

Warranty Claim Procedure

Please report the potentially defective devices to your supplier to identify.

Supplier is required to send the warranty claim form to Growatt or authorized service partner with all the necessary information.

Customers must present this warranty card, inverter purchasing & Installation invoice, and other related materials as well if required.

Please fill in the required information below when your device is defective, scan and send or email it to your supplier with all the information or contact Growatt service team directly. If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law.

Please note Growatt reserve the ultimate explanation right on this warranty card.

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End User Information

Customer name:

Phone number:

Email:

Detailed address:

Product Information

Inverter Model:

Serial No.(S/N):

Purchase date:

Dealer/Installer:

Commissioning data:

GT - WA - ST - 1911 - 05

Warranty Card

The Growatt logo consists of a stylized green 'G' followed by the word 'ROWATT' in a bold, black, sans-serif font.

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Growatt Factory Warranty

For the inverter with this warranty card you purchased, you 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 Co.,Ltd.

This warranty includes all defects of design, components and Manufacturing according to the Australian Consumer Law.

Warranty Exclusions

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 proper approval
- Failure to observe the user manual, the installation guide, and the maintenance regulations.
- Transport damage.
- Incorrect installation or commissioning.
- Damage caused by non-compliance with the user/installation manual of the product.
- Unauthorized Modifications, changes, or attempted repairs.
- Damage as a result of natural wear and tear.
- Incorrect use or inappropriate operation.
- Insufficient ventilation of the device.
- Failure to observe the applicable safety regulations.
- Damage as a result of using incompatible equipment with Growatt products.
- Force majeure (e.g., lightning, over voltage, storm, fire).

Warranty Condition

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, as selected by Growatt:

- repaired by Growatt, or
- repaired on-site, or
- exchanged for a replacement device of equivalent value according to model and age.

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.

In Australia, Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

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.