergy.com

www.sigenergy.com/au

Tel: +61 400 756 464



SIGENERGY

Home Energy Solution

Let the world enjoy green energy



Sigenergy focuses on developing cutting-edge home and business energy solutions, with products ranging from energy storage systems to solar inverters and EV chargers. Our world-class R&D team of hundreds of top industry experts shares the vision of making the world greener via continuous innovation. With global sales and services, we aim to become our customers' most trusted partner on their journey to a more sustainable future.

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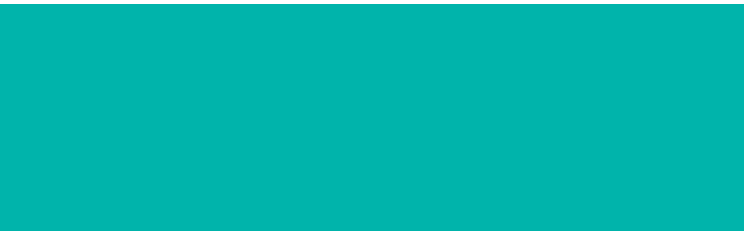
About SIGENERGY

Product

Residential Solution
Product Portfolio

Trusted Partner

Intelligent Manufacturing
Solar-powered Manufacturing
Quality Assurance
Global cases



ABOUT SIGENERGY

Sigenergy focuses on developing cutting-edge home and business energy solutions, with products ranging from energy storage systems to solar inverters and EV chargers. Our world-class R&D team of hundreds of top industry experts shares the vision of making the world greener via continuous innovation. With global sales and services, we aim to become our customers' most trusted partner on their journey to a more sustainable future.

VISION Enjoy Green Energy

MISSION
Be a distributed energy pioneer.
Build intelligent energy solutions with superior safety,
ultra simplicity, and outstanding performance.

SIGEN

Safe **I**ntelligent **G**reen **E**fficient **N**ew



SIGENERGY HOME ENERGY SOLUTION

Combining solar, storage and EV charging, Sigenergy offers an all-in-one Home Energy Solution that helps you lower utility bill and reliance on the grid. Simple to install, easy to use, smart & safe all around, our system is versatile and scalable to meet every need.

Let numbers talk
Sigenergy is raising industry standards

15 mins

stackable installation

5 layers

battery protection

280 Ah

long cycle-life battery cell

0 ms

load-side disruption

5 mins

fast commissioning

IP66

SigenStor protection rating

25 kW

fast EV charging at home

1-click

full system diagnosis



Simple



Versatile



Robust



Intelligent





► **Sigen Energy Controller**
for solar + energy storage system

► **Sigen EV DC Charging Module**
Ready for V2X

► **Sigen Battery**

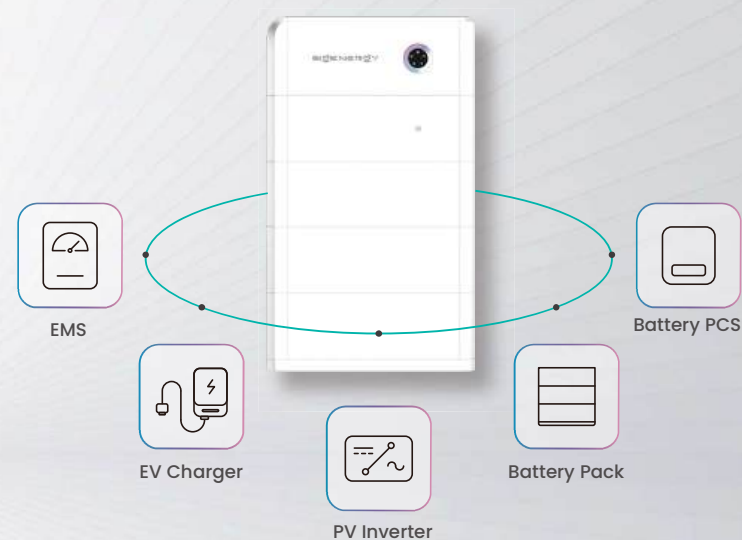
8.0 **5.0**
Energy capacity(kWh)

1 – 6
batteries stackable for each stack

5 kWh – 48 kWh
energy capacity range for each stack

Multiple
systems supported in parallel connection

5-in-One, highly integrated design



Sigenenergy is leading a new way of storing, transferring, and consuming home energy. We provide a genuine all-in-one solar energy storage system, SigenStor. Its unique 5-in-One modular design integrates Solar Inverter, EV DC Charger, Battery PCS, Battery Pack, and EMS into one intelligent home energy system. Simple, robust and versatile, it will be a great addition to your home.

