

Warranty Card



GROWATT

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Growatt Factory Warranty

For the inverter with this warranty card you purchased within 20kW rated power, you receive a non-transferable 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 Co., Ltd. These warranty terms & conditions are only apply for devices originally purchased from Growatt for selling and installation in the defined destination set forth in the purchase orders in the oversea market (out of China), unless there are specially stipulated. Paid warrant extension to 15, 20 years is also can be made, only within 2 years from the date of delivery from Growatt.

This warranty is only valid for the inverters selling in European region, and only valid in its original selling country/region (Saying as EU models). This warranty is not valid outside Europe and not valid in below European countries: United Kingdom, Ireland, Russia, Ukraine, Belarus. If EU model inverters used outside the applicable countries, it will cause damage to the inverter and cannot connect to the grid.

The Growatt factory warranty would become void if inverter with this warranty card had been resold outside Europe or to below European countries: United Kingdom, Ireland, Russia, Ukraine, Belarus.

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

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)

Warranty condition

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.

In the latter 5 years, Growatt have the exclusive right to determine how to carry out the remained warranty. In case Growatt provide replacement for customers, Growatt are not responsible for any other sorts of costs during the service procedure in that period, including (but not limited to) logistics fare, labor cost, any kind of compensation. Also the replacement may have a little flaw on its surface (cosmetic flaw), and the warranty excludes any general defects, if inverter is still generating power to grid.

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.

This warranty does not cover superficial or cosmetic defects, dents, marks or scratches, which do not affect the proper function of the inverter, especially for warranty replacement devices.

Due to the technological progress, the replacement part or replacement device provided may not be compatible with the system monitoring or monitoring device, or other components installed on-site. Costs incurred as a result are not part of this warranty service and will not be covered by Growatt.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages, losses, arising from the defective

device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by this warranty, unless Growatt is subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the product liability law remain unaffected.

Warranty claim procedure:

Please report the defective device to your supplier with this warranty card completed, in no later than 14 days after signs arise of a problem that might lead to a claim. Supplier or end user is required to send the warranty claim form to Growatt or Authorized service partner with all the necessary information.

Customers must present this warranty card, inverter purchasing invoice, installation invoice or commissioning report, extension warranty card if applicable, and other related materials as well if required. It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met.

Please note Growatt reserve the ultimate explanation right on this warranty card.

Please fill in the required information below when your device is defective, scan and send it to your supplier or email your supplier with all the information

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End User Information

Customer name:

Phone number:

Email:

Detailed address:

Product Information

Inverter Model:

Serial No. (S/N):

Purchase date:

Dealer/Installer:

Commissioning data:

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