

# COM100A

# Communication Box User Manual



# Contents

1	About This Manual1
	1.1 Intended Use1
	1.2 Target Group1
	1.3 How to Use This Manual1
	1.4 Symbol Explanation1
2	Product Description
	2.1 Function Introduction
	2.2 Main Features3
	2.3 Dimensions
3	Mechanical Installation5
	3.1 Inspection before Installation5
	3.2 Location Requirements6
	3.3 Installation Method6
	3.3.1 Wall Mounting6
	3.3.2 Ground Mounting7
	3.3.3 Pole Mounting (optional)
4	Electrical Connection10
	4.1 Waterproof Terminal Description
	4.2 Internal Structure10
	4.3 Preparation Before Connection
	4.4 Electrical Connection Steps
	4.4.1 Grounding
	4.4.2 RS485 Communication Terminal Connection
	4.4.3 Optical Fibre (Optional)16
	4.4.4 AC 220V Connection 17
	4.4.5 PLC Port Connection
	4.5 Communication Methods
5	Commissioning
	5.1 Inspection before Commissioning22
	5.2 Commissioning Steps22

6	Troubleshooting	24
7	Appendix A: Related Parameters	25
8	Appendix B: General Information	26
	8.1 Quality Guarantee	26
	8.2 Contact Information	26

### About This Manual

This manual is valid for the communication box COM100A developed and manufactured by Sungrow Power Supply Co., Ltd.

The communication box COM100A is referred to as "COM100" for short unless otherwise specified.

#### 1.1 Intended Use

This manual is intended to provide the reader with detailed information and description of the installation and operation about COM100A.

#### 1.2 Target Group

This manual is intended for technically qualified persons who need to install and operate COM100A.

#### 1.3 How to Use This Manual

Read this manual carefully before performing operation on the device. Keep the manual in a convenient place for future reference.

All rights reserved including the pictures, symbols, and markings used in this manual. Any reproduction or disclosure, even partially, of the contents of this manual is strictly prohibited without prior written authorization of Sungrow.

The content of the manual will be periodically updated or revised as per the product development. It is probably that there are changes in manuals for the subsequent module edition. If there any inconsistency, the actual product shall govern.

### 1.4 Symbol Explanation

This manual contains important safety and operational instructions that must be accurately understood and respected during the installation and maintenance of the equipment.

To ensure the optimum use of this manual, note the following explanations of the symbols used.

#### **A** DANGER

DANGER indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.



1 About This Manual User Manual

#### **M** WARNING

WARNING indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

#### **A** CAUTION

CAUTION indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

#### NOTICE

NOTICE indicates a situation which, if not avoided, could result in equipment or property damage.

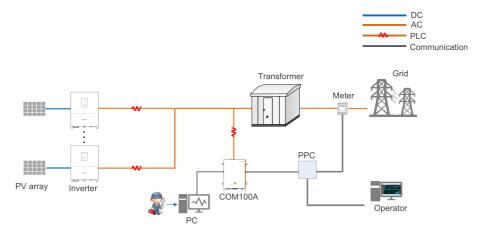


NOTE indicates additional information, emphasized contents or tips to help you solve problems or save time.

# 2 Product Description

#### 2.1 Function Introduction

The system block diagram is shown in the following figure.



#### 2.2 Main Features

#### Smart and flexible

- Integrating fiber switch and splice box, easy and flexible networking
- Integrating data collector, support of local intelligent commissioning
- Wall mounting, pole mounting, and ground mounting available, flexible installation

#### Simple and efficient

- · Seamless connection to iSolarCloud, easy management of PV devices
- Built-in PLC communication, communication and management of string inverters without cable routing

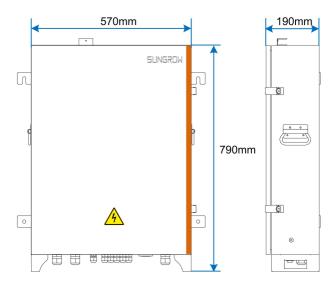
#### Safe and reliable

- Equipped with electrical isolation and SPD protection, steady and reliable communication
- Ingress of protection IP65, long-term reliable outdoor operation

#### 2.3 Dimensions

The external dimensions of COM100A are shown in the following figure.