Start small, grow on demand

Controller	x 1	x 1	x 1	x 1	x 1	x 1
Battery	x 1	x 2	x 3	x 4	x 5	x 6
Max. Total Energy Capacity	8 kWh	16 kWh	24 kWh	32 kWh	40 kWh	48 kWh



Sigen Energy Controller

3.0 – 12.0 kW Single Phase

5.0 – 30.0 kW Three Phase

- EMS inside for precise control
- Up to 4 MPP. trackers (three phase)
- Multi-source black start
- On & off-grid compatibility
- DC/AC ratio up to 2 (single phase)
- IP66 system protection rating

Sigen Energy Controller 3.0-12.0 kW Single Phase AU&NZ

SigenStor EC	3.0 SP	5.0 SP	6.0 SP	8.0 SP	10.0 SP	12.0 SP	Units
DC Input (from PV)							
Max. PV power	6000	10000	12000	16000	20000	24000	W
Max. DC input voltage				600			V
Nominal DC input voltage				350			V
Start-up voltage				100			V
MPPT voltage range				50 - 550			V
Number of MPP trackers	2	2	2	3	4	4	
Number of PV strings per MPPT				1			
Max. input current per MPPT				16			A
Max. short-circuit current per MPPT				20			A
AC Output (on-grid)							
Nominal output power	3000	4999	6000	8000	9999	12000	W
Max. output apparent power	3300	4999	6600	8800	9999	12000	VA
Nominal output current	13.6	21.7	27.3	36.4	43.4	54.6	A
Max. output current	15.0	21.7	30.0	40.0	43.4	54.6	A
Nominal output voltage		220 / 230 / 240			220 / 230		V
Nominal grid frequency				50 / 60			Hz
Power factor			0.8 leading ~ 0.8 lagging				
Total current harmonic distortion			THDi < 2%				
Efficiency							
Max. efficiency	98.0%	98.0%	98.0%	97.6%	97.6%	97.6%	
European efficiency	97.0%	97.4%	97.4%	97.0%	97.0%	97.0%	
AC Output (backup)							
Nominal output power	3000	5000	6000	8000	10000	12000	W
Max. output apparent power	3300	5500	6600	8800	11000	13200	W
Peak output power (10 seconds)	4500	7500	9000	12000	15000	18000	W
Nominal output current	13.6	22.7	27.3	36.4	45.5	54.6	A
Max. output current	15.0	25.0	30.0	40.0	50.0	60.0	A
Peak output current (10 seconds)	20.5	34.1	40.9	54.5	68.2	81.8	A
Nominal output voltage		220 / 230 / 240			220 / 230		V
Nominal output frequency				50 / 60			Hz
Power factor			0.8 leading ~ 0.8 lagging				
Total voltage harmonic distortion			THDv < 2%				
Disruption time of backup switch ¹			0				ms
Battery Connection							
Battery module models	SigenStor BAT 5.0 / 8.0						
Number of modules per controller	1 - 6						
Battery module voltage range	300 - 600						
Protection							
Safety protection feature	DC reverse polarity protection, Insulation monitoring, Residual current monitoring, Arc fault circuit interrupter ² , AC overcurrent/overvoltage/short-circuit protection. Type II DC/AC surge protection, Anti-islanding protection						
General Data							
Dimensions (W / H / D)	700 / 300 / 245			700 / 300 / 260			mm
Weight	18			36			kg
Storage temperature range				-40 ~ 70			°C
Operating temperature range				-30 ~ 60			°C
Relative humidity range				0% - 95%			
Max. operating altitude				4000			m
Cooling	Natural convection			Smart air cooling			
System ingress protection rating				IP66			
Communication	WLAN / Fast Ethernet / RS485 / Sigen CommMod (4G/3G/2G)						
Standard Compliance							
Standard ³	IEC/EN 62109-1, IEC/EN 62109-2, IEC/EN 62477, IEC/EN 61000-6-1, IEC/EN 61000-6-2						

1. This refers to the load-side disruption time, to achieve this functionality Sigen Energy Gateway needs to be used together with Sigen Energy Controller and Sigen Battery. Test conditions: In the open-circuit state of the power grid, the nominal power of the Sigen Energy Controller is higher than the total power of the home loads.

