Growatt Introduction and Warranty Procedures for the UK and Ireland Market

GROWATT NEW ENERGY TECHNOLOGY LIMITED

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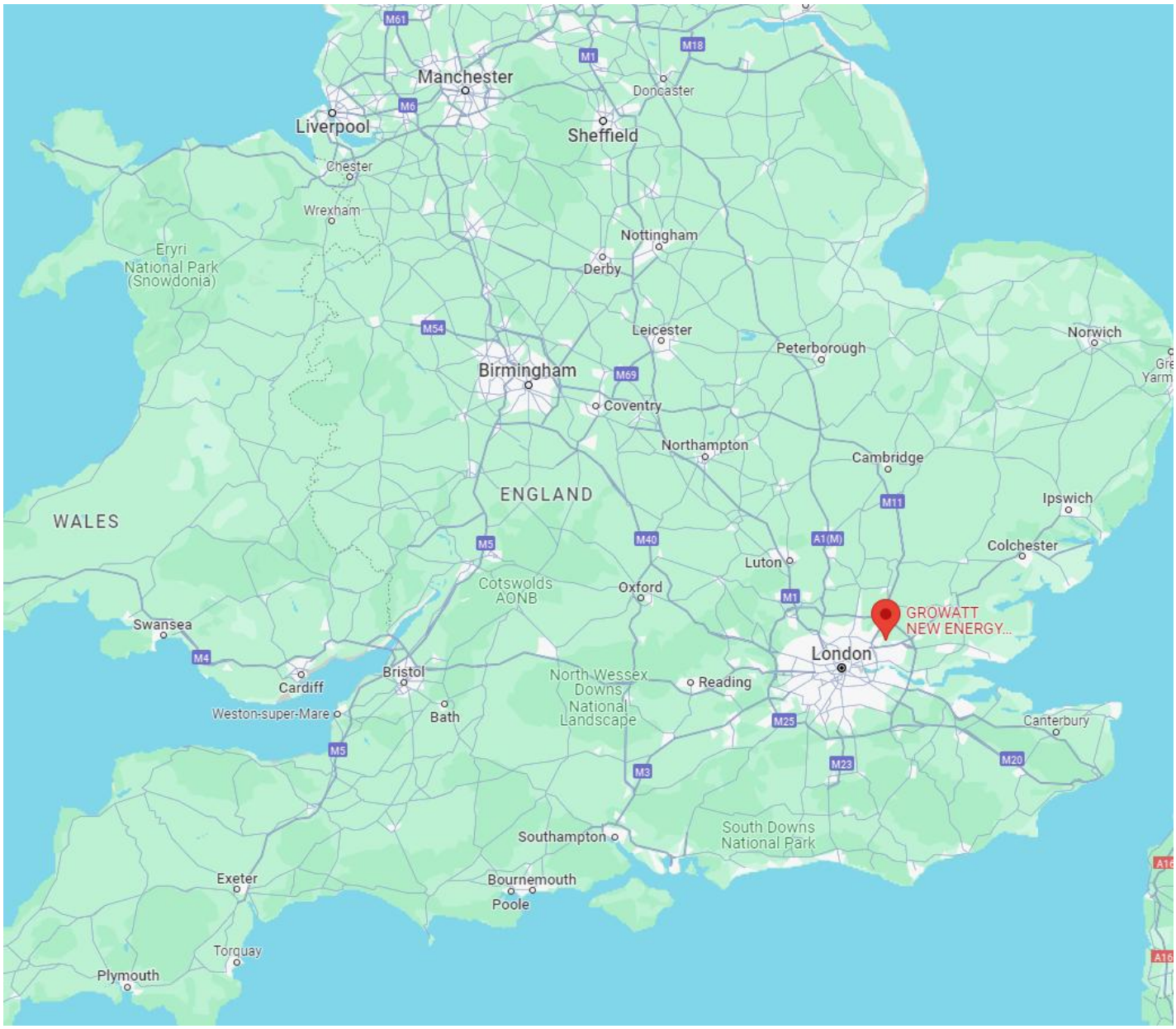
1. Growatt New Energy UK Introduction

- Where we are



Unit 1, The Cromwell Centre, Hainault Business Park, Roebuck Rd, Ilford, London, United Kingdom, IG6 3UG

1. Growatt New Energy UK Introduction

Office location: Unit 1, The Cromwell Centre, Hainault Business Park, Roebuck Rd, Ilford, London, United Kingdom, IG6 3UG

Office Hotline: +44 020 8500 6618

Service Email: service.uk@growatt.com

Office Responsibility: UK & Ireland Remote + Repair + Conditional Onsite

2. Growatt warranty period

When you purchase a Growatt product, you will receive a warranty commitment from Growatt, which you will be able to refer to in the product warranty card packed in the box along with your product.

