

Growatt Warranty Claim Procedures

1. Warranty period

For the Growatt product(s) you purchased, including inverters, batteries, and accessories, you will receive a Growatt factory warranty, from the installation date or for a maximum of six months from the delivery date, whichever is earlier.

All Australia Growatt products standard warranty are indicated in the table below:

Growatt products	Detailed models	Standard warranty period (excl. warranty extension)
PV inverters	Grid-tied and hybrid inverters incl. MTL-S, TL3-S, MIC-TL-X, MIN TL-X(XH/XA), MOD TL-X(XH/XA), MID TL3-X(-AU), MAX TL3-X LV/MV, SPH, SPA.	5 years (larger than 133kW) 5+5 years ^① (1.5kW~133kW)
Off-grid inverters	Incl. SPF/HVM and other off-grid inverter models	2 years
Lithium-ion Batteries	Incl. ARK, AXE and GBLI6531&2 series	10 years limited warranty ²
EV chargers	Incl.THOR series	3 years
Smart Energy	Incl. meters, ShineLink, ShineWifi,	
Management & Accessories	ShineMaster, Grohome, back-up box, connectors, Wire box.	2 years

① Customers can apply for an additional free 5-year warranty on top of the existing standard 5-year warranty by registering online.

This document only applies to the Australia (incl. New Zealand) Growatt products within warranty period and operates independently of any special business contracts with Growatt.

²⁾ Please refer to the official warranty document for specific battery warranty requirements and details.

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2. Warranty exclusion

This warranty includes all defects of design, components, and manufacturing of the Growatt products. 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 proper approval
- Failure to observe the user manual, the installation guide, and the maintenance regulations.
- 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 stop generating energy, etc.



3. Warranty claims procedure

We provide a warranty in accordance with the Australian Consumer Law. As a consumer, you are entitled to certain guarantees in relation to the goods we supply. If the goods fail to meet these guarantees, you may be entitled to a repair, replacement, or refund in accordance with the Australian Consumer Law. To make a warranty claim, please follow the required warranty claim procedures with accurate and authentic information. Failure to comply with these procedures may result in your claim being rejected.

If a device becomes defective during the agreed Growatt factory warranty period, **you should contact your supplier or installer to report the issue**. As a manufacture, we will provide technical support and service to assist your supplier or installer in resolving the issue remotely, and if necessary, we will arrange an on-site visit. If the problem cannot be resolved or repaired on site, we will provide you with a **Return Merchandise Authorization (RMA)** to replace the faulty device. These remedies are in addition to any consumer guarantees provided by the **ACL(Australian Consumer Law)**.

Growatt may provide brand-new products as service replacements to customers in the event of hardware faults in their products (rated power <80kW) within the first year of the product warranty period, unless otherwise stated in any special contracts. After the replacing, the remainder of the warranty entitlement will be transferred to the replacement device with its serial number (SN). You will not receive a new certificate since your entitlement is documented at Growatt.

Normally, replacements units are either sent from Growatt Sydney warehouse or our distributors. They can use these units to replace faulty product under authorization from Growatt. **However, they can never be used to sell.**

Growatt products warranty claim procedure is as follows:

- a) Once a fault of Growatt product occurred, the end-user should contact the installer first or contact Growatt if necessary.
- b) Provide a detailed description of the fault, including when it occurred and how it has affected the operation of the product(s). The installer may ask you to undertake some basic troubleshooting steps to diagnose the fault, such as checking the connections or settings of product(s)
- c) Growatt's technical support team will provide guidance to the installer to troubleshoot and attempt to resolve the issue.
- d) If the product is suspected to be faulty, Growatt will ask the end-user or the installer to submit a warranty claim with reasons. The end-user or the installer can follow the below procedures to lodge a warranty claim:
 - i. Contact Growatt technical support by phone or email to report the fault and request an online warranty claim form below:

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

- ii. Complete the warranty claim form with all required information, including the end-user's contact details, the product serial number, and a detailed description of the fault.
- iii. Submit the completed warranty claim form to Growatt by email or online.

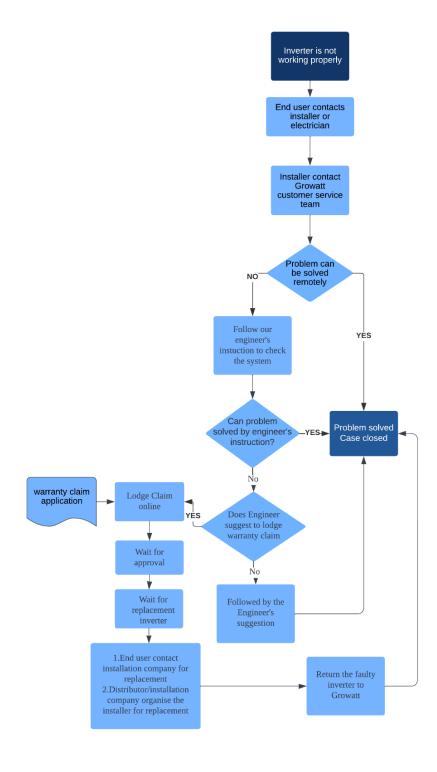


- iv. If required, provide additional information or evidence to support the warranty claim, such as photographs or test results.
- v. Wait for confirmation from Growatt that the warranty claim has been approved.
- vi. Please see also the requirements in the Appendix for further details.
- e) Once a warranty claim has been issued, the installers/distributors are authorized to replace products for end-users and repack the faulty products using the same packaging. Installers/distributors are requested to record the serial numbers (SN) of both faulty and replacement products into a replacing list, in order to allow Growatt to cover original warranty onto the replaced products.
- f) The end-user or installer can follow these procedures to return the faulty product to Growatt:
 - i. Pack the product securely using the original packaging or equivalent materials to prevent damage during shipping.
 - ii. Label the package clearly with the RMA number and the return address provided by Growatt.
 - iii. Arrange for shipping of the package to the return address provided by Growatt. Kindly note that the cost of shipping will be covered by Growatt unless there are special circumstances in which case the cost will be borne by the sender.
 - iv. Provide proof of shipping to Growatt, such as a tracking number or shipping receipt and both SN of faulty and replacement products.
- g) Once the faulty product has been received and assessed by Growatt, our team will provide a remedy in accordance with the consumer guarantees under the ACL. This may include repair, replacement, or refund, depending on the severity of the fault and the availability of replacement parts.

Customers might be requested to provide the product warranty card, original purchasing & installation invoice, or other relevant materials. This is also stated on the Growatt warranty card coming with product. Growatt may refuse to service if customers fail to provide.

Warranty claims procedure flow chart:







4. Growatt warranty replacement process with DIRECT BUYING CUSTOMERS

"Direct buying customers" refers to those customers of Growatt who have made a purchase directly from Growatt or its authorized distributors.

Kindly be advised of the following information:

- In the event of a product failure or fault it is the direct buying customers' responsibility to work directly with Growatt technical support. Growatt technical support will work with the installer to rectify the fault or fault message through telephone support or email.
- A qualified installer must be available for the product replacement and re-commissioning.
 The replacement product will be covered by the original warranty terms of the faulty product for the remaining warranty period of the faulty product.
- The direct buying customers have responsibility to collect the allegedly faulty equipment back and keep them in good packaging. The corresponding warranty claim form with detailed information should be attached on the packaging.
- Growatt will collect the faulty products back to warehouse when they are accumulated to half or one pallet and send replacement units to supplement direct buying customers' replacement stock:
 - Growatt will use standard road transportation.
 - All standard transportation costs incurred in the shipment of the faulty products back to Growatt and replacement products to direct buying customers will be paid by Growatt.
 - Any expedited transportation requirements will be billed to the customer.
- For those direct buying customers who are ineligible for service stock, Growatt will provide replacement stock according to a specific arrangement. We will coordinate the collection of faulty units from your location and initiate the reimbursement process after the units have been evaluated and tested by Growatt technicians.