2. This is an optional feature only supported in certain models, please contact Sigenenergy for more information.

3. For all standards refer to the certificates category on the Sigenenergy website.

Sigen Energy Controller 5.0-30.0 kW Three Phase AU&NZ

SigenStor EC	5.0 TP	10.0 TP	15.0 TP	20.0 TP	25.0 TP	30.0 TP	Units
DC Input (from PV)							
Max. PV power	8000	16000	24000	32000	40000	48000	W
Max. DC input voltage				1100			V
Nominal DC input voltage				600			V
Start-up voltage				180			V
MPPT voltage range				160 ~ 1000			V
Number of MPP trackers	2	3	3	4	4	4	
Number of PV strings per MPPT				1			
Max. input current per MPPT				16			A
Max. short-circuit current per MPPT				20			A
AC Output (on-grid)							
Nominal output power	5000	9999	15000	20000	25000	29900	W
Max. output apparent power	5500	9999	15000	22000	27500	29900	VA
Nominal output current	7.6	14.4	21.7	30.4	38.0	43.3	A
Max. output current	8.4	14.4	21.7	33.4	41.8	43.3	A
Nominal output voltage				380 / 400			V
Nominal grid frequency				50 / 60			Hz
Power factor				0.8 leading ~ 0.8 lagging			
Total current harmonic distortion				THDi < 2%			
Efficiency							
Max. efficiency	98.1%	98.3%	98.3%	98.3%	98.3%	98.4%	
European efficiency	96.1%	97.5%	97.9%	97.9%	98.0%	98.0%	
AC Output (backup)							
Nominal output power	5000	10000	15000	20000	25000	30000	W
Max. output apparent power	5500	11000	16500	22000	27500	33000	W
Peak output power (10 seconds)	7500	15000	22500	30000	30000	36000	W
Nominal output current	7.6	15.2	22.8	30.4	38.0	45.6	A
Max. output current	8.4	16.7	25.1	33.4	41.8	50.1	A
Peak output current (10 seconds)	11.4	22.8	34.2	45.6	45.6	54.7	A
Nominal output voltage				380 / 400			V
Nominal output frequency				50 / 60			Hz
Power factor				0.8 leading ~ 0.8 lagging			
Total voltage harmonic distortion				THDv < 2%			
Disruption time of backup switch ¹				0			ms
Battery Connection							
Battery module models			SigenStor BAT 5.0 / 8.0				
Number of modules per controller			1 ~ 6				pcs
Battery module voltage range			600 ~ 900				V
Protection							
Safety protection feature			DC reverse polarity protection, Insulation monitoring, Residual current monitoring, Arc fault circuit interrupter ² , AC overcurrent/overvoltage/short-circuit protection. Type II DC/AC surge protection, Anti-islanding protection				
General Data							
Dimensions (W / H / D)			700 / 300 / 260				mm
Weight	36	36	36	36	36	38	kg
Storage temperature range			-40 ~ 70				°C
Operating temperature range			-30 ~ 60				°C
Relative humidity range			0% ~ 95%				
Max. operating altitude			4000				m
Cooling			Smart air cooling				
System ingress protection rating			IP66				
Communication			WLAN / Fast Ethernet / RS485 / Sigen CommMod (4G/3G/2G)				
Standard Compliance							
Standard ³			IEC/EN 62109-1, IEC/EN 62109-2, IEC/EN 61000-6-1, IEC/EN 61000-6-2				

1. This refers to the load-side disruption time, to achieve this functionality Sigen Energy Gateway needs to be used together with Sigen Energy Controller and Sigen Battery. Test conditions: In the open-circuit state of the power grid, the nominal power of the Sigen Energy Controller is higher than the total power of the home loads.

2. This is an optional feature only supported in certain models, please contact Sigenenergy for more information.

3. For all standards refer to the certificates category on the Sigenenergy website.



Sigen Battery

- Large cell capacity, low voltage & durable
- Multi-layer full battery safety protection
- Visible battery status on mySigen App
- Quick connectors for fast installation
- AI enablement, optimised battery cycle life
- Parallel connections for flexible battery mix

Sigen Battery 5.0 / 8.0 kWh

SigenStor BAT	5.0	8.0	Units
Performance Specification			
Battery type	LiFePO4		
Total energy capacity	5.38	8.06	kWh
Usable energy capacity ¹	5.2	7.8	kWh
Battery modules voltage range	300 – 900		V
Max. charge / discharge power	2500	4000	W
Max. charge / discharge current	7.5	12.0	A
Peak charge / discharge power (10 seconds)	3750	6000	W
General Data			
Weight	55	70	kg
Dimensions (W / H / D)	767 / 270 / 260		mm
Storage temperature range	-25 ~ 60		
Operating temperature range	-20 ~ 55		
Relative humidity range	5% ~ 95%		
Max. operating altitude	4000		
Cooling	Natural convection		
System ingress protection rating	IP66		
Installation method	Floor standing / Wall-mounted		
Standard Compliance			
Standard	IEC/EN 60730-1, UN 38.3, IEC/EN 62619, IEC/EN 63056, IEC/EN 62040		

¹ Test conditions: 100% depth of discharge, 0.2C rate charge & discharge averagely at 25°C, at the beginning of life.



