

## Growatt Warranty Procedures for UK

### 1. Warranty period

For the inverter(s) you purchased, you will receive a Growatt factory warranty valid for 10 years referring to product warranty card, from the date of installation and for 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 depending on product models.

### 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 agreed Growatt factory warranty period, Installers are free to contact Growatt technical support, service engineers will guide you to resolve it remotely by email, phone call or WhatsApp, or on site visit if remote technical support doesn't help. When the problem cannot be sorted out on site, we'll issue a RMA for you to replace the faulty device.

Growatt will send brand new inverters as service replacements under the circumstance that customers have their inverters faulty in 6 months from the date of installation and within the first year of product warranty period. The replacement inverter is not necessarily brand new, might be refurbished but of reliable quality and it is able to ensure normal operation. After the replacing, the remainder of the warranty entitlement will be transferred to the replacement device with its SN. You will not receive a new certificate since your entitlement is documented at Growatt.

Normally, replacements units are either sent from Growatt UK warehouse or our distributors. 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 under authorization from Growatt. However, they can never be used to sell.

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

- a). The installers should 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. Growatt UK service team will send you a RMA link and you need to fill out and submit the Growatt online warranty claim form on OSS with

required information and materials, after the form being approved, Growatt will raise and create an RMA for the inverter.

c). Then installers/distributors are authorized to replace inverters for customers, and repack the faulty inverters using the same packaging. Installers/distributors are requested to record SN of both faulty and replacement inverters into a replacing list, in order to allow Growatt to cover original warranty onto the replaced inverters, faulty unit collection and compensation payment are also proceeded basing on the list.

d). Please contact Growatt for collection of faulty inverters at your side when they are accumulated to one pallet or more. Meanwhile, please provide the above-mentioned replacing list, 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 inverters to you each time when your RMA forms are issued. We'll arrange for collecting the faulty inverter from your site and process the reimbursement when faulty inverter returns to our warehouse.

Customers might be requested 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 approval 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 authorization.

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

For end user whose installer has broken down, please submit online 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 an online warranty claim form link for you to claim your warranty. Replacement inverter will be sent out within 5 working days of the approval of your qualified warranty claim form. The end users are recommended to find an installer/electrician to replace the inverter themselves, Growatt will give you a payment as compensation for the labor cost. However, this is a voluntary payment with no liabilities acknowledged by Growatt. For detailed compensation regulations please refer to the next chapter.

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

If a faulty device is replaced by a direct buying customers / installers within the warranty period, Growatt will make a one-time payment to the direct buying customers / installers as compensation. Please invoice to '**Growatt New Energy Technology Limited**', with payment description including replacing list (faulty and replacement unit SN), online warranty claim reference number, your identity and essential Bank Account information.

The terms to evaluate the compensation payment are as following:

**a. For Growatt single phase inverters & Three-phase inverters under 15KW:**

We will pay £90.00 for travel/setup time and £15.00 for replacing faulty inverter. The total payment for replacement service is £105.

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 over 15KW & all Growatt inverter-storage systems:**

We will pay £90.00 for travel/setup time and £30.00 for replacing device. The total payment for replacement service is £120.00.

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 / installers 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 / installers are requested to 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 / installers should ensure the return of the suspect equipment prior to reimbursement from Growatt. Direct buyers / installers shall claim the compensation payments within a period of 12 months from the date of warranty claims being issued, otherwise Growatt reserve the right to decline the reimbursement request.