If the warranty claims information provided, including but not limited to the enduser's contact details, the faulty & replacement product serial number, and a detailed description of the fault, is deemed unacceptable, Growatt reserves the right to refuse the warranty replacement or replacement stock supply.

If a faulty product is replaced by a direct buying customers / installers within the warranty period, Growatt will make a one-time payment to the direct buying customers / installers as compensation of labour expenses:

- Please note that you should send the invoice to our administration team directly. The contact email address is australia@ginverter.com
- Please invoice to 'Growatt New Energy Australia Pty Ltd', and kindly be informed that the following information must be found on the invoice:
 - Faulty product serial number;
 - Replacement product serial number;
 - Warranty claim reference number;
 - Installation address and customer name.
 - The company to be invoiced to is Growatt New Energy Australia Pty Ltd, address: C1, 27-29 Fariola Street, Silverwater, NSW 2128.
 - Please provide your bank details, for instance, BSB, ACCT, and ACCT Name, as we can only pay through bank details.

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- This is a voluntary payment and Growatt does not acknowledge any liabilities. In the
 event that the return units are deemed ineligible for replacement during inspection by
 Growatt, Growatt reserves the right to reject the reimbursement request and
 require payment for any losses incurred by Growatt.
- In order to receive the compensation payment, the direct buying customers / installers are requested to provide proof of a valid warranty for the allegedly faulty product, a correctly issued and fully completed invoice (as provided by Growatt with the replacement product).
- Direct buying customers / installers should ensure the return of the suspect equipment prior to reimbursement from Growatt.
- Direct buyers / installers shall claim the compensation payments within a period of 12
 months from the date of warranty claims being issued, otherwise Growatt reserves the
 right to reject the reimbursement request.

Appendix



Term and condition

Please note that you are only required to lodge a warranty claim for inverters, batteries, EV charger products, for WI-FI dongle or smart meters, you are NOT required to lodge a warranty claim. Please contact us at australia@ginverter.com for further information.

Please read the following notes carefully before submitting a Warranty Claim request.

By submitting a warranty replacement request, the applicant agrees to the below terms and conditions and confirms that the information provided is true and valid.

Kindly be advised of the following information:

- 1. **[FILL]** Please fill in the application form completely by providing necessary onsite photos, fault photos, fault codes, detailed description of the fault, test reports, and/or video recordings etc. (If you are unable to upload the photos, please claim the warranty first and send all relevant documents to our warranty team)
- 2. **[EVIDENCE]** If the information on the application form is incorrect or missing, or the fault is not proven by sufficient evidence, the replacement request can be rejected by **Growatt**. To avoid the applicant's request being turned down, it is recommended to consult with Growatt's after-sales before submitting the request via the email address provided above.
- 3. **[RETURN]** After receiving the replacement unit, please return the defective unit to Growatt by using the return label, please contact Growatt Warranty Team at **auwarranty@growatt.com**. Growatt will provide the applicant a new return label. (Please note that some of the models are not required to be returned, please contact Growatt for confirmation) If applicant still fails to send the defective device back to Growatt, the applicant will be invoiced for the faulty machine, and additional administration cost might be charged.
- 4. [WRONG/fake INFO] After the defective unit is returned, Growatt will perform the necessary inspections to validate the functionality of the unit. If the fault condition tested by Growatt is different than the reasons submitted in the RMA claim, then Growatt will charge the applicant AUD\$150 including GST for the inspection fees. The shipping cost for sending the replacement unit and retrieving the defective device will also be charged to the applicant.

It is important to carefully review the terms and conditions above to understand what is required in order to be eligible for a replacement. If you are unsure about any aspect of the warranty or the replacement process, it is a good idea to contact the manufacturer or the seller for clarification.

By following the requirements outlined in the warranty, you can increase your chances of receiving a prompt and successful replacement. If those requirements are not met, the warranty replacement may be rejected or delayed.



What should you provide?