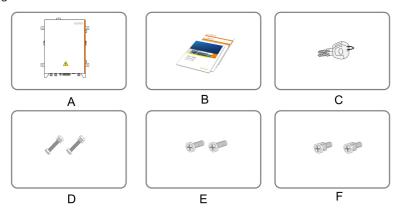
2 Product Description User Manual



# 3 Mechanical Installation

#### 3.1 Inspection before Installation

Check the scope of delivery for completeness according to the packing list. The following items should be included:



No.	Description Sum	
Α	COM100A	1
	Documents, including certificate, warranty	
В	card, delivery inspection report, user manual,	1
	etc.	
С	Keys	2
	M10 hexagon bolt assembly, used for wall-	
D	mounted installation and floor-mounted	4
	installation	
E	M4x25 bolt, used for fixing antenna	1
F	M6x14 bolt assembly, used for fixing external	1
	PE point	I

#### NOTICE

The device is carefully tested and inspected before delivery, but damage may be caused during shipping. Therefore, inspect the device before installation. If there any damage, contact the forwarding company or SUNGROW.

3 Mechanical Installation User Manual

#### 3.2 Location Requirements

• With the ingress of protection IP65, COM100A can be installed both indoors and outdoors (more commonly).

- Ambient temperature: -25°C to +60°C; and ambient humidity: ≤ 95%. Excessive moisture can damage internal components.
- Take anti-moisture and anti-corrosion measures.

#### 3.3 Installation Method

#### Overview

COM100A can be installed in two common manners: wall mounting and ground mounting.

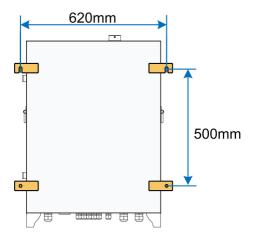
According to different user requirements, Sungrow provides the third optional installation method: pole mounting. If necessary, specify your requirement when placing an order.

#### **▲** WARNING

Beware of the weight of COM100A throughout the installation process! Tilting or falling of the device due to inappropriate processing can cause personal injury!

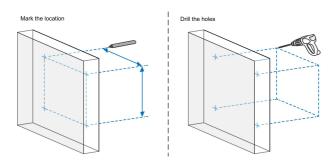
#### 3.3.1 Wall Mounting

The installation dimensions of mounting ears on the back of COM100A are shown in the following figure.

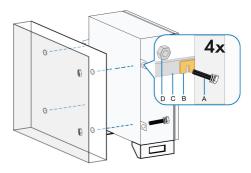


**step 1** Mark the hole locations on the installation wall according to the foregoing installation dimensions and drill holes on the marked locations according to bolt specifications.

User Manual 3 Mechanical Installation



step 2 Fasten the device in the order of M10 nut(A), hanger(B), wall surface(C) and bolt(D), where the fastening torque is  $37 \pm 3$ N.m.



step 3 Check to ensure COM100A is firmly in place.

--End

#### 3.3.2 Ground Mounting

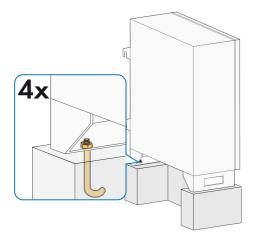
For the ground mounting, the device is fixed via the foundation bolts pre-embedded in the foundation.



step 1 Construct the foundation according to the exterior dimensions of COM100A.

**step 2** Pre-embed the foundation bolts in the four foundation corners, where the bolts are of M10.

3 Mechanical Installation User Manual



step 3 Secure the mounting holes on bottom of COM100A to the foundation, where the fastening torque is  $37 \pm 3$ N.m.

#### - - End

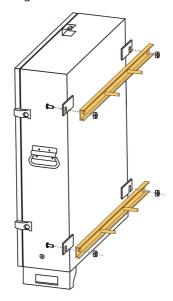
#### 3.3.3 Pole Mounting (optional)

COM100A supports pole mounting. If necessary, specify your requirements when placing an order. Sungrow will design according to actual installation conditions.

Accessories supplied with COM100A include matching screw combinations, nuts, brackets, clamps, and the like.