Sigen EV DC Charging Module

- V2X ready technology, future proof
- Max. 25 kW bi-directional charging
- 150V ~ 1000V charging, wide EV compatibility
- Charge EV with green solar power
- Remote control on mySigen App
- IP66 system protection, maintenance free

Sigen EV DC Charging Module 12 / 25 kW

SigenStor EVDC ¹	12	25	Units
DC Charging			
Max. charging power of charging port	12.5	25	kW
Max. discharging power of charging port	12.5	25	kW
Operation voltage range	150 ~ 1000		V
Max. operation current	40	80	A
Charging interface	CCS2		
Protection			
Short-circuit protection	Supported		
Over / Under voltage protection	Supported		
Overload protection	Supported		
Over temperature protection	Supported		
Reverse polarity protection	Supported		
Welded contactor check	Supported		
General Data			
Dimensions (W / H / D)	700 / 270 / 260		mm
Weight ²	37 (5m cable) / 39 (7.5m cable) / 41 (10m cable)		kg
Storage temperature range	-40 ~ 70		°C
Operating temperature range	-30 ~ 60		°C
Relative humidity range	5% ~ 95%		
Max. operating altitude	4000		m
Cooling	Smart air cooling		
System ingress protection rating	IP66		
Integrated charging cable length ³	5 / 7.5 / 10		m
Function			
Authentication	RFID card / App / No authentication		
Application	Bi-directional V2X operation ⁴ , Smart load management		
User interfaces	LED indicator, App, RFID		
Remote function	OTA, Remote diagnostics		
Standard Compliance			
Standard ⁵	EN IEC 61851-1, EN 61851-23, EN IEC 61851-21-2, ETSI EN 303 645		

1. Sigen EV DC Charging Module needs to be used together with Sigen Energy Controller.
2. The net weight includes the CCS2 cable-assembly also, but excludes the exteriors, wall-mounting fixtures and the related attachments.
3. Integrated charging cable length refers to the length of the cable that extends from the Sigen EV DC Charging Module, not the length of the exposed cable.
4. V2X functionality is limited by the EV's capabilities. Once the relevant standards are published and tested, V2X feature can be upgraded through the OTA. For the official support of vehicle models and support timelines, please refer to future announcement made on the official website.
5. For all standards refer to the certificates category on the Sigenenergy website.



SIGENERGY



Sigen Hybrid Inverter

3.0 – 12.0kW Single Phase

5.0 – 30.0kW Three Phase

- Battery ready, future proof
- DC/AC ratio up to 2 (single phase)
- Up to 4 MPP. trackers (three phase)
- IP66 protection rating

Sigen Hybrid Inverter 3.0-12.0 kW Single Phase AU&NZ

Sigen Hybrid	3.0 SP	5.0 SP	6.0 SP	8.0 SP	10.0 SP	12.0 SP	Units
DC Input							
Max. PV power	6000	10000	12000	16000	20000	24000	W
Max. DC input voltage				600			V
Nominal DC input voltage				350			V
Start-up voltage				100			V
MPPT voltage range			50 ~ 550				V
Number of MPP trackers	2	2	2	3	4	4	
Number of PV strings per MPPT			1				
Max. input current per MPPT			16				A
Max. short-circuit current per MPPT			20				A
AC Output (on-grid)							
Nominal output power	3000	4999	6000	8000	9999	12000	W
Max. output apparent power	3300	4999	6600	8800	9999	12000	VA
Nominal output current	13.6	21.7	27.3	36.4	43.4	54.6	A
Max. output current	15.0	21.7	30.0	40.0	43.4	54.6	A
Nominal output voltage		220 / 230 / 240			220 / 230		V
Nominal grid frequency				50 / 60			Hz
Power factor			0.8 leading ~ 0.8 lagging				
Total current harmonic distortion			THDI < 2%				
Efficiency							
Max. efficiency	98.0%	98.0%	98.0%	97.6%	97.6%	97.6%	
European efficiency	97.0%	97.4%	97.4%	97.0%	97.0%	97.0%	
Additional Features							
Compatible battery module	SigenStor BAT 5.0 / 8.0						
Number of modules per controller	1 ~ 6						pcs
Battery module voltage range	300 ~ 600						V
Off-grid peak output power (10 seconds)	4500	7500	9000	12000	15000	18000	W
Off-grid peak output current (10 seconds)	20.5	34.1	40.9	54.5	68.2	81.8	A
Nominal output voltage	220 / 230 / 240			220 / 230			V
Protection							
Safety protection feature	DC reverse polarity protection, Insulation monitoring, Residual current monitoring, Arc fault circuit interrupter ² , AC overcurrent/overvoltage/short-circuit protection. Type II DC/AC surge protection, Anti-islanding protection						
General Data							
Dimensions (W / H / D)	700 / 300 / 268			700 / 300 / 283			mm
Weight	18			36			kg
Storage temperature range				-40 ~ 70			°C
Operating temperature range				-30 ~ 60			°C
Relative humidity range				0% ~ 95%			
Max. operating altitude				4000			m
Cooling	Natural convection			Smart air cooling			
Ingress protection rating				IP66			
Installation method				Wall-mounted			
Communication	WLAN / Fast Ethernet / RS485 / Sigen CommMod (4G/3G/2G)						
Standard Compliance							
Standard ¹	IEC/EN 62109-1, IEC/EN 62109-2, IEC/EN 62477, IEC/EN 61000-6-1, IEC/EN 61000-6-2						