Note: You will need to upload the following information to avoid any delays on processing your warranty claim. Growatt strongly recommend you collect more information and photos when the installer is on site. Also, please always follow the instruction above to conduct the testing.

MUST HAVE on Warranty claim application (Photo required)

- 1. Label of the unit: It is on the side of the equipment includes the serial number.
- 2. Photos of the measurement by the installer. (If applicable)
- 3. Description of the problem in detail.
- 4. Error code on the screen of the equipment (Photo required)

MUST DO - For screen problem (LCD screen on equipment)

Growatt warranty requires a video for proof <u>if you are claiming the screen problem</u>¹, Growatt would like you or the customer <u>takes a short video of tapping the touch button</u>, <u>please refer to the attached video for reference</u>. The video content should be strict to the one attached and Growatt required.

MUST DO - For dead inverter²

An electrician intervention is required for the dead inverter. The electrician should take a photo of the measurements and all switches to prove that the inverter is not working in good condition. Please attach **the photos required** below on the warranty claim:

- 1. Measurement of the DC and AC voltages, all strings are needed for DC measurements.
- 2. All switches are ON shown in the photo.
- 3. The full view of the inverter system and it is showing that the screen is blank.

If the faulty product has been replaced (For retailer/wholesaler/distributor ONLY)

If you have replaced the faulty product with your stock after received the approval of warranty replacement action by Growatt, please remember to note down the serial number of the new product and include it on the warranty claim application. If you have lodged a warranty claim but forgotten to note it on the claim form, please send the warranty claim ticket number and new product's serial number to australia@ginverter.com.

Important Notice: Insufficient evidence will lead to delays in processing the claim and unnecessary costs.

If you have replaced the product with your own stock, please make sure you are able to provide the evidence required above to guarantee the approval of warranty claim. If no evidence is provided upon request, we might need you to return the faulty units to us and we will conduct the testing in our workshop. Please note that you would need to pay for the shipping fee.

¹ Screen problem includes the screen not showing up even when you are tapping the touch button on the inverter. Or the screen does not move on even when you are tapping the touch button. The leaf on the inverter should be lit up.

² When all switches and isolators are on, but the inverter is not showing up or working, we call this as a dead inverter.



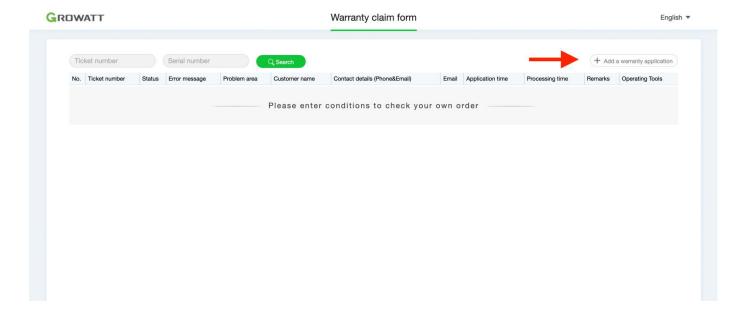
- 1. <u>If the product is tested as a faulty unit</u>, we will send you one brand new product for replacement. (We will bear the shipping fee of this trip)
- 2. <u>If the product is not faulty as declared</u>, we will return the original product to you and cancel the application. (You will need to bear the shipping fee.)

How to fill in the online warranty claim?

Please refer to the link below for warranty application. You can save the link for future warranty applications.

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

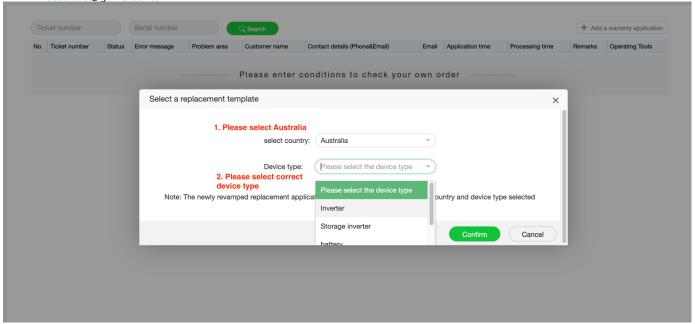
Please go to the Warranty Claim link above and click "Add a warranty application" on the top right corner. Fill in correct information including the Serial Number, your contact details, the replacement delivery address, and other details required. The serial number is a 10 digits S/N includes letters and numbers which can be found at the bottom of the label on the side of the product,



