

Warranty terms



Growatt New Energy GmbH Warranty the functionality and defect-free of the inverter. The Warranty conditions apply only to on-grid inverters and not to connectable accessories such as Battery, modem, cable etc.

If despite careful connection and control, it is still not possible to run the inverter, then your installer will then help you solve the problem. Growatt also offers professional technical support and will determine if the inverter needs to be replaced. Please note that only the permission of Growatt and persons with the required technical expertise and approval by the power grid operator responsible for your solar system are allowed to carry out work on the power grid and open the housing of the inverter.

For the detailed warranty terms & conditions, Please follow the terms below. Also customers need to follow Growatt warranty procedures for warranty claims.

- 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.

Warranty claim procedure:

Please report the defective device to your supplier with your warranty card completed. Supplier is required to send the warranty claim form to Growatt or Authorized service partner with all the necessary information

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

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

Please fill in the required information below when your device is defective, scan and send it to your supplier or email your supplier with all the information



End User Information

Customer name: Phone number: Email:

Detailed address:

Product Information

Inverter Model:

Serial No. (S/N):

Purchase date:

Dealer/Installer:

Commissioning data:

Growatt Factory Warranty

For the on-grid inverter, you receive a manufacturer's Warranty of **10.5 years under 20 kw (including 20kw) and 5.5 years over 20 kw** from delivery by Growatt New Energy GmbH. If you want to extend the inverter over 20 kW to 10-years Warranty, you can extend the warranty by paying online through our online smart system. This warranty includes all defects of design, components and manufacturing.

Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing) without proper approval
- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- 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)

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 the latter 5 years, Growatt have the exclusive right to determine how to carry out the remained warranty. In case Growatt provide replacement for customers, Growatt are not responsible for any other sorts of costs during the service procedure in that period, including (but not limited to) logistics fare, labor cost, any kind of compensation. Also the replacement may have a little flaw on its surface, and the warranty excludes any general defects, if inverter is still generating power to grid.

Excessiveness in the meaning above exists in particular if the cost of the measures for Growatt would be unreasonable.

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

Service Center
Growatt New Energy GmbH