Growatt Factory Warranty

For the inverter with this warranty card you purchased, you receive a non-transferable Growatt factory warranty valid from the date of installation*. These warranty terms & conditions are only apply for devices originally purchased from Growatt for selling and installation in the defined destination set forth in the purchase orders in the oversea market (out of China), unless there are specially stipulated.

Warranted models: MIC 1500～3300TL-X, MIN 2500～6000TL-X, MIN 2500～6000TL-XH, MIN 2500～6000TL-XH2, MIN 7000～10000TL-X, MIN 7000～10000TL-X2, MIN 500～6000TL-XA, SPA 3000TL BL-UP, MOD 3000～9000TL3-X, MOD 10～15KTL3-X, MOD 3～10KTL3-XH, MOD 3～10KTL3-XA, MOD 17～25KTL3-X-AU, MID 30～40KTL3-X-AU, MAX 80～133KTL3-X LV, SPH 3000～6000TL BL-UP, SPH 3000～6000TL-HUB, SPH 3000～6000TL-HU，SPA 3000～6000TL-AUB, SPH 3000～6000TL-AU，MID 10～30KTL3-XH，MOD 5-15KTL3-HU

Paid warranty extension to 15, 20 years is also can be made, only within 2 years from the date of delivery from Growatt.

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 years beyond 5(FIVE), 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.

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.

This warranty does not cover superficial or cosmetic defects, dents, marks or scratches, which do not affect the proper function of the inverter, especially for warranty replacement devices.

Due to the technological progress, the replacement part or replacement device provided may not be compatible with the system monitoring or monitoring device, or other components installed on-site. Costs incurred as a result are not part of this warranty service and will not be covered by Growatt.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages, losses, arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by this warranty, unless Growatt is subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the product liability law remain unaffected.

*: If the installation date is no more than six months from the delivery date from Growatt, the warranty is valid from the date of installation. Otherwise, the warranty would valid after 6 months from the date of delivery from Growatt.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other r easonably foreseeable loss or damage. You are also entitled to have the goods repaired or repla ced if the goods fail tobe of acceptable quality and the failure does not amount to a major failur e.

Warranty claim procedure:

Please report the defective device to your supplier with this warranty card completed, in no later than 14 days after signs arise of a problem that might lead to a claim.
Supplier or end user 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 invoice, installation invoice or commissioning report, extension warranty card if applicable, and other related materials as well if required. It is the responsibility of the warranty holder to substantiate the warranty claim and show that the conditions are met.

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:

Contact information

Growatt New Energy Australia Pty Ltd

P: 1800 476 928

E: australia@ginverter.com

A: Unit 4&5/378 Paramatta Rd, Homebush West NSW 2140

W: https://au.growatt.com/

ShenZhen Growatt New Energy Co.,Ltd.

P: +86 27471942

E: service@growatt.com

W: www.growatt.com www.ginverter.com

A: 4-13/F, Building A, Sino- German(Europe) Industrial Park, Hangcheng Ave, Guxing Community, Xixiang Subdistrict, Bao'an District, Shenzhen, China

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