

## Growatt Warranty Procedure

### 1. Warranty period

For single phase inverters you purchased, you receive a Growatt factory warranty valid for 10 years from the date of installation and no more than ten and a half years from the delivery date from Growatt New Energy Technology Co., Ltd.

For three phase inverters under 20KW you purchased, you receive a Growatt factory warranty valid for 10 years from the date of installation and no more than ten and a half years from the delivery date from Growatt New Energy Technology Co., Ltd.

For three phase inverters over 20KW you purchased, they can be extended up to 10 years if paid accordingly to our warranty price list.

### 2. Major Failures

In the standard factory warranty period, customers are entitled to a replacement of the product when inverters are faulty approved by Growatt.

However, Growatt has no responsibility for compensation for any other damage or loss such as transportation and installation cost, call out engineering service fees, and the loss of PV system stop generating energy, etc.

Customers are entitled to have the products repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure (See below "Major Failures").

A 'major failure' occurs where:

- a) the product acquired by the customer would not have been acquired by a reasonable consumer fully acquainted with the nature and extent of the failure; or
- b) the product departs in one or more significant respects from description or sample if supplied by description or sample; or
- c) the product is substantially unfit for a purpose for which products of the same kind are commonly supplied and they cannot, easily and within a reasonable time, be remedied to make them fit for such a purpose; or
- d) the product is unfit for a disclosed purpose that was made known to Growatt or a person who made

any prior negotiations before the purchase was made and the cannot, easily and within a reasonable time, be remedied to make the product fit for such a purpose; or  
e) the product is not of acceptable quality because it is unsafe.

### 3. Warranty condition

This warranty includes all defects of design, components and manufacturing. Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring / connection, loose DC or AC pole wiring / connection, which lead to the damage of inverter.
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, over voltage, storm, fire)

### 4. Warranty claim

If a device becomes defective during the agreed Growatt factory warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by Growatt:

- repaired by Growatt, or
- repaired on-site, or
- exchanged for a replacement device of equivalent value according to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new certificate since your entitlement is documented at Growatt.

Excessiveness in the meaning above exists in particular if the cost of the measures for Growatt would be unreasonable

- in view of the value that the device would have without the defect,

- taking into account the significance of the defect, and
- after consideration of alternative workaround possibilities that Growatt customers could revert to without significant inconvenience.

## 5. Warranty procedure

Please note according to the warranty Terms & Condition, customers are required to fill in a **Warranty Claim Forms online** before they are going to claim a replacement device or replacement boards from Growatt or its authorized service agency. Customers are also need to fill in the Warranty Claim Form correctly and completely. Growatt are entitled to refuses non-qualified claims, and **shall have no obligation for unqualified application such as incorrect information or missing necessary information.**

Customers are required to fill in an **Onsite Service Visit Request (over 5MW Project)** form to request a field service, only for Growatt inverter issues, we will proceed it according to the information provided on the form (for example, as fault description), as well as our service policy. However, whether to accept or deny the request is solely under Growatt service representative's discretion.

Please note, if the system is found to faulty or malfunctioning as a result of an error in the installation or connection of the equipment, then Growatt is eligible to make appropriate charges for the costs incurred as a result of the site visit.

Your Signature or seal on the form is required for a valid **Onsite Service Visit Request (over 5MW Project)** form that can be accepted by Growatt.

Please read the below notes before fill in **Growatt Warranty Claim Form online** or **Onsite Service Visit Request (over 5MW Project)** form.

The general warranty service procedure is:

- a) Original customers (end user) can call our service hot line for general enquiry or inverter failure. Our qualified engineer will guide them try to fix it, or confirm the fault.
- b) Installers attend site. Installers can call our service hot line when inspecting & troubleshooting inverter onsite. If possible, our qualified engineer will guide you try a quick fix onsite. Installers have the right to replace it if problem doesn't fix onsite. However, if you had replaced inverters twice for the site (the third inverter is on wall), please contact Growatt for further assistance, field service engineers can attend site if necessary.

Further care for original customer also can be made if required, book on phone or via email.

- c) Customers (Here customers including installer, distributor, end user) fully complete Growatt

Warranty Claim Form onsite before take faulty inverter off wall. Form with insufficient or incorrect faulty descriptions will cause rejection, and delay of replacement release.

d) Customers send faulty inverters with Warranty Claim Form to our service center.

