

Product Safety Recall



SOFAR SOLAR MASS ENERGY PV INVERTERS

Serial numbers 1st and 2nd digits SA/SB/SC/SD/SG.
9th and 10th digits G8/G9/GA/GB/GC/H1 to H9/HA/HB/HC/J1/J2/J3

Defect:

The inverter can exceed voltage limits, and may not switch off when required. Also, the Inverter is not labelled to warn of a hot surface.

Hazards:

If the inverter continues operating in the event of variations in the power grid voltage, there is a small risk that electrical products in the premises could fail in an unsafe manner resulting in electric shock and/or fire. Contact with hot surfaces of the inverter may cause burns.

What Consumers should do:

The distributor of the recalled inverter product, Fortends Pty Ltd, is no longer trading, therefore consumers will have to arrange for remedial action at their own cost.

If you have or suspect you have the recalled inverter product installed within your premises, you should engage a CEC accredited installer, to have the firmware settings checked / corrected for Australian conditions.

For further technical support, regarding changing inverter firmware settings, please visit <https://www.sofarsolar.com/company/contact-us> or email service@sofarsolar.com.au.

**See productsafety.gov.au for
Australian product recall information**