The product warranty is defined in the table below, and will also be outlined in the warranty card.

The following terms & conditions apply:

Product Code	Warranty Period
On grid inverter	
MIN series	10 years starting from the date of installation and for no more than ten and a half years from the delivery date from Growatt (exclude MID50K TL3-X2)
MIC series	
MOD series	
MID series	
MAX 50-125KTL3 LV	5 years starting from the date of installation and for no more than five and a half years from the delivery date from Growatt
MID50K TL3-X2	
Residential storage inverter	
SPA series	10 years starting from the date of installation and for no more than ten and a half years from the delivery date from Growatt
SPH series	
MIN-XH series	
Commercial Storage inverter	
MOD-XH series	10 years startingfrom the date of installation and for no more than ten and a half years from the delivery date from Growatt
MID -XHseries	
WIT 50K-100K-HU/AU	5 years starting from the date of installation and for no more than five and a half years from the delivery date from Growatt
Off grid inverter	
SPFseries	2 years starting from the date of installation and for no more than two and a half years from the delivery date from Growatt
Battery System	
APX series Battery	10 years starting from the date of installation and for no more than ten years and three months from the delivery date from Growatt
ARK series Battery	
GBLI 6532 Battery	
ML33RTA Battery	
AXE LV Batttery	

2. Growatt warranty period

ALP LV Battery	
Monitoring devices	
Shine WiFi series	Standard 2 year warranty
Shine Link series	
Shine Lan series	
Shine 4G-X series	
SEM series	
Portable power station	
Infinity 1300	5 years from the delivery date from Growatt
Infinity 1500	2 years from the delivery date from Growatt
VITA550	
Solar Panel 100W	1 year from the delivery date from Growatt
Solar Panel 200W	1 year from the delivery date from Growatt
EV charger	
THOR 07AS-PE-V1 /THOR 07AS-SE-V1	3 years starting from the date of installation and for no more than three and a half years from the delivery date from Growatt
THOR 22AS-PE-V1 /THOR 22AS-SE-V1	
GroBoost	
GroBoost	1 year from the delivery date from Growatt
Accessories	
Meter series	2 years from the delivery date from Growatt
ATS series	1 year from the delivery date from Growatt
Back up box series	
SYN series	

3. Standard warranty Extension Procedure

The inverter warranty period (not including battery or other devices) can be extended up to a period of 10,15, and 20 years at an additional cost which is to be paid for by the customer. You can only apply for an extended warranty if it is within 18 months from the date of the installation of the inverter and no more than 24 months from the date of delivery from Growatt.

Any extended warranty shall be subject to the terms and conditions of the standard warranty. customers should apply for a warranty extension on our Online Smart Service system (OSS). The application website in the UK region is listed below:

http://oss.growatt.com/common/renewal?lang=EN

Note: For details about extended warranty,please contact Growatt to obtain.

4. Warranty Scope

The warranty includes all defects in design, components, and manufacturing of the Growatt product.

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
• 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)

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 that stops generating energy, etc

5. Warranty claim procedure

The warranty procedure only applies to customers who purchased products from Growatt UK. If your inverter（or other product）was bought from a third party provider（imported from other countries may not have UK/Ireland warranty）, please enquire about the warranty from your supplier.

All customers have full responsibility to fill in warranty claim forms before they send faulty inverter（or other product）back to Growatt. If a customer did not fill in the warranty claim form according to the following general warranty procedure, Growatt has no responsibility for any returned inverter（or other product）from the customer and Growatt are entitled to refuse non-qualified claims.

A qualified installer must be available for the inverter（or other product）exchange and re-commissioning. The replacement inverter（or other product）will be covered by the original warranty terms of the faulty inverter（or other product）for the remaining warranty period of the faulty inverter（or other product）.

If a device becomes defective during the agreed Growatt warranty period, Installers are free to contact Growatt Technical Support and the service engineers who will guide the customer in order to resolve it remotely by either email, phone, WhatsApp, or via on-site visit if remote technical support cannot resolve the issue and defect cannot be rectified, we will issue a RMA for you to replace the faulty device.

Growatt can send a brand new inverter（or other product）as a service replacement under the condition that the fault occurred within the inverter (rated power <100KW) hardware during the first 6 months from the date of installation and within the first year of the product warranty period. Otherwise the replacement inverter（or other product）will not considered brand new, and could be refurbished but be of reliable quality and with normal operation. After receiving the replacement, the remainder of the warranty entitlement will be transferred to the replacement device which can be tracked with the product serial number (SN). You will not receive a new certificate since your entitlement is documented remotely at Growatt.

Normally, replacement units are either sent from Growatt UK warehouse or our distributors. We provide a specific amount of replacement units to our partners; as stock depend on their order quantity.

Replacements are subject to authorization from Growatt, and can never be resold.

5.1 Inverter replacement procedure is as follows

a) The installers should contact Growatt by phone or email before any replacement claim is made. Growatt technical support will guide the installer to try to find a solution without having to replace the inverter（or other product）.

b) If the inverter（or other product）is deemed to be faulty and needs to be replaced, Growatt UK service team will send you a RMA link. You will then need to fill out and submit the Growatt online warranty claim form on OSS with the necessary required information and material. After it has been approved, Growatt will raise this and create an RMA for the inverter（or other product）.

c) Installers/distributors are authorized to replace inverter（or other product）for customers, and repack the faulty inverter（or other product）using the same packaging. Installers/distributors are requested to record SN of both faulty and replacement inverter（or other product）into a replacing list, in order to allow Growatt to recover original warranty to record all data regarding the faulty and replacement inverter（or other product）, faulty unit collection and compensation payment.

d) Please contact Growatt for collection of faulty inverter（or other product）, when they are accumulated to one pallet or more. Likewise, please also provide the above-mentioned replacing list, Growatt will then send you the corresponding amount of replacement inverter（or other product）to supplement your service stock.

e) Growatt will process the reimbursement after the faulty inverter（or other product）are returned to our warehouse.

f) For the customers who are not eligible for service stock, Growatt will send replacement inverter（or other product）to you when your RMA forms are issued. We will arrange for the collection of the faulty inverter（or other product）from your preferred delivery address and process the reimbursement when the faulty inverter（or other product）is returned to our warehouse.

Customers might be requested to provide the inverter（or other product）warranty card, original purchasing & installation invoice, or other relevant materials. This is also stated on the Growatt warranty card that comes with your product. Growatt may refuse to process a warranty claim, if the customers fail to provide the necessary materials.

6. The responsibility of Growatt

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 inverter（or other product）to customers. These inverter（or other product）can be used to replace faulty inverte（or other product）when RMA is issued by Growatt. The customers have responsibility to collect the faulty inverte（or other product）back and keep them in suitable packaging. The corresponding warranty claim form should be attached onto the packaging.

Growatt will collect the faulty inverter（or other product） back to warehouse when they are accumulated to one pallet and the replacement units will be sent to supplement customer's replacement stock. Growatt will use standard ground transportation; All standard transportation costs incurred in the shipment of the faulty inverter（or other product）back to Growatt and replacement inverter（or other product）to customers will be paid for by Growatt. Any expedited transportation requirements will be billed to the customer.

A qualified installer must be available for the inverter（or other product）exchange and re- commissioning. The replacement inverter（or other product）will be covered by the original warranty terms of the faulty inverter（or other product）for the remaining warranty period of the faulty inverter（or other product）.

7.The Customer’s Responsibility

In the event of an equipment failure or fault, it is the customer’s 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 customers must first contact Growatt by telephone or email to get authorization.

8. End user whose installer has gone into liquidation

For end users whose installer has gone into liquidation, please submit an online warranty claim directly to Growatt.

