

Growatt Grid Inverter Warranty Procedure for Africa

1. Warranty period

For the inverter(s) you purchased, you will receive a Growatt factory warranty valid for 5 years (on grid inverter) from the date of installation and no more than five and a half years from the delivery date from **Growatt New Energy Technology Co., Ltd**, whichever is shorter. The standard 5 years factory warranty can be extended to 10 or 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 service persons by phone or by email, Growatt 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 repair by replacing boards / 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 boards or inverters to our partners as service stock depending on their order quantity. They can use these repair /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 online then inform Growatt. 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 of the replacement inverter.

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.

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 one or more 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 a replacement unit, the direct buying customers must first contact Growatt by telephone or email to get the authorization.

6. Contact

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

Headquarter: Service Hot Line: +86 755 27471942,

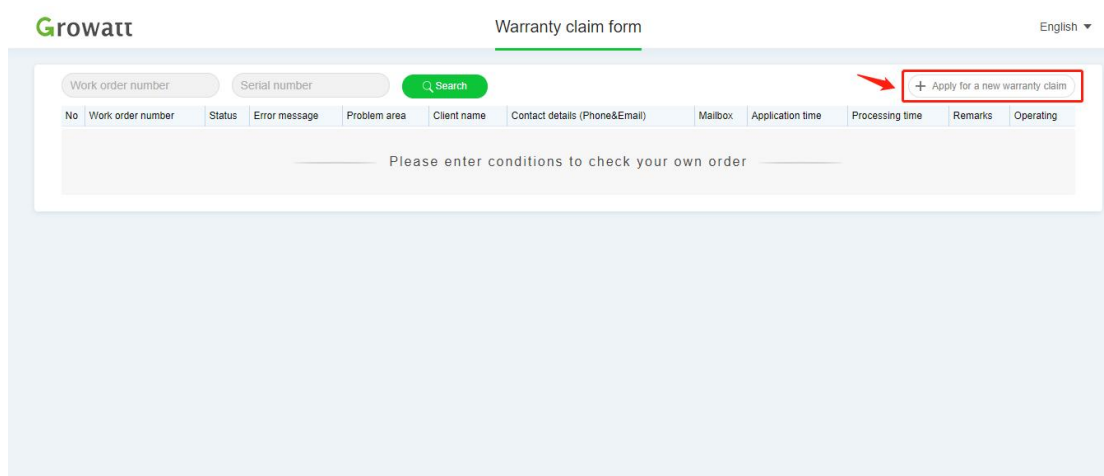
Email: service@ginverter.com

Appendix

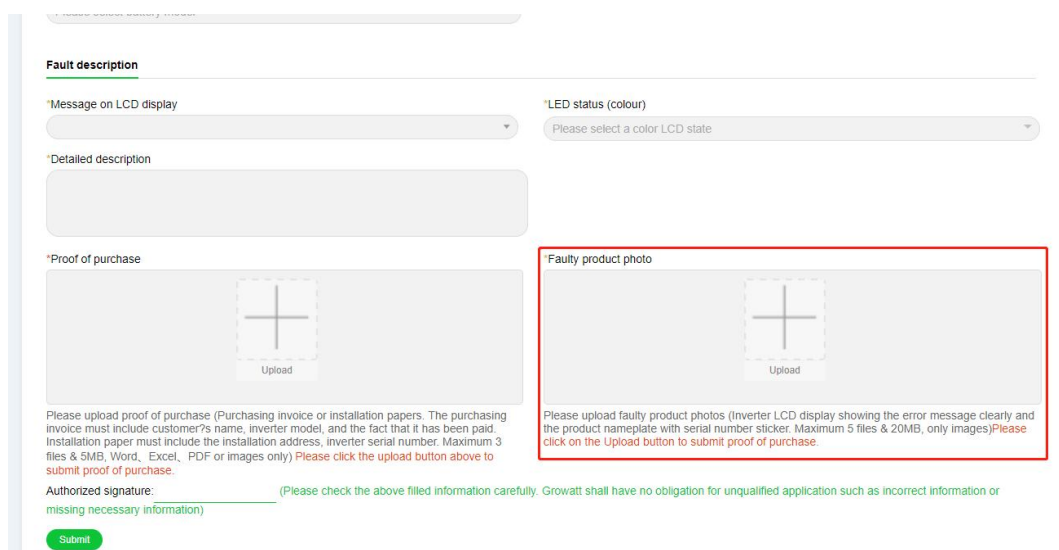
(1) Submitting online Warranty claim form

For distributors and installers they requested to register OSS accounts via: <http://oss.growatt.com>, complete user information and go to 'Service Hall' > 'Warranty Claim' and click '+Add a warranty application' to raise a warranty claim for RMA.