1 This is an optional feature only supported in certain models, please contact Sigenergy for more information.
2 For all standards refer to the certificates category on the Sigenergy website.

Sigen Hybrid Inverter 5.0-30.0 kW Three Phase AU&NZ

Sigen Hybrid	5.0 TP	10.0 TP	15.0 TP	20.0 TP	25.0 TP	30.0 TP	Units
DC Input							
Max. PV power	8000	16000	24000	32000	40000	48000	W
Max. DC input voltage			1100				V
Nominal DC input voltage			600				V
Start-up voltage			180				V
MPPT voltage range			160 ~ 1000				V
Number of MPP trackers	2	3	3	4	4	4	
Number of PV strings per MPPT			1				
Max. input current per MPPT			16				A
Max. short-circuit current per MPPT			20				A
AC Output (on-grid)							
Nominal output power	5000	9999	15000	20000	25000	29900	W
Max. output apparent power	5500	9999	15000	22000	27500	29900	VA
Nominal output current	7.6	14.4	21.7	30.4	38.0	43.3	A
Max. output current	8.4	14.4	21.7	33.4	41.8	43.3	A
Nominal output voltage			380 / 400				V
Nominal grid frequency			50 / 60				Hz
Power factor			0.8 leading ~ 0.8 lagging				
Total current harmonic distortion			THDi < 2%				
Efficiency							
Max. efficiency	98.1%	98.3%	98.3%	98.3%	98.3%	98.4%	
European efficiency	96.1%	97.5%	97.9%	97.9%	98.0%	98.0%	
Additional Features							
Compatible battery module	SigenStor BAT 5.0 / 8.0						
Number of modules per controller	1 ~ 6						pcs
Battery module voltage range	600 ~ 900						V
Off-grid peak output power (10 seconds)	7500	15000	22500	30000	30000	36000	W
Off-grid peak output current (10 seconds)	11.4	22.8	34.2	45.6	45.6	54.7	A
Nominal output voltage	380 / 400						V
Protection							
Safety protection feature	DC reverse polarity protection, Insulation monitoring, Residual current monitoring, Arc fault circuit interrupter ² , AC overcurrent/overvoltage/short-circuit protection. Type II DC/AC surge protection, Anti-islanding protection						
General Data							
Dimensions (W / H / D)	700 / 300 / 283						mm
Weight	36	36	36	36	36	38	kg
Storage temperature range	-40 ~ 70						°C
Operating temperature range	-30 ~ 60						°C
Relative humidity range	0% ~ 95%						
Max. operating altitude	4000						m
Cooling	Smart air cooling						
Ingress protection rating	IP66						
Installation method	Wall-mounted						
Communication	WLAN / Fast Ethernet / RS485 / Sigen CommMod (4G/3G/2G)						
Standard Compliance							
Standard ¹	IEC/EN 62109-1, IEC/EN 62109-2, IEC/EN 61000-6-1, IEC/EN 61000-6-2						

1 This is an optional feature only supported in certain models, please contact Sigenergy for more information.
2 For all standards refer to the certificates category on the Sigenergy website.



Sigen Energy Gateway

- Seamless switch to backup mode, worry-free energy usage
- Ready for generator, heat pump or other controllable loads
- Support both whole home backup & partial home backup
- 350 ms reverse power flow protection of grid & generator
- Uninterrupted power supply through PV+ESS/grid/generator