## 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)

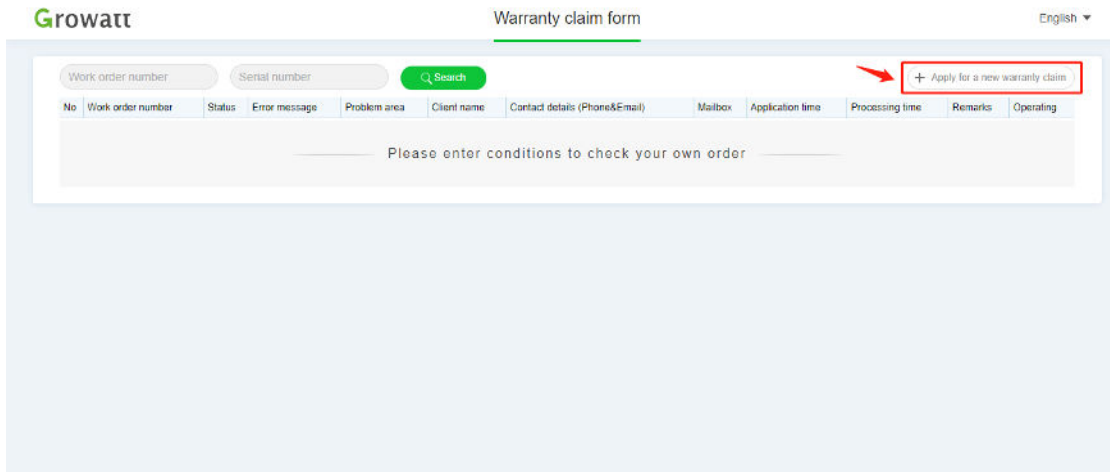
### UK Subsidiary:

Service Line: +44 75 8555 9688, Email: [UK.sales@ginverter.com](mailto:UK.sales@ginverter.com); [ben.h@growatt.com](mailto:ben.h@growatt.com)

**Appendix**

**(1) Submitting online Warranty claim form**

- a) Warranty claim access: <http://warranty.growatt.com/common/customerComplaints?lang=en>
- b) Visit the website using browser (Google chrome/IE recommended), to apply for a replacement unit please click apply for a new warranty claim form.



- c) 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.

**Fault description**

\*Message on LCD display

\*LED status (colour)