**Note: if a replacement is required firstly, please just send the Growatt Warranty Claim Form online to us, we also can send the replacement prior, in such cases we will inspect the unit once it returned to Growatt.**

e) Our qualified repair engineer will inspect & test returned inverters carefully. No fault description or incorrect description will cause tremendous delays. No fault found inverters will return to the original customer with test report.

f) Generally, we can release replacement inverters in 2 working days. However, we will notify customer the delay of replacement release if inverters returned with insufficient or incorrect faulty descriptions.

g) Once the faulty inverter have been replaced with a replacement inverter onsite, the “Replacement Information” area on Growatt Warranty Claim Form is required to be filled in and return form to Growatt.

h) Signature or seal stamp is required for a valid Growatt Warranty Claim Form / **Onsite Service Visit Request** form that can be accepted by Growatt.

i) Customers may be required to provide the inverter warranty card, original purchasing & installation invoice, or other related materials, for confirming a warranty claim. This is also stated on the Growatt warranty card comes with the product. Growatt have the right to refuse providing warranty service if customer failed to present it.

## 6. Contact

For warranty claim or technical support please contact our Rotterdam Service Center:

Service hot line:

Email address

Warranty claim: [service.de@growatt.com](mailto:service.de@growatt.com)

Technical support: [service.de@growatt.com](mailto:service.de@growatt.com)

Headquarter: Service hot line: +86 755 27471942

Email: [service.de@growatt.com](mailto:service.de@growatt.com)

Growatt New Eergy B.V.

## Appendix

(1) Sample of Warranty claim form

### Warranty Claim Form *(Please fill it online on the OSS system)*

**Note:** Please fill the form and send in Word Format email to Growatt.

**Growatt shall have no obligation for unqualified application such as incorrect information or missing necessary information.**

Product Model		Serial Number (S/N)	
Company Name			
Contact Person		Contact Number	
Contact email			
Company Address			
Replacement Deliver Address			
End user email/phone		Date of Installation	

#### Input & Output information

Panel Specifications	Voc.(V):	Vmp.(V):	Pmax.(W):
Number of strings per MPPT:	___ / ___ (A/B)		
Number of panels for each string:	___ / ___ / ___ / ___ / ___ / ___ (1/2/3/4/5/6)		
Actual grid voltage (V):	___ / ___ / ___ (R/S/T)		

#### Fault Description

LCD display reads		LED status (color)	
Detailed Description, frequency of fault:			

**The following information must provide after faulty inverter been replaced**

#### Replacement Information

Product Model		Serial Number (S/N)	
Replaced by		Replace Date	

**Replacement Information, and  
Warranty Claim Authorized signature:**

(2) Sample of Onsite Service Request form

**Onsite Service Visit Request (over 5MW Project)**

System Information:

Storage Plus Model		Serial Number		Firmware Version	
Battery Model		Serial Number			
Inverter Model		Serial Number		Number of MPPT:	
Monitoring Model		Serial Number		Shine Server: User Name and Password	
Name of Installer		Contact Person		Email/Phone	
Name of End User				Email/Phone	
Installation Address				Date of Installation	

Input Parameters:

Panel Specification	Voc (V):	Vmpp (V):	Pmax (W):		
Number of strings per inverter MPPT:		A		B	
Number of panels per string:					
PV voltage measured & on the LCD display (Vpv):					
Grid voltage measured & on the LCD display (Vac):		Single/Three phase L-N			

Inspection & Fault description:

SP Device Status	LCD display reads:		LED indicator status (Dark/Green/Red/or)?	
Battery Status	LCD display reads: (Vb/Cb)		LED indicator status (Dark/Green/Red/or)?	
Inverter Status	LCD display reads:		LED indicator status (Dark/Green/Red/or)?	

<b>Fault Description</b>	Detailed description, frequency of fault, installation environment:
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**Note:** If the system is found to faulty or malfunctioning as a result of an error in the installation or connection of the device then Growatt is eligible to make appropriate charges for the costs incurred as a result of the site visit. This will be at a rate of 250 EUR per day plus VAT for site attendance. By submitting this service visit request you are accepting these terms.

Signature of Requestor

Date: