

## Warranty Claim Procedure

Please report the defective device to your supplier with this warranty card completed.

Supplier 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 & installation invoice, and other related materials as well if required.

Please fill in the required information below when your device is defective, scan and send or email it to your supplier with all the information or contact Growatt service team directly.

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

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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:

# Warranty Card

## PV Hybrid Inverter



**GROWATT**

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## Growatt Factory Warranty

For the inverter with this warranty card 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.

This warranty includes all defects of design, components and manufacturing.

## Warranty Exclusions

- 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).

If you would like to purchase an extension of Growatt factory warranty based on the 5 year term of Growatt factory warranty, please contact Growatt to get the price and an extending warranty card for apply.

## 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.

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.