\*Detailed description

\*Proof of purchase

\*Faulty product photo

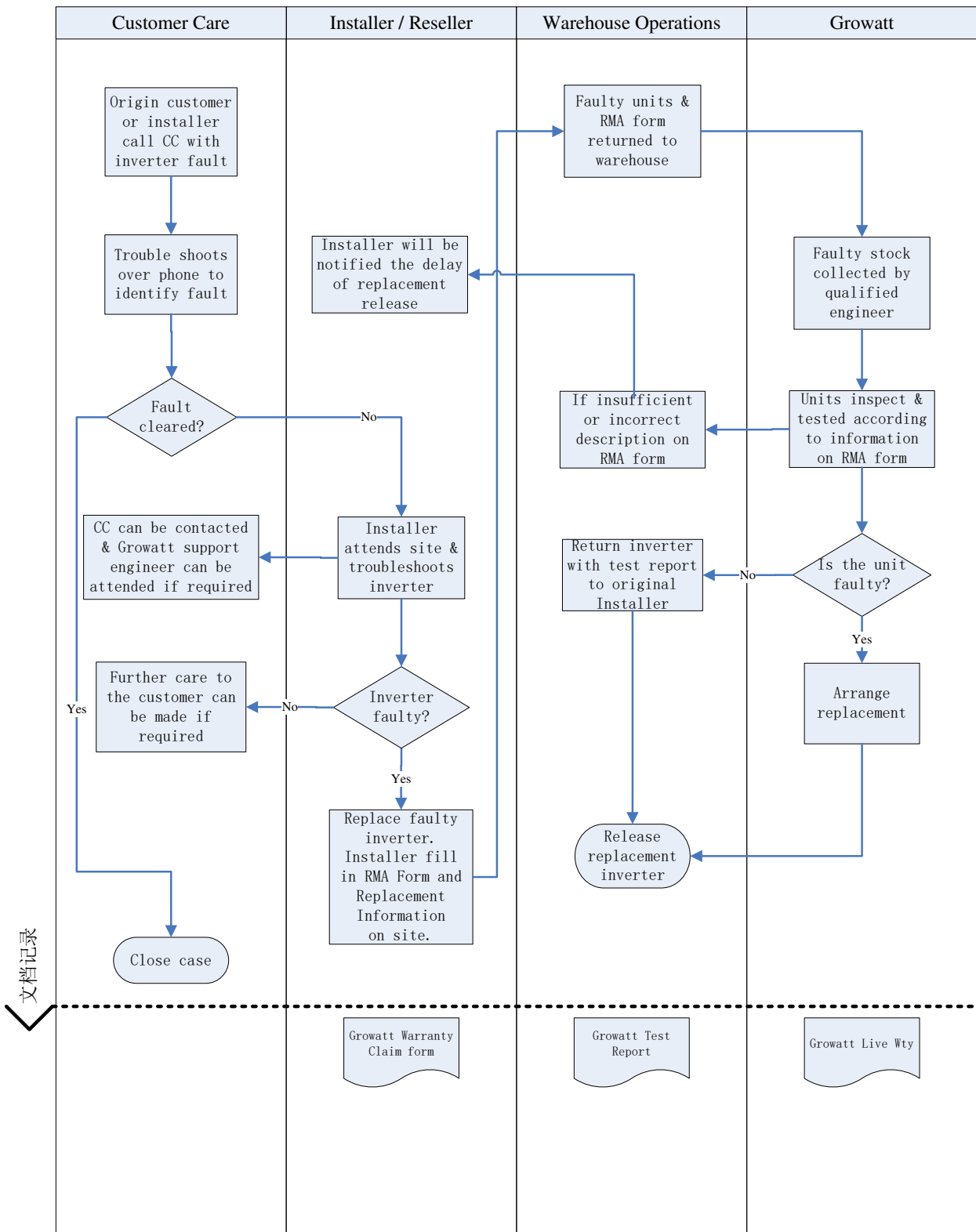
Please upload proof of purchase (Purchasing invoice or installation papers. The purchasing invoice must include customer's name, inverter model, and the fact that it has been paid. Installation paper must include the installation address, inverter serial number. Maximum 3 files & 5MB, Word, Excel, PDF or images only) Please click the upload button above to submit proof of purchase.

Please upload faulty product photos (Inverter LCD display showing the error message clearly and the product nameplate with serial number sticker. Maximum 5 files & 20MB, only images) Please click on the Upload button to submit proof of purchase.

Authorized signature:  (Please check the above filled information carefully. Growatt shall have no obligation for unqualified application such as incorrect information or missing necessary information)

**Submit**

(2) Sample of warranty claim procedure





## Invoice Form

Please send your invoice to Growatt service team by email for compensation claim, essential information of payment description including faulty and new unit SN, identity, bank Account information & VAT NO. are required. Here's a template invoice from a customer showed as below:

Invoice To:		SALES INVOICE	
Growatt New Energy Technology Ltd Growatt New Energy Technology Ltd 66 Chiltern Street, London, W1U 4JT, UK Tel: +86 13510069418 07585559688		<b>Invoice Date</b>	10/07/2019
		<b>Due Date</b>	09/08/2019
		<b>Reference</b>	Warranty Replacement
		<b>Customer Code</b>	Growatt
		<b>Invoice Number</b>	SI-4122
Description	VAT %	Net Amt	
Solar PV Work- exchange of a 18000UE inverter at Monkshouse Primary School on 10 July 2019 Old inverter serial Number: [REDACTED] New inverter serial number : [REDACTED]	20.00	87.50	
<b>VAT Rate</b>	<b>Net</b>	<b>VAT</b>	
Standard 20.00% (20.00%)	£87.50	£17.50	
			Net Amount 87.50
			VAT Amount 17.50
			<b>TOTAL £105.00</b>
<b>Notes:</b>			
Payment Due on Receipt. Thank You.			
Please make cheques payable to [REDACTED]			
BACS Details			
Acc No [REDACTED]			
Sort Code [REDACTED]			

Customer Service Center

Growatt New Energy Technology Co., Ltd