

## Growatt Warranty Procedure for UK

### 1. Warranty period

For the inverter(s) you purchased, you will receive a 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 Technology Co., Ltd**, whichever is shorter. The standard 10 years factory warranty can be extended to 15 or 20 years.

All Growatt monitoring device(s) come with a standard 1 year warranty.

### 2. Warranty Scope

This warranty includes all defects of design, components and manufacturing of the Growatt products. However, the defect caused by the following reasons will not be covered by the standard factory warranty:

- Breaking the product seal (opening the casing) without prior approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide
- 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)

**Please note: Growatt has no responsibility for compensation for any other damage or loss such as transportation and installation cost, call out engineering service fees, and the loss of PV system stop generating energy, etc.**

### 3. Warranty claim procedure

This warranty procedure only applies to the customers who directly purchase inverters from Growatt (referred to direct buying customers). If your inverter is bought from other channels, please claim warranty from your supplier. All customers have full responsibility to fill in warranty claim forms before they send faulty inverters back to Growatt. If customers don't fill in warranty claim form according to the following general warranty procedure, Growatt has no responsibility for any returned inverter from these customers and Growatt are entitled to refuse non-qualified claims.

If a device becomes defective during the agreed Growatt factory warranty period, Installer can contact Growatt technical support, Our engineer will guide you to try to resolve it on site. If the problem cannot be sorted out on site, we'll issue a RMA for you to replace the inverter.

The replacement inverter is not necessarily brand new, might be refurbished but with reliable quality and can ensure normal operation. After the replacement, the remainder of the warranty entitlement will be transferred to the replacement device. You will not receive a new certificate since your entitlement is documented at Growatt.

Normally, we provide certain amount of replacement units to our partners as service stock depending on their order quantity. They can use these inverters to replace faulty inverter with authorization from Growatt. However, they can never be used to sell.

#### **Inverter replacement procedure is as follows:**

- a). The installer must contact Growatt by phone or email before any replacement. Growatt technical support will guide the installer to try to find a solution without having to exchange the inverter.
- b). If the inverter is deemed to be faulty and needs to be replaced. You need to complete the Growatt warranty claim form and sign on it, then return it to Growatt by email. Growatt will raise and create an RMA for the inverter.
- c). Then you can replace the inverter for your customer, and repack the faulty inverter using the same packaging.
- d). You can contact Growatt for the collection of faulty inverters at your side when they are accumulated

to one pallet or more. Meanwhile, Growatt will send you corresponding amount of replacement inverters to supplement your service stock.

e). Growatt will process the reimbursement after the faulty inverters were returned to our warehouse.

f). For the direct buying customers who are not eligible for service stock, Growatt will send replacement inverter to you each time when your RMA is issued. We'll collect the faulty inverters when they are accumulated to half or one pallet and process the reimbursement when faulty inverters returned to our warehouse.

Customers may be required to provide the inverter warranty card, original purchasing & installation invoice, or other relevant materials. This is also stated on the Growatt warranty card coming with product. Growatt may refuse to service, if customers fail to provide.

#### **4. Growatt Responsibility**

Upon receipt of the warranty claim form, and after attempts to correct the problem with the customer's assistance, Growatt will assign a unique case number and RMA to the customer. **This number shall be used in reference for all communications regarding the exchange.**

Growatt will provide certain amount of replacement inverters to direct buying customers. These inverters can be used to replace faulty inverter when RMA is issued by Growatt. The direct buying customers have responsibility to collect the allegedly faulty inverter back and keep them in good packaging. The corresponding warranty claim form should be attached on the packaging.

Growatt will collect the faulty inverters back to warehouse when they are accumulated to half or one pallet and send replacement units to supplement direct buying customers' replacement stock. Growatt will use standard ground transportation; All standard transportation costs incurred in the shipment of the faulty inverters back to Growatt and replacement inverters to direct buying customers will be paid by Growatt. Any expedited transportation requirements will be billed to the customer.

A qualified installer must be available for the inverter exchange and re-commissioning. The replacement inverter will be covered by the original warranty terms of the faulty inverter for the

remaining warranty period of the faulty inverter.