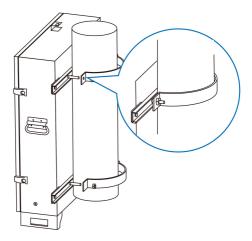
The installation steps are as follows:

**step 1** Fasten the mounting ears of COM100A onto the brackets by using the matching screw combinations, as shown in the figure below.



step 2 Fix the brackets and the clamps by using the nuts.

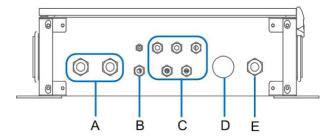
User Manual 3 Mechanical Installation



- - End

# 4 Electrical Connection

### 4.1 Waterproof Terminal Description



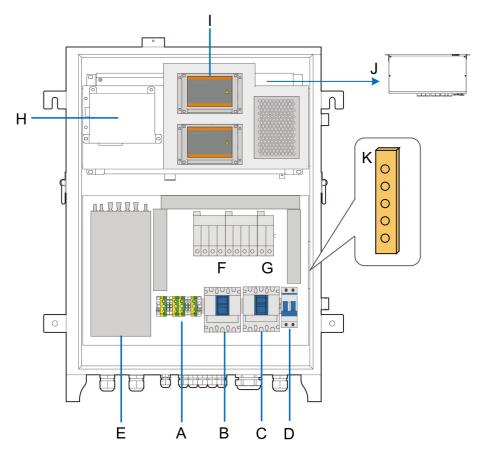
No.	Mark	Description
^	Optical fiber ports	Waterproof terminals for optical
Α	Optical liber ports	fibers
В	⊕	Grounding waterproof terminal
	RS485	Waterproof terminals for RS485
C	R5465	communication cables
D*	Input AC 400V/480V/540V/800V	Waterproof terminal for PLC
D	IIIput/10 400 V/400 V/040 V/000 V	communication cables
F	Waterproof terminal for AC	
	Input AC220V	power cables



Note: The voltage level indicated by  $D^{\star}$  is for reference only. Specifically, refer to the actual device purchased.

#### 4.2 Internal Structure

The internal structure of COM 100 is shown in the following figure.



Internal components may differ as per selected product module. For details, refer to the actually received product.

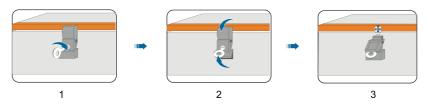
No.	Description	Recommended Cable Specification	Source
А	RS485 communication terminal	2 x (0.75~1.5) mm <sup>2</sup> , outdoor ultraviolet protection STP	Beyond the scope of delivery
С	PLC1 terminal PLC2 terminal	4mm <sup>2</sup> ~ 10mm <sup>2</sup> or 7~11AWG, withstanding voltage: Operating voltage < 800V	Beyond the scope of delivery
		To gourd operating voltage≥1,000V	

4 Electrical Connection User Manual

No.	Description	Recommended Cable Specification	Source
		Withstanding voltage ≥ 315 Vac	
D	220Vac power supply terminal	1~1.5 mm <sup>2</sup> or 15~17AWG, outdoor ultraviolet protection cable	Beyond the scope of delivery
Е	Splice box	_	_
F	Surge protective device 1	Nominal voltage: 960Vac	_
G	Surge protective device 2	<ul> <li>Nominal current: 6A</li> <li>Nominal voltage: 385Vac</li> <li>Max. discharge current: 20kA</li> </ul>	
Н	Switch (For more information, visit the website of the corresponding manufacturer)	_	_
Ι	PLC module	_	_
J	Logger	_	_
K	Grounding terminal	4mm² ~ 10mm² or 7~11AWG	Beyond the scope of delivery

## 4.3 Preparation Before Connection

step 1 Open the cabinet. Unlock the door with the specific key, as shown in the following figure.



step 2 Open the upstream input switch of COM100A, and turn the power switch inside COM100A to the "OFF" position to ensure COM100A is voltage-free.

- - End

#### 4.4 Electrical Connection Steps

#### 4.4.1 Grounding

Safety Instructions

#### **⚠** WARNING

The grounding cable must be grounded reliably! Otherwise,

- · Lethal electrical shock can be caused when fault occurs!
- The device may be damaged by lightening!

