

Warranty and product replacement procedure

1. Guaranteeable period

For inverters purchased from Growatt, you receive a standard ten-year warranty for grid models from 1 kW to 20 kW, and a

ten-year warranty for hybrid models effective from the date of the moment you purchase the inverter. The standard five-year warranty covers inverters up to 250kW. If the inverter is replaced, the warranty period is not recalculated from the issuance of the model claim. The warranty period for additional accessories is covered in the table below.

Product	Warranty period
Wiring kit for GBLI6531 battery	1 year
Battery GBLI6531	10 years
Battery ARK-2.5L-A1	10 years
Battery ARK-2.5H-A1	10 years
Battery H48050 (may include 4-10 pieces per set)	10 years
Battery box (can contain 4 batteries with BMS)	5 years
BMS SC500 (supports 4 to 7 batteries)	5 years
BMS SC1000 (5 to 10 batteries)	5 years
Wiring kit for three-phase hybrids	1 year
WireBox junction box	1 year
Shine Master recorder	1 year
ShineLink / ShineLink-X recorder	1 year
Growatt RailLog	1 year
Growatt 1-Phase Smart Meter Growatt 3-Phase Smart Meter	1 year
ShineWifi-S/X, GRPS/GPRS-X, LAN/LAN-X recorder	1 year
ShineWifi Recorder (RS232)	1 year
Smart Energy Manager under 100kW	1 year
Smart Energy Manager 100 to 300 kW	1 year
Smart Energy Manager 300 to 600 kW	1 year

2. Defects subject to warranty

During the entire warranty period, the consumer has the right to exchange the product for a new one in case of its permanent damage.

However, Growatt is not liable under warranty for any other damage or loss, such as transportation, installation cost, engineering services, loss due to interruption of operation, etc.

Customers have the right to avail of repair or replacement services for products where the goods are of inadequate suitable quality and the failure is included in “serious defects” (see below - “serious defects defects”)

Serious defects occur when:

- a) The product deviates significantly from the manufacturer's description; or
- b) The Product is fundamentally unsuitable for the purposes for which products of the same type are intended and there is no possible to easily and within a reasonable time to repair the product to make it fit for use; or
- c) The Product is unsuitable for the specific purpose of which Growatt or the person negotiating prior to purchase, and it is not possible to easily and within a reasonable time to repair the the product to make it fit for use; or
- d) The Product has been classified as unsafe due to insufficient quality.

3. Warranty Conditions

This warranty covers all design defects, component defects and manufacturing defects. Excluded from the warranty are damages caused by:

- Rupture of the product seal (opening of the case) without service authorization,
- Transport damage,
- Improper installation or commissioning,
- Failure to comply with operating instructions, installation instructions, maintenance instructions and operating instructions,
- Unauthorized modification, alteration or repair,
- Misuse or improper operation,
- Inadequate ventilation of the unit,
- Failure to comply with applicable safety regulations,
- Force majeure (lightning strike, surge, storm, fire)

4. Claim conditions

If the device is damaged during the factory warranty period, the product will be subject to Growatt's following procedures such as:

- Repair of the product by Growatt or
- On-site repair of the product or
- Replacement of the product with a replacement device of equivalent value depending on the model and date of manufacture.

If the product is replaced with a new one, the remainder of the warranty will be transferred to the replaced product.

Repair measures become unreasonable for Growatt when:

- the cost of repair exceeds the total cost of a new product
- the defect is serious
- it turns out that there are alternative solutions that Growatt customers can use without significant inconvenience

A UDT/RES installer certificate or SEP certificate is required to file a complaint.

5. Warranty procedure

Please note that customers are fully responsible for filling out the claim form before sending the faulty product to Growatt. If the customer does not fill out the claim form in accordance with the following procedure, Growatt will not be liable for any returned products and has the right to refuse warranty claims.

Please read the following guidelines carefully before filling out the claim form.

The general warranty procedure consists of:

a) The end customer has the right to call the service line to obtain information about the repair or damage to the inverter. A qualified person will guide the customer through the repair process or confirm the permanent damage to the product.

b) Installers have the right to call the service line during the inspection or service service. If possible, a qualified person will help to perform the repair remotely. The installer has the right to request the replacement of the product with a new one if the fault cannot be repaired on site. However, in the event of a double product replacement (the third one is installed on site), please contact Growatt Polska for further service assistance, if necessary - an on-site visit. Further care of the product can also be provided upon request via - service instructions, telephone or e-mail.

c) Customers (here: installers, distributors, end customers) are required to complete a complaint form before dismantling the product from the installation site. Incomplete or incomplete complaint forms result in refusal or extension of the process time.

d) Customers are required to send a correctly completed complaint form together with the faulty product to the Growatt Polska facility.

Note: if there is a justification for priority shipment of the product, please send a correctly completed complaint form electronically to info@growatt.pl. In such a case, verification of the permanent fault will take place at the Growatt Polska headquarters.

e) Our qualified team will analyze and test the returned product. Lack of or incorrect description of the fault will cause serious delays in the complaint process. Failure to find inverter errors results in the return of the product to the customer along with the test report.

f) In general, we replace the inverter within five working days. However, we are not responsible for extending the replacement process in the event of insufficient or incorrect descriptions of faults in the complaint form,

g) After replacing the damaged product with a new one, in the "Replacement information" field in the complaint form, all fields should be filled in and the form should be sent to Growatt Polska.

h) When submitting the complaint form, it is necessary to sign (private person) or stamp and signature (company). In the absence of these, Growatt may refuse to grant the product warranty.

i) The customer may be asked to submit the complaint form, a document confirming purchase, a document confirming installation by a qualified electrician (UDT). All this information is also included in the complaint form. In the event of refusal to submit the relevant documents, Growatt has the right to refuse to grant the warranty.

6. Contact For complaints or technical consultations, please contact the service office.

Service line: [+48 322 572 948](tel:+48322572948)

Email address: serwis@growatt.pl