First, the end user must contact Growatt by phone or by email, Growatt technical support will then confirm some basic information such as status LED, fault message, inverter（or other product）model, etc. In order to assess the inverter（or other product）fault. If the inverter（or other product）is deemed to be faulty, we will send you an online warranty claim form link for you to claim your warranty. Replacement inverter（or other product）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（or other product）themselves. Growatt's standard warranty do not include installation service or any compensation.

9.Contact

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

UK Subsidiary:
Service Line(UK): 020 8500 6618
Email:Service.uk@growatt.com;

Website related:

- **Products & manuals:** https://www.ginverter.com/Products.html
- **Troubleshoot Q&A:** https://www.ginverter.com/support/FAQ
- **Monitoring**: https://oss.growatt.com/index
- **Monitoring for end-user:** https://server.growatt.com/login?lang=en
- **Warranty application as end-user:**

http://warranty.growatt.com/common/customerComplaints?lang=en

- **Youtube tutorials:**

https://www.youtube.com/watch?v=PwFnIp9M5nY&list=PL_e4qN0jatSSx2GpePlG7S1XsnkIXRuPN&index=1

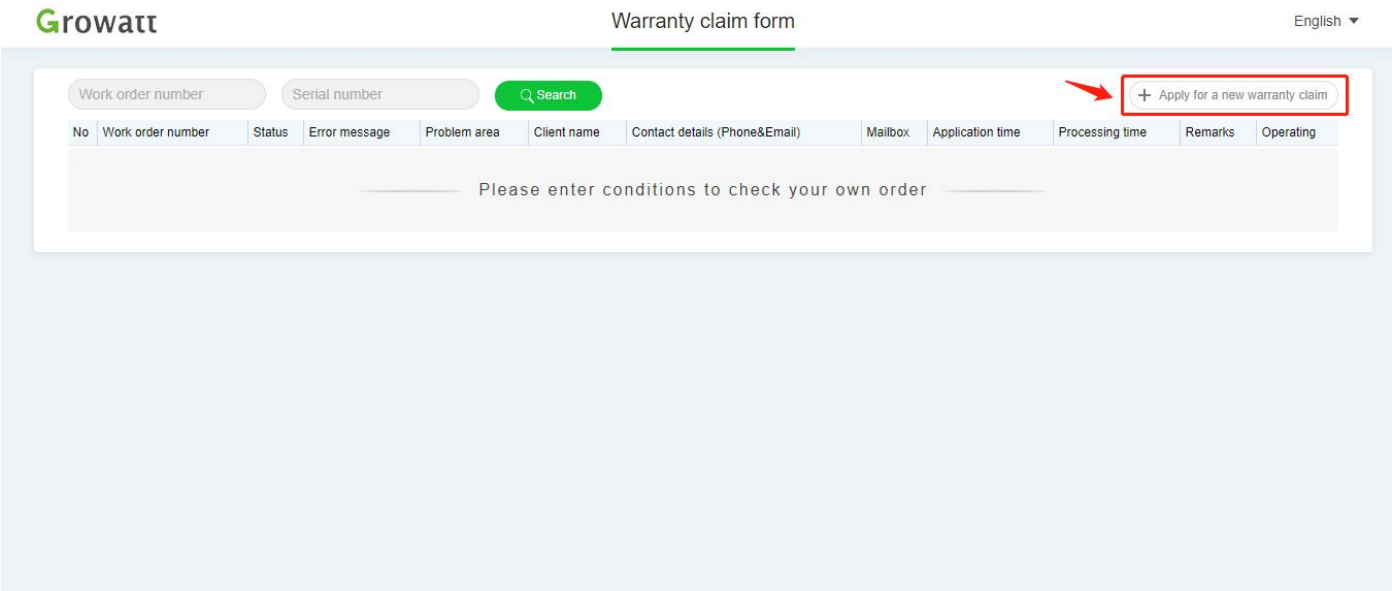
- **UK On-Site Training Booking Link:** https://calendly.com/yuxin-zhong/growatt-product-installation-training-1

(1) Submitting online Warranty claim form:

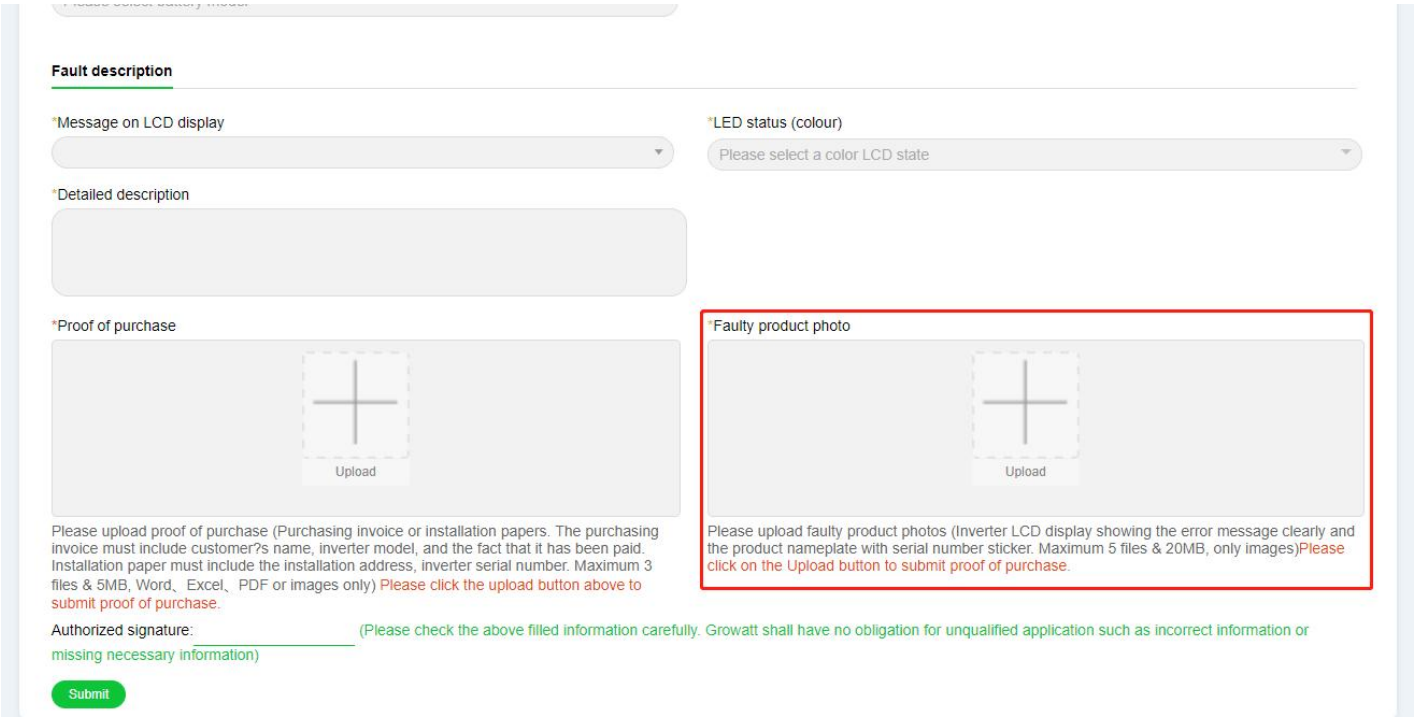
For distributors and installers, Please register an OSS accounts via:
http://oss.growatt.com
Complete user information and go to ‘Service Hall’ > ‘Warranty Claim’ and click ‘+ Add a warranty application’ to raise a warranty claim for the RMA.

a) For the end users who have not registered for an OSS account, the Warranty claim form can be accessed from:
http://warranty.growatt.com/common/customerComplaints?lang=en

b) Visit the website using a browser (Google chrome is recommended). To apply for a replacement unit, please click ‘apply for a new warranty claim’.



c) Please fill in the form as required, it is encouraged to attach faulty product photos (Inverter LCD display showing the error message clearly and the product nameplate with serial number sticker) then please sign your signature at the bottom.



