

Growatt Limited Product Warranty & Factory Warranty Card

Growatt USA, Inc hereby provides limited product warranty for Growatt products installed in the United States and Canada which covers all defects of design, components, and manufacturing.

This limited warranty is non-transferable and only applies to the original customer. Nevertheless, Growatt can at its sole discretion choose to honor warranty to customer's customers or end users based on customer's request. This limited warranty shall not be extended, altered, or offered aside from the official written instrument approved or executed by Growatt.

Standard Warranty Period:

Product	Warranty Period
MIN-XH-US Series(Single Phase Inverter)	10Years
SPH 10000TL-HU-US	10Years
SPF-US Series (Single Phsae Inverter)	2Years
MTLP-US Series(Single Phase Inverter)	10Years
TL3-US Series (3 phase inverter)	10Years
ARO Battery	10 Years or 6,000 cycles whichever occurs first
APX HV US Battery	10 Years or 3,000 cycles whichever occurs first
ALP LV US Battery	10 Years or 3,000 cycles whichever occurs first
AXE Battery	5 Years or 3,000 cycles whichever occurs first
ATS-US (Auto Transfer Switch)	10Years
SYN-XH-US	10Years
AT-5000ES	5Years
Smart Meter	5Years
RGM(Revenue Grade Meter)	5Years
WiFi/Ethernet Module Antenna For MIN-XH-US Series	5Years
WiFi/4G Module Antenna For MIN-XH-US Series	5Years
WiFi Module For SPF-US,SPH-US,MTLP-US TL3-US series	1Year

Hub Cable For AXE Series	1Year
Warranty effective date is the invoice date plus 90 days	

Inverter and Accessory Warranty Exclusions:

- Damage during transportation.
- Misuse, abuse and improper maintain Growatt products.
- Inappropriate and incorrect installation, commissioning and operation.
- Failure to observe Growatt user manual, installation guide and maintenance requirements.
- Install and maintenance by unlicensed/unauthorized installer/contractor/person.
- Failure to comply with government safety regulations.
- Force majeure such as storm, hailstorm, lightning, hurricane, flood, lightning, earthquake, fire and any other natural calamities.
- Damaged by 3rd party products, devices and software which are not approved and supplied by Growatt.
- Damaged by modification, repair and change performed by non-Growatt employee or unauthorized installer/contractor/person.
- Insufficient ventilation of the device.
- Normal wear and tear.
- Without Growatt part number and serial number.

Battery Warranty Exclusions :

This warranty includes defects of design, components and manufacturing, but excludes from the following damage due to:

- Breaking the product seal (opening the casing);
- Transport damage, or other kind of physical damage, example, damage from falls;
- Use with other devices instead of GROWATT STORAGE DEVICES, constantly or temporarily; For example, charge with other devices instead of GROWATT STORAGE DEVICES, use as DC source for other devices;
- Outdoor installation or outdoor usage without proper shelter.
- Failure to observe the user manual, the installation guide, and the maintenance regulations;
- Unauthorized Modifications, changes, or attempted repairs;
- Incorrect use or inappropriate operation; Connect or mix with different type of battery modules
- Insufficient ventilation of the device; Installation under the direct sun light; Installation adjacent to thermal source;

- Fail to meet the storage temperature requirement: -20°C to +45°C(-4 ° F to 113 ° F);
- Fail to meet the operating environmental requirement: charging temperature -10 °C or exceed 50 °C(14°F to 122 °F) is charging

temperature -10 °C or exceed 50 °C(14°F to 122 °F); Humidity range 5% to 95% no condensation, installation altitude should be less than 4000 meters.

- Failure to observe the applicable safety regulations;
- Defects or non-conformities which are caused by normal wear and tear,
- The serial number on the Product can no longer be identified or has been modified.
- Force majeure and any other such defects caused by external influences including unusual physical or electrical stress (power failure surges, lightning, flood, fire, storm, accidental breakage);

The warranty does not apply if the obligations and exclusions described above are not complied or not observed.

Warranty Terms & Conditions – Inverter & Accessory:

If a device becomes defective during the agreed Growatt factory warranty period, 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. Customer does not need to receive a new certificate since the entitlement is documented at Growatt.

For product with 10 year warranty, in the latter 5 years, Growatt has the exclusive right to determine how to carry out the remaining warranty. In case Growatt provides replacement for customers, Growatt is not responsible for any other sorts of costs during the service procedure in that period, including (but not limited to) energy loss, travel cost, labor cost and any kind of compensation.

Also, the replacement may have minor cosmetic flaws, dents, scratches or marks which are not covered by this limited warranty if the product is functional and meets specifications. If Growatt chooses to replace or repair, the replacement or repair may be with new, used, or refurbished products. (The replacement or repair may be with new, recertified or refurbished products.)

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.

Growatt shall replace or repair the products free of charge within the warranty period. The Customer shall bear all of the risk, and expenses associated with an investigative repair or replacement site visits by Growatt or Growatt Authorized Representative(s) for which there is no product defect found.