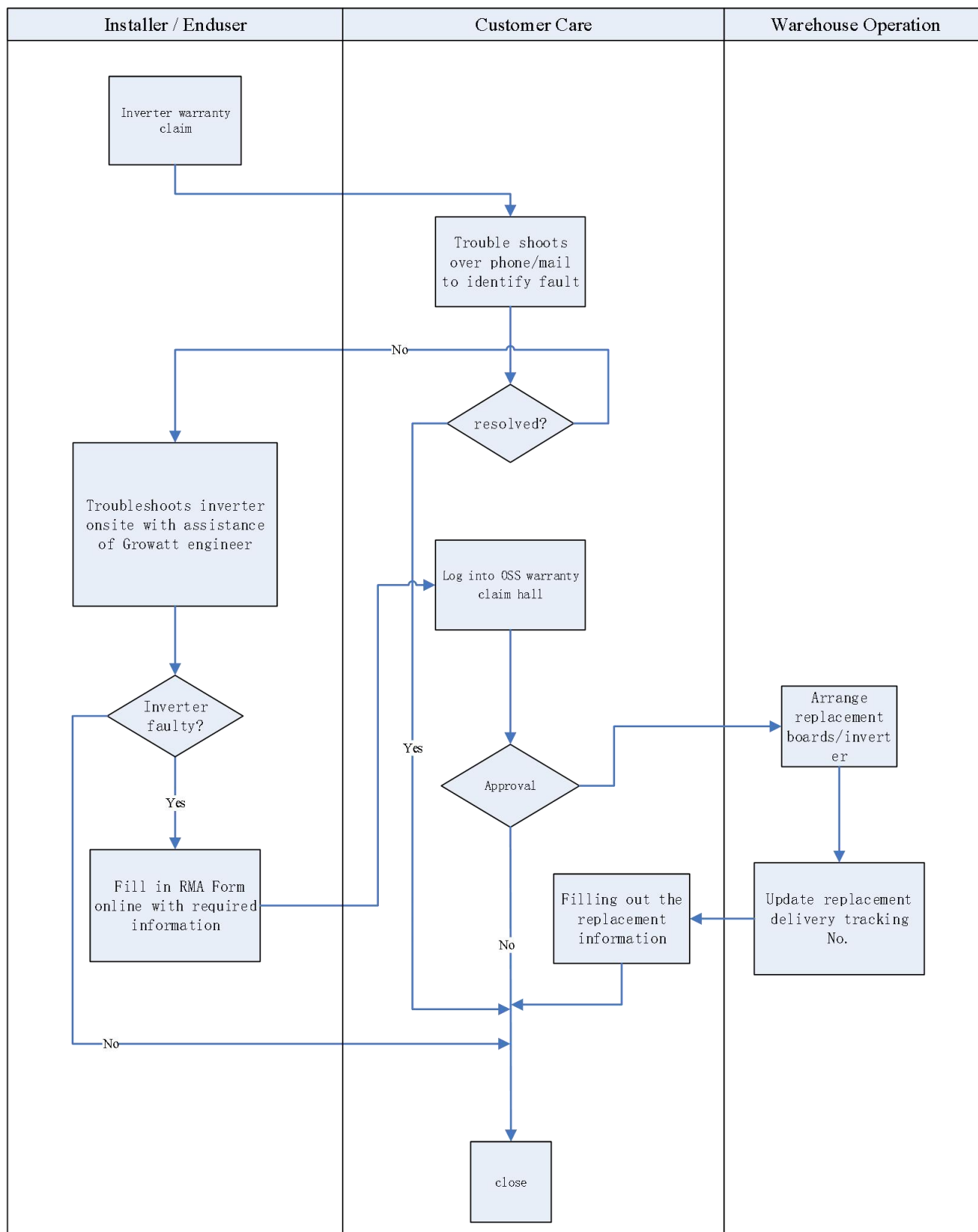
- For the **end users** who don't have OSS account registered, the Warranty claim access will be: <http://warranty.growatt.com/common/customerComplaints?lang=en>
- Visit the website using browser (Google chrome/IE recommended), to apply for a replacement unit please click apply for a new warranty claim form.



- Please fill in the form as required, especially the faulty product photos (Inverter LCD display showing the error message clearly and the product nameplate with serial number sticker) are greatly requested then sign as your signature at the bottom.



(2) Sample of warranty claim procedure



Customer Service Center

Growatt New Energy Technology Co.Ltd

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