Fault description

*Message on LCD display

*LED status (colour)

Please select a color LCD state

*Detailed description

*Proof of purchase

Upload

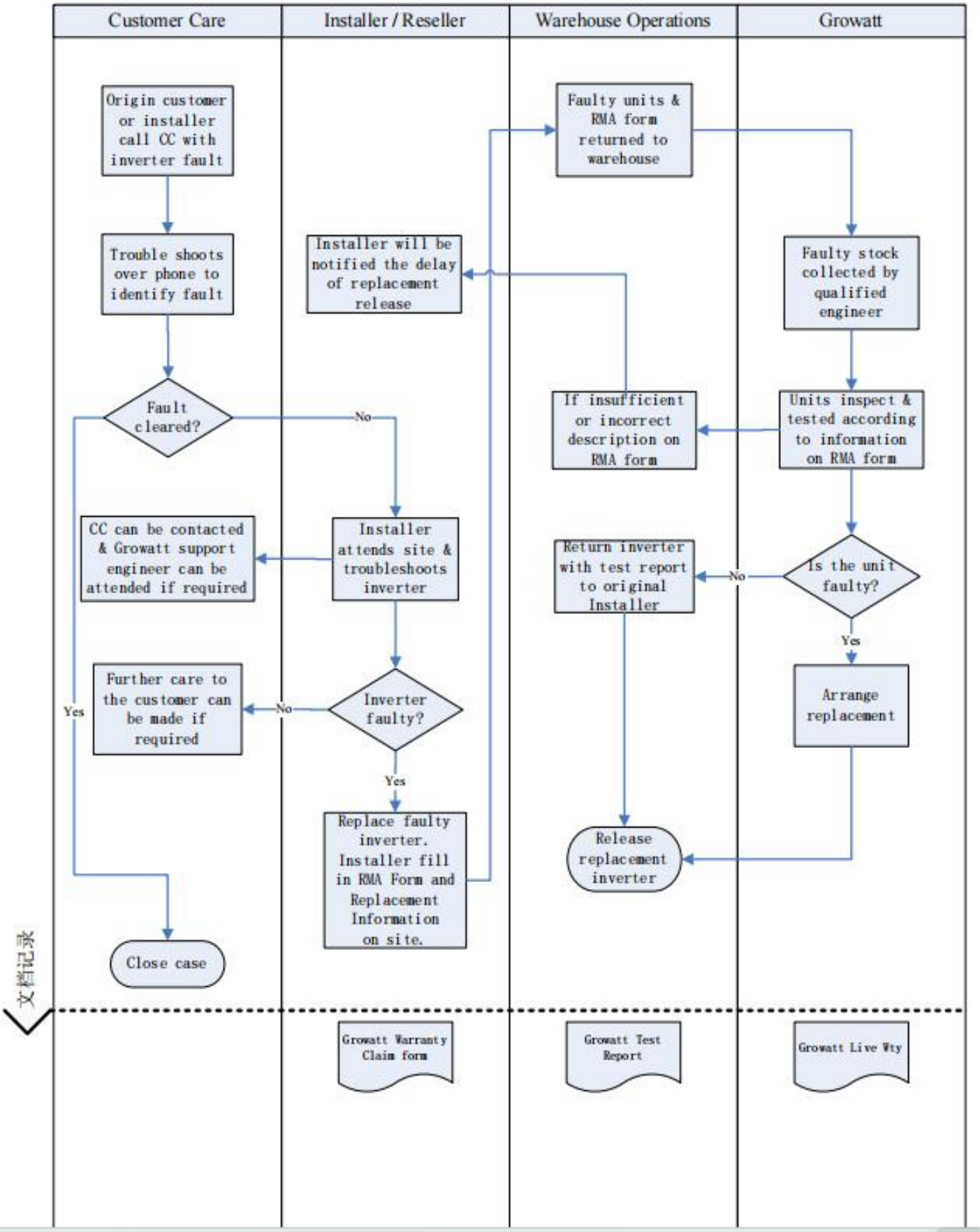
Please upload proof of purchase (Purchasing invoice or installation papers. The purchasing invoice must include customer?s name, inverter model, and the fact that it has been paid. Installation paper must include the installation address, inverter serial number. Maximum 3 files & 5MB, Word、Excel、PDF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

*Faulty product photo

Upload

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) Example of the warranty claim procedure