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. In such cases, please contact the supplier/distributor who sold you the device. Possible claims in accordance with the product liability law remain unaffected.

Warranty Terms & Conditions - Battery

Growatt New Energy Technology Co., Ltd provides a non-transferable warranty for a period of 10 years for the integrated lithium-ion phosphate batteries (the battery). The battery warranty is provided by Growatt only for cooperating usage with Growatt Storage Devices (hereinafter refers to as "GROWATT STORAGE DEVICES"). This standard warranty validates from the date of customer purchase, and no more than 10 years and 3 months from the date of delivery from Growatt.

These warranty terms & conditions 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.

It is required that the battery system (charge & discharge device and the battery) should be under Growatt monitoring platform. The battery warranty can be void without monitoring. The battery has to be installed and operated within 60 days after purchase to avoid battery module shelf life over discharge. If the shelf life of the battery module excess 60 days, Growatt is not responsible for the replacement of the battery.

Warranty Period subjects to the Warranty terms & conditions, as well as the exclusions describes below. This warranty does not include any accessories and tool kit items provided with the product.

RMA & Warranty Claim Procedure

Supplier or end user is required to send the warranty claim form to Growatt or authorized service partner with all the necessary information.

Customer must present this warranty card, the purchase receipt, installation invoice and commissioning report, extension warranty card if applicable, and other related materials as well.

Growatt Service Support Representative cannot correct the problem by phone or email support and determines that the problem is the result of product failure that also covered under Growatt warranty policy, then an RMA will be approved by Growatt Service Support representative and a website link of the RMA application form will send to the customer to fill it out online at <http://warranty-us.growatt.com/common/customerComplaints?lang=en> for process. The RMA case would be reviewed and approved by Growatt, then processed for the replacement shipment; Otherwise, if the RMA is not approved, Growatt will provide a request for additional information or notification of warranty claim rejected. The RMA Confirmation is a RMA form with a assigned RMA number that must be put in the package when returning.

Please follow these guidelines when returning products to Growatt

- Use the original packaging if available to avoid potential damage during shipping.
- Ship the RMA items via shipping tag provided by Growatt.
- Write at least two RMA numbers outside the box. Write RMA numbers legibly on the outside the box on at least 2 sides.
- Allow four weeks Turnaround Time after receipt of RMA by Growatt.

All RMA returned items must be sent via tacking tag provided. Be sure to retain the tracking number information for your records.

Growatt is not responsible for delays while in the carriers possession, including but not limited to, weather, accidents, theft or other conditions beyond Growatt control.

Growatt will check the submitted documents and then will decide whether to collect the defective products and conduct a further inspection to verify.

If the product is dead on arrival (DOA) and/or any signs arise of a problem related on DOA upon installation, please contact your supplier/distributor with this warranty card completed within 14 days.

If the customer requests to receive replacement withing three business days, the customer has to pay for the expedited charges.

If Growatt does not receive the RMA items from the customer within thirty days of the RMA assignment date, the RMA request will be closed.

Growatt does not accept any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and the reference to the RMA number on the shipper info. Only the specific items listed on the RMA form will be accepted. All other items will be returned to the customer at customer's own expense.

After the customer receives replacements, Growatt will close the RMA.

Growatt may contact the customer for further details and investigation, in regard to the defective product, requiring to complete root cause analysis testing of the product, or provide further evidence that can support the warranty claim.

Growatt reserves the right to this limited warranty explanation.

Please fill in the required information below and scan, send or email to your supplier or distributor with all the information.

End User Information

Customer name:

Phone number:

Email:

Installation address:

Product Information

Purchase date:

Dealer/Installer:

Installation/Commissioning data:

1st Inverter Model:

Serial No. (S/N):

1st Inverter ATS (Auto Transfer Switch) Model:

Serial No. (S/N):

1st Inverter Smart Meter/RGM (Revenue Grade Meter) Model:

Serial No. (S/N):

1st WIFI Lan module/WIFI-4G module:

Serial No. (S/N):

2nd Inverter Model:

Serial No. (S/N):

2nd Inverter ATS (Auto Transfer Switch) Model:

Serial No. (S/N):

2nd Inverter Smart Meter/RGM (Revenue Grade Meter) Model:

Serial No. (S/N):

1st Battery Primary Model:

Serial No. (S/N):

1st Battery Secondary Model:

Serial No. (S/N):

2nd Battery Primary Model:

Serial No. (S/N):

2nd Battery Secondary Model:

Serial No. (S/N):

Please list additional product information below such as 3rd system description or other Growatt products

Growatt USA, Inc

Growatt service hotline: +1 (866) 686-0298

Growatt service email: usaservice@ginverter.com

Service hour: 9am~5pm PST. Monday to Friday (apart from national holidays)

9227 Reseda Blvd. #435 Northridge, CA 91324

Version: DEC, 2023

Subject to change without prior notice