

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

### 2. 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
- 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)

### 3. 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.

#### 4. Warranty procedure

Please note customers who want to get replacement from Growatt have to fully fill in *Growatt RMA Form* (or called *Warranty Claim Form*) to claim warranty replacement.

Please read the below notes before fill in *Growatt RMA Form* (or called *Warranty Claim 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 include installer, distributor, or even end user) fully complete *Growatt RMA Form* (or called *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.
- 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 5 working days. However, we will notify

customer the delay of replacement release if inverters returned with insufficient or incorrect faulty descriptions. For details please see below *Time for replacement release*.

### ***Time for replacement release***

Generally, we can release replacement inverters in 5 working days. However, it will cause delay of replacement release if inverters returned to our service center with insufficient or incorrect faulty description, as it takes more time for our engineer to inspect & test it. Depending on the quantity and no faulty & incorrect faulty description form rate, it will have extra 5 to 10 working days delay if the no faulty & incorrect faulty description percentage is approx 15%, and extra 10 to 15 working days if the percentage is approx 30%, and up to 20 working days if the percentage is approx 50% or above.

- g) For faulty inverters replaced, customers were eligible for labor & travel compensation from Growatt. However, in that case Growatt also have the right to charge customer for test and freight fees. If the inverter returned is not faulty, we will charge you for freight and test fees when sending replacement back.

## **5. Contact**

For warranty claim or services please contact our server partner or Growatt service representative:

Power solar (A division of Power Parameters):

Peter Allport (Service Manager)

Office: + 61 3 9450 1500

Direct: + 61 3 9450 1528

Email: [peterall@parameters.com.au](mailto:peterall@parameters.com.au)

Hakan Dorter (Technician)

Office: + 61 3 9450 1500

Direct: + 61 3 9450 1528

Email: [hakandorter@parameters.com.au](mailto:hakandorter@parameters.com.au)

Growatt service representative

Martin Luo (Service Engineer)

Mobile: +61 406588916

Email: [martin@ginverter.com](mailto:martin@ginverter.com)

Lisa Zhang (Assistant Marketing Director)

Mobile: +86 13510062758

Email: [lisa.zhang@ginverter.com](mailto:lisa.zhang@ginverter.com)

Growatt New Energy Co.Ltd