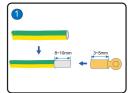
#### **Brief Introduction**

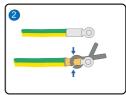
COM100A is designed with two grounding terminals: grounding copper bar inside the cabinet and external PE point.

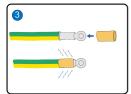
On site, connect both grounding terminals reliably.

#### Preparation before Installation

- Prepare the grounding cable.
- · Strip the cable and crimp the OT terminal.





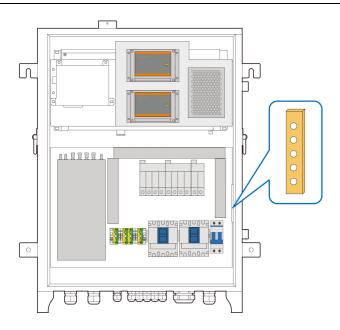


#### 4.4.1.1 Cooper Bar Grounding

#### Position Description

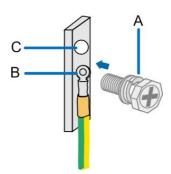
The grounding copper bar is located inside COM100A, as shown in the figure below.

4 Electrical Connection User Manual



#### Wiring Steps

- step 1 Unscrew the waterproof terminal " at the bottom of COM100A.
- step 2 Connect the yellow-green grounding cable led from outside to the grounding copper bar inside COM100A through the internal waterproof terminal " $\stackrel{\frown}{=}$ ".



No.	Definition	Remark
А	M6 bolt assembly	It has been installed on the copper bar before delivery.
В	OT terminal	-
С	Grounding hole	-

- **step 3** Secure the cable with M6 bolt, where the fastening torque is  $7.5 \pm 0.5 \text{N} \cdot \text{m}$ .
- step 4 Screw the waterproof terminal at the bottom of COM100A.

- - End

#### 4.4.1.2 PE Point Grounding

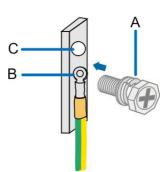
#### **Position Description**

The external PE point of COM100A is shown by A in the figure below.



#### Wiring Steps

Anchor the prepared OT terminal to the grounding hole with M6 x 14 bolt assembly, where the fastening torque is  $7.5 \pm 0.5 \text{N} \cdot \text{m}$ .



No.	Definition	Remark
Α	M6 x 14 bolt	Included in the scope of delivery
	assembly	
В	OT terminal	-
С	Grounding hole	-

#### 4.4.2 RS485 Communication Terminal Connection

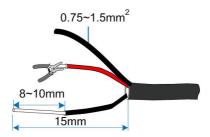
#### Cable Requirements

Cables connected to COM100A must be 2 x (0.75 – 1.5) mm<sup>2</sup> in cross-sectional area.

#### Wiring Steps

- step 1 Unscrew the "RS485" waterproof terminal at the bottom of COM100A.
- **step 2** Connect the RS485 cable led from outside to the communication terminal inside COM100A through the "RS485" communication terminal.
- step 3 Strip the cable jacket with a wire stripper.

4 Electrical Connection User Manual



**step 4** Connect the cable to corresponding terminal, and secure it with a screwdriver, where the fastening torque ranges between 0.5N · m and 0.6N · m.

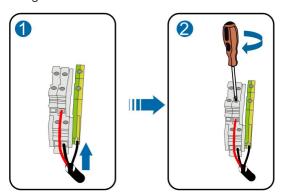


table 4-1 Terminal definition

Mark	Definition
GND	Connected to RS485 cable shield
Α	Connected to RS485 - A, corresponding to upper-layer terminal
В	Connected to RS485 – B, corresponding to lower-layer terminal

- **step 5** Gently pull the cable backwards to ensure firm connection.
- step 6 Screw the "RS485" waterproof terminal at the bottom of COM100A.
  - - End

#### 4.4.3 Optical Fibre (Optional)

#### Preparation before Installation

Before installation, prepare the required components. Components listed below are for reference only, and the actual situation may differ.

