

Growatt Extension Warranty Procedure

For the Growatt inverter you purchased, you received 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 Shenzhen Growatt New Energy Co.,Ltd. (The same calculation applies to Growatt factory warranty of 10 years). As an option, customers can extend factory warranty to **10, 15, or 20** years, but the longest warranty is not more than 20years.

Warranty Extension application period:

Customers (Distributor or installer, etc) must apply for warranty extension within 18 months from the date of inverter installed and no more than 24 months from the date of delivery from Growatt.

To extend factory warranty, customers have to apply for warranty extension online, which is called Online Smart Service system or OSS system for short, the application website is divided into 3 categories by region as below, when applying for extension, please select the correct URL according to the area.

For Chinese Mainland: <http://oss-cn.growatt.com/common/renewal?lang=zh>

For USA&Canada: <http://oss-us.growatt.com/common/renewal?lang=zh>

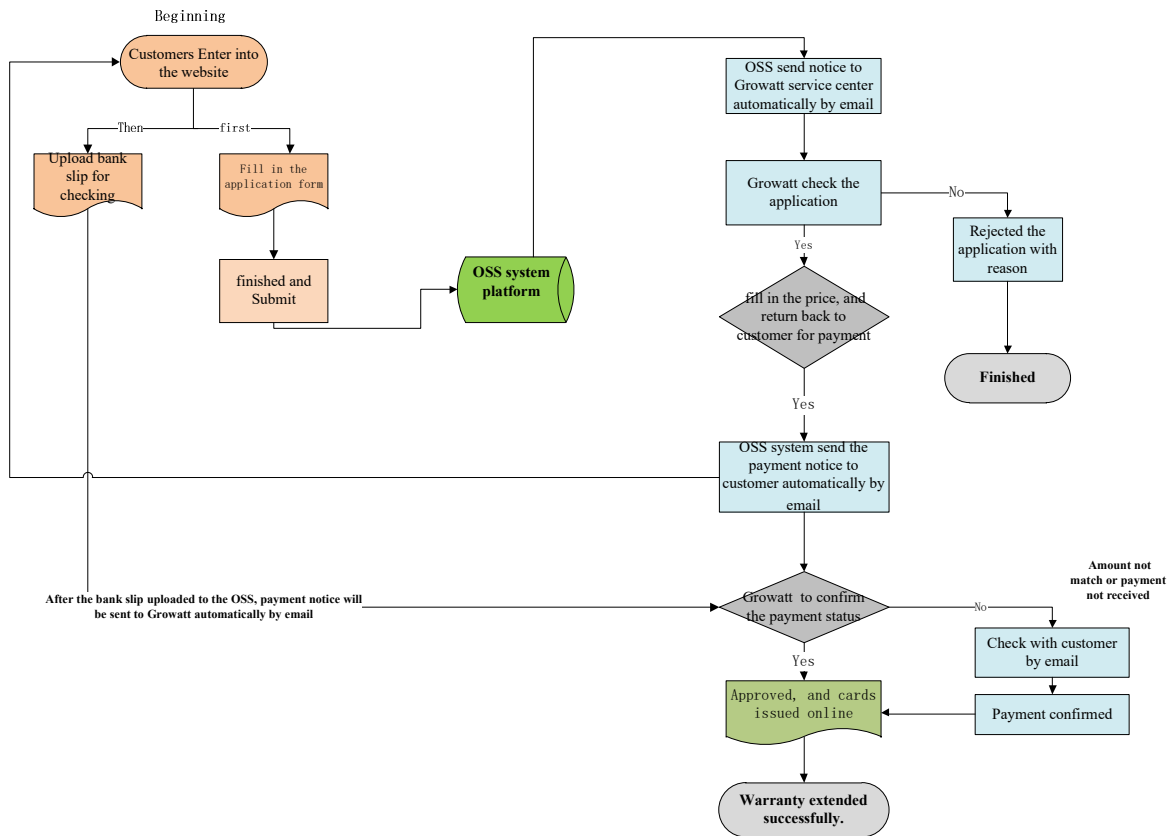
For Global Region: <http://oss.growatt.com/common/renewal?lang=zh> (exclude above regions)

The online warranty extension **application procedure** is as following steps:

1. Fill in all the information on **Payment extension application form** online, which is shown on the 1st page, and then submit to Growatt.
Note: We do not extend warranty for end users directly, if you are end user, please contact your installer or distributor to apply warranty extension for you.
2. Growatt inspect the integrity and correctness of the information online. If all information is integrate and correct, Growatt will fill in the extension price and confirm the order to you for your payment, a noticed email will be sent automatically from Growatt OSS system to remind customers to make payment, if there's something mistake, like repeated orders or not meet the extension requirements, the orders will be rejected.
3. Customer pay for the amount of warranty extension and upload the bank slip to Growatt OSS system.
4. After Growatt confirm the payment, the extension cards will be issued online. A noticed email from Growatt OSS system will be sent automatically to remind you that you could download the extension cards online from now on.
5. The extension period is linked together with the factory warranty, which you could checked the total warranty years of the inverter on OSS system(the warranty query part) or Growatt official website: <https://www.ginverter.com/list-19.html>
6. After the standard factory warranty is expired, and your extension warranty is in use. At that time, you could present your Growatt extension cards and the original purchase invoice or checked your warranty period on Growatt warranty system to claim warranty from Growatt.

7. Enclose the flow chart of online extension procedure:

Online Paid Warranty Extension Procedure



Shenzhen Growatt New Energy Co., Ltd.
Customer Service Center

