

Growatt

Growatt warranty procedure

1. Warranty period

For the inverter you purchased, you receive a Growatt factory warranty valid for 5 years from the date of

installation and no more than five and a half years from the delivery date from Growatt New Energy

Technology Co., Ltd. Standard 5 years factory warranty can be extended to 10 years.

2. Major Failures

In the 5 years standard factory warranty period, customers are entitled to a replacement of the product or

refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You

are also 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

Growatt

Transport damage

Incorrect installation or commissioning

• 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 customers who want to get replacement from Growatt have to fully fill in Growatt Warranty

Claim Form to claim warranty replacement.

Please read the below notes before fill in Growatt Warranty Claim Form

rowatt

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 guick 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 include installer, distributor, or even end user) fully complete Growatt

Warranty Claim Form onsite before take faulty inverter off wall. Form with insufficient or incorrect

faulty descriptions will cause 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 to

us, we also can consider to 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.

Generally, we can release replacement inverters in 5 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 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 can be accepted by

Growatt.

Customers may be required to provide the inverter warranty card, original purchasing & installation

invoice, or other related materials. This is also stated on the Growatt warranty card comes with

product. Growatt may refuse to service, if customers failed to provide.

For some country / regions that not covered either by Growatt service center or service agent, we

P.C. 518000



can provide 1% of replacement stock (according to sales order) to customers. However, service replacement stock is the property belongs to Growatt, customers can not sell it, or dispose it. Growatt written permission is required when customer want to use it as service replacement.

info@ginverter.com

W www.growatt.com

W www.ginverter.com

T + 86 755 2951 5888

F + 86 755 2747 2131

P.C. 518000

6. Contact

For warranty claim or technical support please contact our service center:

Headquarter: Service hot line: +86 755 27471942

Email: service@ginverter.com

Subsidiary contact:

Australia T: 0061 2 80651298 Germany T: 0049 69 97461245

UK T: 0044 75 80075155 US T: 001 6268024638



Appendix

(1) Sample of Warranty claim form

Warranty Claim Form

Note: Signature or Seal stamp required. Please print it, sign or stamp and then 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	
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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:							

Warranty Claim Authorized signature:

The following information must provide after faulty inverter been replaced Replacement Information

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

T + 86 755 2951 5888

F + 86 755 2747 2131

P.C. 518000

info@ginverter.com

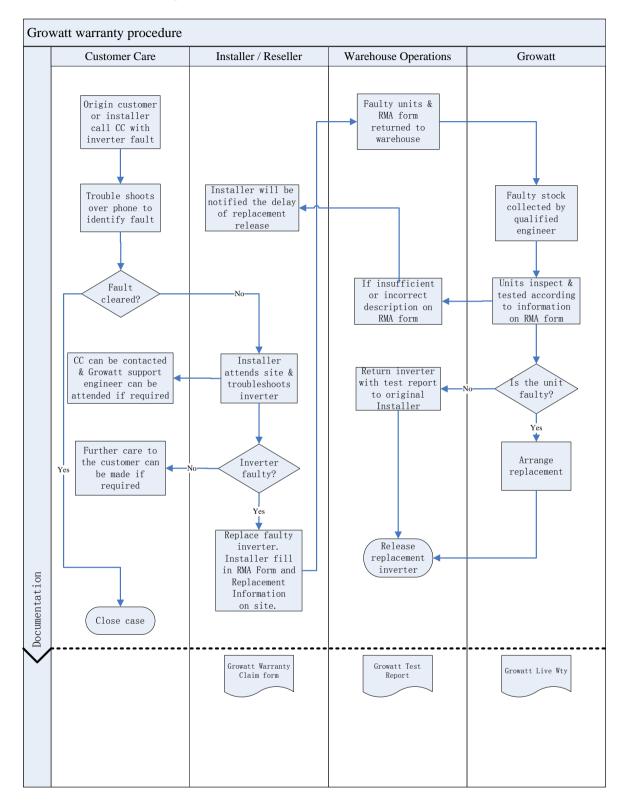
W www.growatt.com

W www.ginverter.com

Replacement Information Authorized signature:



(2) Sample of warranty claim procedure



Customer Service Center

Growatt New Energy Technology Co.Ltd