No.	Component
1	Pigtail: 12-input single-mode ST, 600mm
2	Jumper: Single-mode single-core ST-SC, 500mm
3	ST flange
4	Network cable, 2,600mm

#### Wiring Steps

**step 1** Unscrew the waterproof terminal "Optical fiber ports", and lead the optical fibre through the terminal.

**step 2** Splice the optical fibre inside the splice box.



For details, contact SUNGROW.

step 3 Screw the waterproof terminal "Optical fiber ports".

- - End

#### 4.4.4 AC 220V Connection

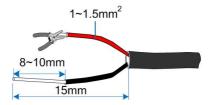
#### Preparation before Installation

- Before wiring AC 220V power supply, turn the micro circuit breaker to OFF position.
- Prepare the AC cable.

#### Wiring Steps

**step 1** Unscrew the waterproof terminal "Input AC220V", and lead the external power supply cable through the terminal.

step 2 Strip the cable with a wire stripper.



step 3 Crimp the cord end terminal, where the recommended terminal model is: LT015008.



**step 4** Connect the cord end terminal to the corresponding terminal, and secure it with screw, where the fastening torque is 2.0N · m.



step 5 Screw the waterproof terminal "Input AC220V".

4 Electrical Connection User Manual

#### - - End

#### 4.4.5 PLC Port Connection

#### Wiring Diagram

COM100 can be connected to double-split transformer or double-winding transformer, as shown in the figures below.

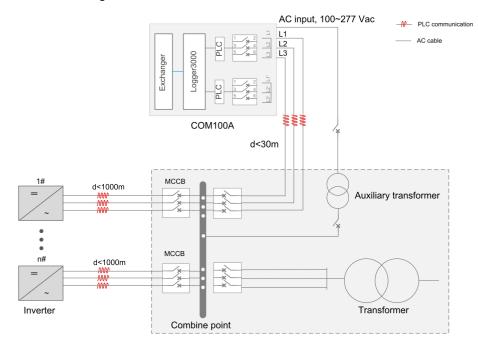


figure 4-1 Connection to double-winding transformer

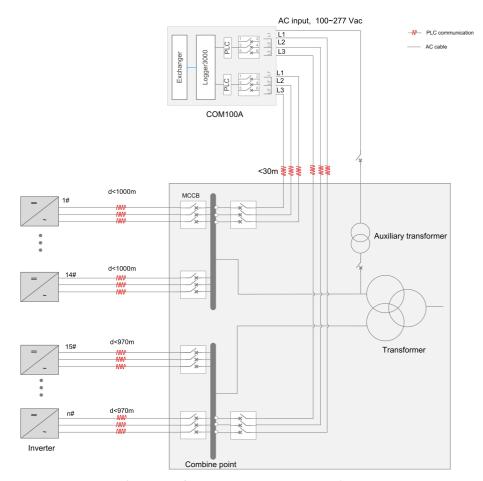


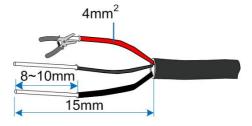
figure 4-2 Connection to double-split transformer

#### Preparation before Installation

Before wiring, ensure that upstream AC switches and circuit breakers inside COM100 are all disconnected.

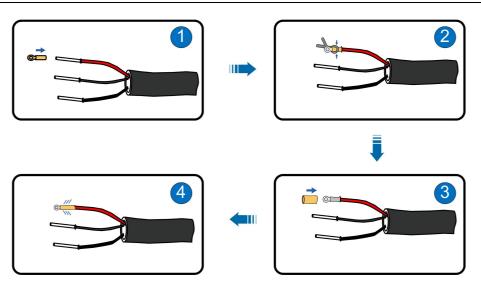
#### Installation Steps

- **step 1** Unscrew the waterproof terminal "Input AC 400V/480V/540V/800V" at the bottom of COM100, and lead external AC cable through the terminal.
- **step 2** Strip the cable jacket with a wire striper, as shown in the figure below.



step 3 Crimp the OT terminal, whose specification is recommended to be OT2.5-6.

4 Electrical Connection User Manual



step 4 Connect the cable to corresponding terminal.