Sigen Energy Gateway for AU&NZ

Sigen Gateway	SP AU	TP AU	Units
Grid Connection			
Grid connection type	Single phase	Three phase	
Nominal AC input / output voltage	220 / 230 / 240	380 / 400	V
Nominal AC input / output current	54.6	91.2	A
Nominal AC input / output power	12	60	kW
Nominal AC frequency	50 / 60		Hz
Disruption time of backup switch ¹	0		ms
AC Output to Backup Port			
Nominal AC output voltage	220 / 230 / 240	380 / 400	V
Nominal AC output current	54.6	91.2	A
Nominal AC output power	12	60	kW
Nominal AC frequency	50 / 60		Hz
Overvoltage category	III		
AC Output to Non-Backup Port			
Nominal AC output voltage	220 / 230 / 240	-	V
Nominal AC output current	54.6	-	A
Nominal AC output power	12	-	kW
Nominal AC frequency	50 / 60	-	Hz
Inverter Connection			
Nominal AC voltage	220 / 230 / 240	380 / 400	V
Nominal AC input current	54.6 (INV1), 32 (INV2) ²	45.6 (INV1), 45.6 (INV2), 30 (INV3) ³	A
Compatible EV charger power	7	11 / 22	kW
Smart Port Connection			
Generator output voltage	220 / 230 / 240	380 / 400	V
Nominal input / output current	54.6	91.2	A
Nominal AC input / output power	12	60	kW
Generator 2-wire start	Supported		
General Data			
Dimensions (W / H / D)	495 / 370 / 165	510 / 750 / 179	mm
Weight	12	23	kg
Storage temperature range	-40 ~ 70		°C
Operating temperature range	-30 ~ 55		°C
Relative humidity range	0% ~ 95%		
Max. operation altitude	4000		m
Cooling	Natural convection		
Ingress protection rating	IP54		
Communication	Fast Ethernet , RS485, dry contact		
Installation method	Wall mounted		

1. This refers to the load-side disruption time, to achieve this functionality Sigen Energy Gateway needs to be used together with Sigen Energy Controller and Sigen Battery. Test conditions: in the open-circuit state of the power grid, the nominal power of the Sigen Energy Controller is higher than the total power of the backup loads.
2. For Sigenenergy single phase inverter products, 8.0-12.0 kW inverters should be connected to the INV1 port, 3.0-6.0 kW inverters should be connected to the INV2 port. The sum of the parallel power of the Sigenenergy inverters cannot exceed 12 kW.
3. For Sigenenergy three phase inverter products, the INV1 and INV2 ports support 17.0-30.0 kW inverter, the INV3 port supports 6.0-15.0 kW inverter. The sum of the parallel power of the Sigenenergy inverters cannot exceed 60 kW.



Sigen Communication Module

- IP66 protection rating, more reliable
- Plug & play, easy to use
- Support 2G / 3G / 4G communication

Sigen Communication Module

	Sigen CommMod	Units
Connection interface	USB	
Installation type	Plug-and-play	
Display	LED indicators	
Dimensions (W / H / D)	52 / 112 / 33	mm
Weight	90	g
Ingress protection rating	IP66	
Power consumption (typical)	< 4	W
Supported standards	4G: FDD-LTE / TDD-LTE 3G: WCDMA / HSDPA / HSUPA / HSPA+ 2G: GSM / GPRS / EDGE3	
Storage temperature range	-40 ~ 70	°C
Operating temperature range	-30 ~ 60	°C
Relative humidity range	0% ~ 95%	
Max. operating altitude	4000	m
Controller / Inverter compatibility	Sigen Energy Controller series Sigen Hybrid Inverter series	





Sigen Power Sensor

- 1% high-accuracy power detection for precise control
- LCD real-time info display, easy to operate and check
- Integrate smoothly with Sigenergy devices, no need for setup
- Top class 100 A direct connection in power sensor with built-in CT
- Support export/import limitations and ready for AI evolving
- 100 ms data refresh rate, instantaneous data feed

Sigen Power Sensor

Sigen Sensor ¹	SP-DH	SP-CT120-DH	TP-DH	TP-CT120-DH	Units
Power Supply					
Grid connection type	1P2W		3P3W/3P4W		
AC input voltage range	176 ~ 276		173 ~ 480		Vac
Nominal AC frequency	50 / 60				Hz
Max. operating current	100	-	100	-	A
Measurement Accuracy					
Voltage accuracy	0.5%				
Current accuracy	0.5%				
Power accuracy	1%				
Frequency accuracy	0.2%				
Communication					
Interface	RS485				
Baud rate	9600				bps
Protocol	Modbus RTU				
General Data					
Dimensions (W / H / D)	36 / 100 / 63	18 / 118 / 64	72 / 100 / 66	72 / 94.5 / 65	mm
Weight	0.20	0.07	0.32	0.20	kg
Storage temperature range	-40 ~ 85		°C		
Operating temperature range	-30 ~ 60		°C		
Relative humidity range	0% - 90%				
Ingress protection rating	IP51				
Installation method	DIN Rail 35 mm				
CT Accessory					
Number of CT	-	1	-	3	pcs
Cable length of CT	-	1	-	1	m
Inner diameter of CT	-	16	-	16	mm
Weight of CT	-	0.09	-	0.09	kg
Max. operating current of CT	-	120	-	120	A
Standard Compliance					
Standard	EN 61010-1:2010, EN 61010-2-030:2010				

¹ For more models refer to the Sigenergy website.