## 5. **The Direct Buying Customers' Responsibility**

In the event of an equipment failure or fault it is the direct buying customers' responsibility to work directly with Growatt technical support in order to limit the return of non faulty equipment. Growatt technical support will work with the installer to rectify the fault or fault message through telephone support or email.

**Note:** In order to qualify for further compensation and a replacement unit, the direct buying customers must first contact Growatt by telephone or email to get the authorization.

## 6. **End user whose installer has gone bankruptcy.**

For end user whose installer has broken down, they can claim warranty direct to Growatt.

First, the end user must contact Growatt by phone or by email, Growatt technical support will confirm some basic information such as status LED, fault message, inverter model, etc. to judge if that's inverter fault. If the inverter is deemed to be faulty, we'll send you a warranty claim form for you to claim your warranty. Replacement inverter will be sent out within 5 working days of the receipt of the completed warranty(by email). The end user must find an electrician to replace the inverter themselves, Growatt will provide £90GBP for the labor cost. However, this is a voluntary payment with no liabilities acknowledged by Growatt.

## 7. **Compensation for Direct Buying Customers**

If faulty equipment is exchanged by a direct buying customer within the warranty period, Growatt will make a one-time payment to the direct buying customer of £90GBP for each site and £15GBP for each additional inverter in the same site on the same day, as compensation.

The amount of compensation is as follows,

a. For single phase small inverter,

We can pay £90.00 for travel/setup time and £15.00 for swop inverter. The total payment for replacement service is £105, invoice to 'Shenzhen Growatt New Energy Technology Co., Ltd.'

If there are multiple inverters installed on one single site and more than one inverter need to be

replaced, we pay additional £15.00 for each additional faulty inverter within the same address.

b. For three phase inverter,

We can pay £90.00 for travel/setup time and £30.00 for swop inverter. The total payment for replacement service is £120.00, invoice to 'Shenzhen Growatt New Energy Technology Co., Ltd.'

If there is more than one inverter need to be replaced on the same site within the same address, we can pay £30.00 for each additional faulty inverter.

This is a voluntary payment with no liabilities acknowledged by Growatt. In the course of inspection by Growatt, if the allegedly faulty inverter is found by Growatt to be ineligible for exchange, the compensation payment will not be made and the direct buying customers will be charged for the repair of the unit as stated in this file.

In order to receive the compensation payment, the direct buying customers must provide proof of a valid warranty for the allegedly faulty inverter, a correctly issued and fully completed invoice (as provided by Growatt with the replacement inverter). Direct buying customers must ensure the return of the suspect equipment prior to reimbursement from Growatt.

## 8. Contact

For warranty claim or technical support please contact our service center:

Headquarter: Service Hot Line: +86 755 27471942, Email: [service@ginverter.com](mailto:service@ginverter.com)

UK Subsidiary contact: Service Line: +44 75 8555 9688, Email: [UK.sales@ginverter.com](mailto:UK.sales@ginverter.com)

**Appendix**

(1) Sample of Warranty claim form

**Warranty Claim Form**

**Note: Signature or Seal stamp required. Please print it, sign or stamp and then email to Growatt.**

**Growatt shall have no obligation for unqualified application such as incorrect information or missing necessary information.**

Product Model		Serial Number (S/N)	
Company Name			
Contact Person		Contact Number	
Contact email			
Company Address			
Replacement Deliver Address			
End user email/phone		Date of Installation	

**Input & Output information**

Panel Specifications	Voc.(V):	Vmp.(V):	Pmax.(W):
Number of strings per MPPT:	___/___(A/B)		
Number of panels for each string:	___/___/___/___/___/___(1/2/3/4/5/6)		
Actual grid voltage (V):	___/___/___(R/S/T)		

**Fault Description**

LCD display reads		LED status (color)	
Detailed Description, frequency of fault:			

Warranty Claim Authorized signature:

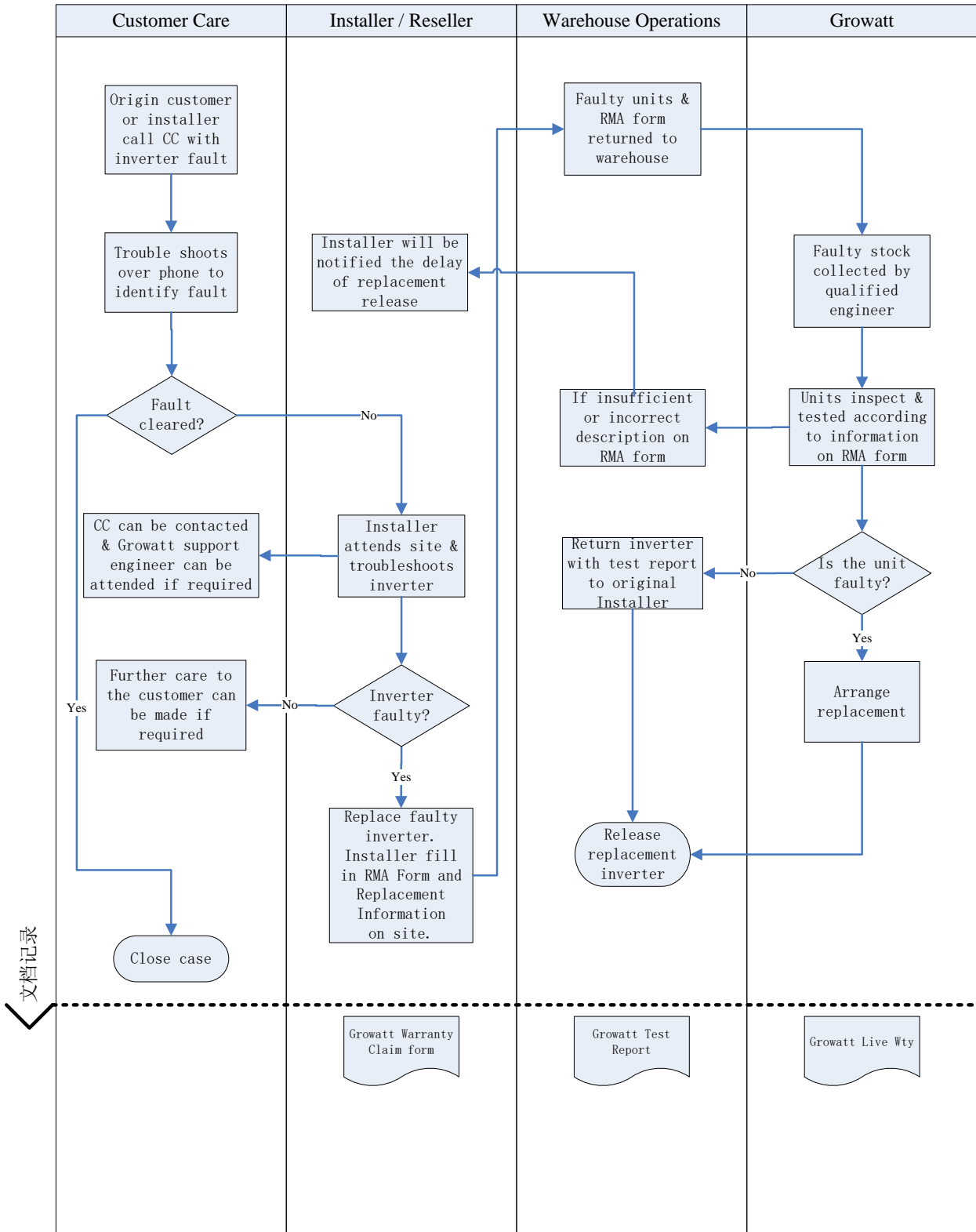
***The following information must provide after faulty inverter been replaced***

**Replacement Information**

Product Model		Serial Number (S/N)	
Replaced by		Replace Date	

Replacement Information Authorized signature:

(2) Sample of warranty claim procedure



Customer Service Center

Growatt New Energy Technology Co.Ltd

## Invoice Form

Complete and send this invoice form to Growatt for compensation claim