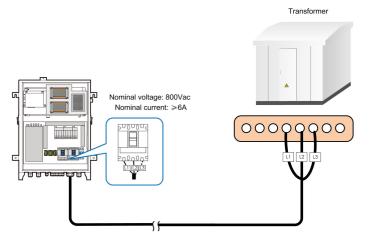


figure 4-3 Three-phase three-wire connection

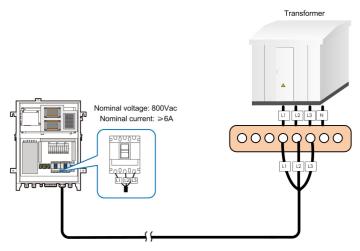


figure 4-4 Three-phase four-wire connection

step 5 Check the cable for correct connection, and then secure it with screw, where the fastening torque is  $5.5N \cdot m$ .

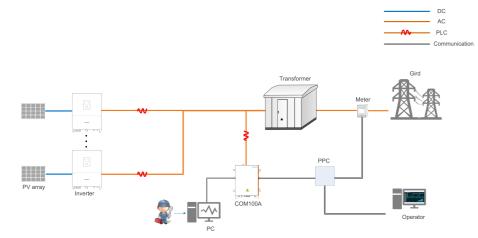
#### - - End



The parameters of the transformer side circuit breaker need to be selected in combination with the short-circuit current of the transformer.

#### 4.5 Communication Methods

The COM100 can collect the operating data of the inverter, transformer and other equipment in the system and upload it to the remote monitoring system.



Users can check the operation information and set the parameters via the remote monitoring system.

# 5 Commissioning

## 5.1 Inspection before Commissioning

No.	Inspection item
1	All cables are intact, well-insulated, and appropriately dimensioned.
2	All cables are connected correctly and firmly.
3	The polarity of the power supply cable is correct. The grounding cable is
	reliably grounded.

## 5.2 Commissioning Steps

#### **Commissioning Steps**

Item	Description	
1	Connect the input-side circuit breaker of the PLC inside COM100.	
2	Connect the control switch of 220V power supply.	
3	Check whether the switch and 24V switch-mode power supply operate	
	normally.	
4	Observe running indicators of Logger3000. If the PWR indicator keeps	
	steady on, and the RUN indicator flickers once every second, it indicates	
	normal operation.	

#### Configure Logger3000 through Web Interface

Item	Description	
1	Connect PC to the Ethernet port of the switch inside COM100A by using a	
	network cable. IP of the Ethernet port is 13.13.13.13 by default.	
	Set IP of the PC, which should be in the same network segment as that of the	
2	ETH2 port of the Logger3000. For example, it can be set to 13.13.13.x (x	
	ranges between 1 and 255, except 13), and the subnet mask can be set to	
	255.255.255.0.	
3	Enter the IP of the Logger3000, such as 13.13.13.13, in the PC address bar,	
	to enter the corresponding Web interface.	
4	Configure serial port parameters.	
5	Add device.	
6	Configure device IP.	

User Manual 5 Commissioning

Item	Description	
_	Configure iSolarCloud address if inverter data needs to be uploaded to	
	iSolarCloud.	
	Accessed iSolarCloud site is "Chinese Server" by default.	
1	In mainland Chain, set the site to "Chinese Server".	
	In Europe, set the site to "European Server".	
	In other regions, set the site to "International Server".	
8	Access the Web interface of Logger3000 and check whether running data of	
	string inverters manufactured by SUNGROW is normal.	
9	Create power plants through iSolarCloud App, and check whether data	
	displayed on iSolarCloud is normal.	

#### **Additional Description**

To create power plant through iSolarCloud App, download and install the App and then proceed as follows:

1 Log into the Web interface of Logger3000 and click "About", to obtain the QR code.



2 Scan the QR code with the App or manually input the S/N to add communication device.

For more details, refer to the user manual of Logger3000 which can be obtained by scanning the foregoing QR code.