Sigen EV AC Charger



- Green power charging with Sigenergy home energy solution
- Data tracking & scheduled charging on mySigen App
- Dynamic load management to prevent overload, user-friendly charging*
- Easy installation with less steps and top/bottom entry option
- Integrated residual current failure protection reduces installation costs
- IP65 protection rating, worry-free outdoor usage with easy O&M

* Only works with Sigenergy home energy solution or additional Sigen Power Sensor

Sigen EV AC Charger 7 / 11 / 22 kW

Sigen EVAC	7	11	22	Units
AC Input & Output				
Nominal charging power	7	11	22	kW
Nominal output voltage	1P/N/PE, 220 ~ 240	3P/N/PE, 220 ~ 240 / 380 ~ 415	3P/N/PE, 220 ~ 240 / 380 ~ 415	V
Output current range	6 ~ 32	6 ~ 16	6 ~ 32	A
Nominal AC frequency		50 / 60		Hz
Vehicle connection	Type 2 connector / Type 2 socket with shutter			
AC input cable width range	2.5 ~ 6.0			mm²
Protection				
Integrated DC fault detection ¹	6			mA
Integrated AC fault detection ¹	30			mA
Flame retardant rating	UL94-5VB			
Over / Under voltage protection	Supported			
Overload protection	Supported			
Over temperature protection	Supported			
PEN protection	Supported			
Randomized charging delay	Supported			
Ground fault protection	Supported			
Surge protection	Supported			
Grounding system	TT, TN, IT			
User Interface & Communication				
Protocol	RS485, Modbus RTU			
Communication	4G / WLAN / Fast Ethernet			
Authentication	RFID card / App / Auto-charge (no authentication)			
Display	LED indicator / App			
Charging mode ²	100% PV charging / Solar boost charging / Fast charging			
Metering	External meter with RS485 / Integrated metering IC			
Dynamic load management ³	Supported			
Phase switching	Supported			
OCPP protocol	OCPP 1.6J ED 2			
General Data				
Dimensions (W / H / D)	234 / 384 / 126			mm
Weight (case B / case C)	4.5 / 6.4			kg
Storage temperature range	-40 ~ 70			°C
Operating temperature range	-30 ~ 55			°C
Relative humidity range	5% ~ 95%			
Max. operating altitude	4000			m
Cooling	Natural convection			
Ingress protection rating	IP65			
Installation method	Wall-mounted			
Application environment	Outdoor / Indoor			
Standby self-consumption	< 3.6			W
Standard charging cable length	5			m
Standard Compliance				
Standard ⁴	EN IEC 61851-1, IEC 62995, EN IEC 61851-21-2, ETSI EN 300 330 V2.1.1, ETSI EN 301 511 V12.5.1, EN IEC 62311, EN50665, ETSI EN 300 328 V2.2.2			

1. Residual direct current protective device (RDC-PD) with integrated AC pulsating DC and 6mA DC detection, evaluation and mechanical switching in the Sigen EV AC Charger is tested according to IEC 62955.
2. This function needs to be used with SigenStor.
3. This function needs to be used with Sigen Power Sensor.
4. For all standards refer to the certificates category on the Sigenergy website.

mySigen App

Intelligent energy management within touches
For homeowners

Smarter energy life empowered by mySigen App



Real-time monitoring

Energy data refresh every 10 seconds
Visible energy flow & related devices
Auto. system network display on App



AI Mode

Provide intelligent optimization
suggestions on system mode,
battery capacity and energy usage



