

Growatt Products Service Commitment

1. Service terms & conditions

- (1) Product coverage: Including Growatt inverter, Growatt monitoring device, Growatt monitoring software.
- (2) Country and Region coverage: all country and regions, including China Hong Kong special administration region, Macao special administration region, Taiwan, excluding mainland China ONLY.
- (3) Warranty claim: in general, serial number(S/N) must provided in order to claim warranty. The warranty period is 5 years from the date of installation, and no more than 5 and half years from the date of delivery from Growatt factory.
- (4) Please store the original purchasing invoice or receipt carefully. Customers need to present it for warranty claim if required.
- (5) Warranty commitment validity: strictly according to the formal sales contract signed with Growatt. If there is no sales contract signed, then this *Growatt Products Service Commitment - 2014* shall be in use.

2 . Growatt service commitment

- (1) The service hotline is +86 75527471942, offering general inquiry, technical support, etc.
- (2) Service email address: service@ginverter.com. Customers can contact Growatt service representative directly as well.
- (3) Warranty period and service mode. We offer different service solutions for different product, see details on below table.

Category	Description / rating	Warranty period	Service Mode	Remark
Solar inverter	≤20KW	5 years	Customer replace, faulty units return to Growatt	Growatt arrange replacement
	≥100KW	5years	Onsite service	
Inverter Accessories	Bracket, AC waterproof connector, AC connector cover, RS485 connector, cooling fan.	2 years	Customer replace the accessories	
Anti reverse current equipment	PRP Box	2 years	Customer replace, faulty units return to Growatt	Growatt arrange replacement
Monitoring device	ShineVision&RF Module / Shine Wi-Fi Module	1 year	Remote technical support service	Growatt arrange replacement
	ShinePano / Shine Webbox	1 year		
Monitoring system	ShineServer / ShineNet / Shine Station	2 years	Remote service	Only provide service for system purchased

Note: If warranty period was specified on sales order, then warranty period would obey to sales order.

- (4) Installation and commissioning: Growatt don't offer installation service, don't offer onsite debugging service for monitoring device. Growatt can offer onsite commission service for big scale plant (inverter capacity > 500kw).

3. Response time commitment

3.1 Remote technical support service

- (1) Offer 365*7*24h remote technical support service.

(2) Response in half an hour once received telephone inquiry from customer. Response in 1 hour once received inquiry via email from customer.

3.2 Field service response

If there is field service obligation in contract, Growatt will respond according to the contract.

3.3 Spare parts supplement scheme

(1) In accord with the sales record, Growatt ensured a safe quantity of spare parts in each spare parts center. This helped us building a fast response of replacement requirement.

(2) With a safety level spare parts supplement, generally Growatt can dispatch service replacement out in 2 working days.

(3) Once the agreed warranty period (5 years standard factory warranty, or extension warranty) expired, Growatt can still offer spare parts to customer, with a price not exceed the previous order price on the contract. Customers are eligible to order any product spare part from Growatt. We would offer spare part in a reasonable price to ensure a stable performance of Growatt products.

(4) If Growatt is going to cease production of a product, or accessory, Growatt would inform the direct purchaser formally with at least 6 months leading time.

4. Freight cost

(1) Growatt takes on the freight cost for products under warranty. Customers take on the custom clearance costs incurred.

(2) Customer take on the freight cost and other sort of related cost for warranty expired or voided products.

5. Other important notice

(1) Customers can contact Growatt via phone, fax, and email. Customers need to provide the following information for warranty claims:

1) Product Model, Serial Number.

2) System configuration details (Panels per string, number of strings, parallel or in series scheme, grid category, grid voltage rating, grid frequency rating).

3) Fault description (Error message or error code on LCD display. Pictures, or other fault information)

Note: Growatt reverse the right to reject the warranty claims without the necessary information.

In this case, it's the customer to responsible for the loss or any other consequence.

(2) Free warranty service is provided for products with a valid warranty. It's excluded from warranty are damages due to:

- Breaking the product seal / opening the casing without permission from Growatt
- Transport damage
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring / connection, which lead to the damage of inverter.
- 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, overvoltage, storm, fire)

For warranty invalid products, Growatt would charge for service fees for the service, example, spare parts cost, labor cost for products. Or according to maintenance contract, if there is maintenance contract signed.

(3) The above terms & conditions (together with the warranty card in product packing, and the affixed warranty documents) had described all responsibilities for products Growatt sold, it removes the other apparent & hint guarantee. Without formal document confirmation, Growatt would not be responsible for any responsibilities beyond of this warranty term. When product is in use under warranty, Growatt's responsibility is limited to service replace and service repair according to the warranty terms & conditions, no further assurance, obligation, or responsibility. If specified by law, Growatt would perform in accord with the law.

(4) OEM products are not applicable with this warranty terms & conditions. Warranty for OEM product should comply with the contract.

Please note Growatt reserves the ultimate explanation right on this service commitment.

Appendix

(1) Sample of Warranty claim form

If you need more support for post-sales service, please contact service@ginverter.com for the complete warranty claim form.

Note: Signature or Seal stamp required. Please print it, sign or stamp and then email to Growatt.

Growatt shall have no obligation for unqualified application such as incorrect information or missing necessary information.