

## Growatt Factory Warranty

For monitoring product with this warranty card you purchased, you'll receive a non-transferable Growatt factory warranty valid for 12 months starting from the purchase date from Growatt New Energy Technology Co., Ltd. These warranty terms & conditions only apply to devices originally purchased from Growatt for selling and installation in the defined destination set forth in the purchase orders in the oversea markets (out of China), unless there are specially stipulations.

### Warranty conditions

This warranty includes defects in designs, components and manufacturing. 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

*repaired* by Growatt, or  
*exchanged* for a replacement device of equivalent value and function according to product model and lifetime.

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.

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

Due to the technological progress product upgrades, the replacement device provided may require system re-configuration, alteration, or extra material/component to fulfill its perfect functions. 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 from whom you purchase the device. Possible claims in accordance with the product liability law remain unaffected.

### Warranty claim procedures:

Please report the defective device to your supplier with this warranty card completed, in no later than 14 days after signs of a problem arising which might lead to a warranty claim. Installer or end user is required to send the warranty claim form to Growatt service or Authorized

service partner with all the necessary information.

Customers must present this warranty card, purchasing invoice, installation certificate 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 the installer or dealer, or send email to Growatt service with all the information

## Warranty Exclusions

Exclusions of warranty are defects/damages due to:

*Breaking the product seal (opening the casing) without supplier's approval*

*Transport damage*

*Incorrect installation or commissioning*

*Failure to observe the user manual, the installation guide, and the maintenance regulations*

*Unauthorized modification, alteration, or attempted repair*

*Incorrect use, storage or inappropriate operation*

*Force majeure (e.g., lightning, over voltage, storm, fire)*

## End User Information

Customer name:

Phone number:

Email:

Detailed address:

## Product Information

Device Model:

Serial No. (S/N):

Purchase date:

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