# 6 Troubleshooting

Fault	Possible Cause	Corrective Measures
	1. RS485 cable is abnormal.	1. Measure the voltage between RS485 – A and RS485 – B with a multimeter, and check whether the voltage is about 5V.
According to the	2. There are repeated device addresses in the PV array.	Check whether there are repeated device addresses.
background monitoring device, some device in the PV array is abnormally disconnected.	3. Parameters of Logger3000 are incorrectly configured.	3. Check, through the Web interface "System" -> "Port Parameter" -> "RS485", whether PLC is set to "enable".
	4. Master and slave node modules of the PLC are abnormal.	4. Check whether the indicator D12 keeps steady red while the indicator D8 flickers green. If not, the modules are abnormal.
	5. Other causes	If the fault persists, please contact SUNGROW.
According to the	1. There are repeated device addresses in the PV array.	Check whether there are repeated device addresses.
background monitoring device, some device in the PV array is unstably connected.	2. Parameters of Logger3000 are incorrectly configured.	2. Check, through the Web interface "System" -> "Port Parameter" -> "RS485", whether PLC is set to "enable".
	3. Other causes	If the fault persists, please contact SUNGROW.

# 7 Appendix A: Related Parameters

Configuration				
Logger	Logger3000			
Fibre channel switch	2 optical ports, 6 electrical ports			
(Optional)				
Splice box (Optional)	2-input, 12-ouput, SC single-mode			
Power supply	100 - 277 Vac, 50/60 Hz			
PLC port input voltage	400 Vac/480 Vac/540 Vac/800 Vac			
PLC power supply voltage	In-built master node of Logger3000: 15 Vdc			
	Master node of PLC module: 24 Vdc			
Power consumption	Average power consumption: 30W			
	Max. power consumption: 40W			
Ambient parameter				
Operating temperature	-25°C - +60°C			
Storage temperature	-30°C − +70°C			
Operating humidity	0 – 95%, non-condensing			
Operating altitude	0 – 3,000 m			
Protection degree	IP65			
Mechanical parameters				
Dimensions (W x H x D)	570 × 790 × 190 mm			
Weight	32 kg			
Installation method	Pole mounting, ground mounting, and wall mounting			
Cable entry mode	Bottom entry			



# 8 Appendix B: General Information

#### 8.1 Quality Guarantee

SUNGROW shall service or replace the faulty product for free within the warranty period.

#### Evidence

Within the warranty period, SUNGROW shall require the customer to present the purchase invoice and date. The trademark on the product shall be clearly visible, and SUNGROW shall hold no liability if otherwise.

#### **Exclusion of Liability**

- The free warranty period for the whole machine/components has expired
- The device is damaged during transport
- The device is installed, altered, or operated incorrectly
- The device operates in an environment harsher than that described in this manual
- The fault or damage is caused due to installation, maintenance, alteration, or disassembly performed by persons not from SUNGROW
- The fault or damage caused by using non-standard components or software or using components or software not from SUNGROW
- The installation and operation do not comply with stipulations of relevant international standards
- The damage is caused by unpredictable factors

For the foregoing faults or damages, SUNGROW can provide a paid service at the request of the client after judgment.



The dimensions and parameters of the device are subject to changes without notification, and reference can be made to the latest document.

#### Software Licenses

- It is prohibited to use data contained in firmware or software developed by SUNGROW, in part or in full, for commercial purposes by any means.
- It is prohibited to perform reverse engineering, cracking, or any other operations that compromise the original program design of the software developed by SUNGROW.

#### 8.2 Contact Information

Should you have any question about this product, please contact us.

We need the following information to provide you the best assistance:

- Type of the device
- Serial number of the device
- Fault code/name
- Brief description of the problem

China (HQ)	Australia	
Sungrow Power Supply Co., Ltd	Sungrow Australia Group Pty. Ltd.	
Hefei	Sydney	
+86 551 65327834	+61 2 9922 1522	
service@sungrowpower.com	service@sungrowpower.com.au	
Brazil	France	
SungrowDo Brasil	Sungrow France - Siege Social	
Sao Paulo	Paris	
+55 11 2366 1957		
latam.service@sa.sungrowpower.com	service.france@sungrow.co	
Germany	Greece	
Sungrow Deutschland GmbH	Service Partner - Survey Digital	
M ü nchen	+30 2106044212	
+49 89 324 914 761	service.greece@sungrow.co	
service.germany@sungrow.co		
India	Italy	
India	пату	
Sungrow (India) Private Limited	Sungrow Italy	
	•	
Sungrow (India) Private Limited	Sungrow Italy	
Sungrow (India) Private Limited Gurgaon	Sungrow Italy Milano	
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