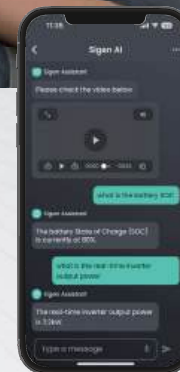
Sigen Shield

Discover industry-leading
battery safety features



Fun ambient lighting

Customizable lighting language
Add personality to your system



Sigen AI

After-sales engineer
Home energy analyst
Device mgmt. assistant



Interactive services

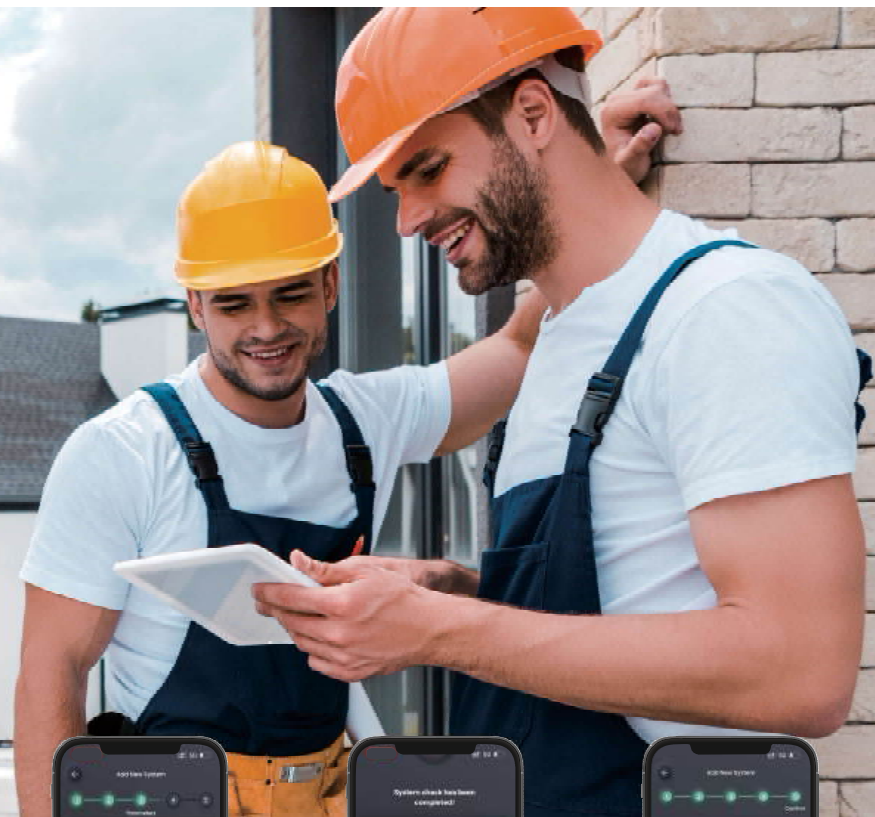
AI-integrated service interface
Self-diagnosis to identify problems
Submit service requests via the App

*The interface may change after the mySigen App version is updated, please refer to the actual interface.

mySigen App

Intelligent energy management within touches
For installers

Simplify your installation process, one App does it all



Step 1

Scan to add a new system



Step 2

Fill out details



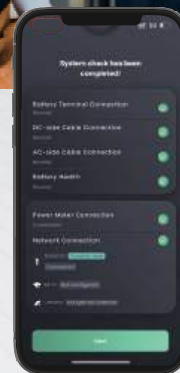
Step 3

Fast software upgrade



Step 4

Confirm preset parameters



Step 5

One-click full system check



Step 6

Confirm

*The interface may change after the mySigen App version is updated, please refer to the actual interface.

Leading the Way in Intelligent Manufacturing



6 GWh

Battery production capacity

12 GW

Inverter production capacity



Located in the Lin-gang New Area, Shanghai, a hub of world-class enterprises with strong innovative strengths, the 20,000 sqm manufacturing center is equipped with state-of-the-art technology and innovative manufacturing processes that allow us to produce high-quality products with exceptional efficiency. It also features the latest manufacturing execution system (MES) which streamlines our operations and enables real-time monitoring of the production process.



Runs on Solar by Sigenergy solutions for a Sustainable Tomorrow

By adopting Sigenergy products and embracing solar energy, our factory has realized green manufacturing. With a 3,000 sqm PV plant on the rooftop, We have significantly reduced our reliance on fossil fuels and effectively cut carbon footprint during the manufacturing process. Our solar-powered production also translates into better efficiency and higher cost savings for our business. We are proud to be making a positive impact on the environment, and are committed to continuing to lead our sustainability practices to help build a better world for future generations.

Plant Size

📏 3,000 m² ⚡ 362 kW_p ⚙️ 240 kW_{ac} 📄 432 kWh

Estimated Annual Generation

📄 398,200 kWh

Community Contribution per Year

☁️ 309t CO₂ emission reduced

🌳 269 equivalent of trees planted

Powering Homes Worldwide

From Snowy Scandinavia to Warm Oceania



From the coldest **-20°C** to the hottest **48°C**,
From the **Coast** to the **Outback**,
From **Metro** homes to **Country** farms

SigenStor operates perfectly in any climate, from Nordic Winter to Aussie Summer. Whether installed indoor or outdoor, on-grid or off-grid, SigenStor offers flexibility and reliability in a wide range of scenarios. Whether you want to cut electricity bills, reduce reliance on diesel generators, or back up the whole house during power outages, 5-in-One SigenStor is here to meet your needs.