P: 1800 476 928

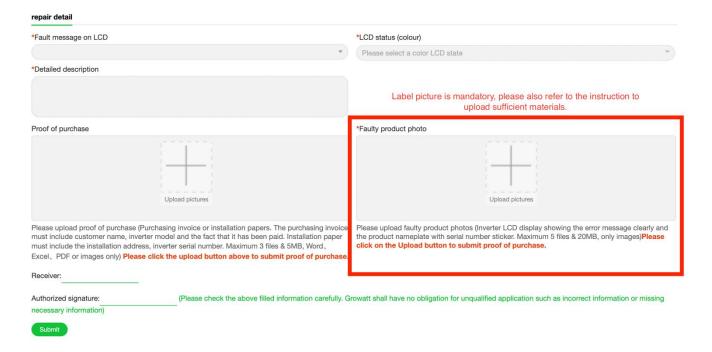
E: australia@ginverter.com





If you failed to upload photos, please try a different browser, such as edge or safari. Please choose either YES or NO when asking you whether the monitoring device is online or not, please choose NO if you are not sure, otherwise it will display network error and you won't be able to submit the warranty.

Please do not forget to submit the form when you finish filling the information, we will send you a replacement device if we approve your claim.



Installation of replacement product:



E: australia@ginverter.com

Once the replacement unit is received, please arrange an installer to remove the faulty unit and install the new unit. If you have any difficulty in finding your local installers, please click the link below.
https://www.cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer

Growatt highly recommends that the replacement of the inverters and batteries be carried out by certified electricians who are accredited by the Clean Energy Council (CEC) in Australia. This is to ensure that the installation process is conducted safely and in compliance with the relevant regulations and standards.

Return the old unit:

After the replacement, could you please provide the following and send it to auwarranty@growatt.com? Our warranty team will book TNT for pickup from your place.

- Company name:
- Contact number:
- Sender's name:
- Address:
- Model name of the unit:
- Warranty claims ticket number:
- Email address:
- Preferred collection time frame:

[Please note that some of the models are not required to return to us, you could dispose of it by yourself; however, please contact us at australia@ginverter.com for confirmation]

How To Register OSS Account – Installer & Distributor only

How to Register the OSS Account

Open/Enter this Link

https://oss.growatt.com/

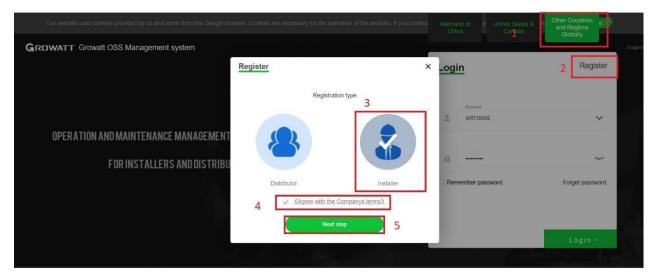
1. Installers Registration

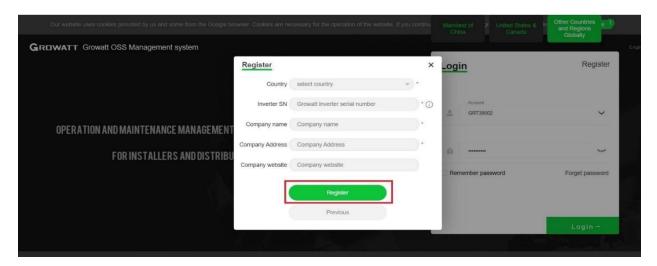
Select Other regions>Register>Installer>click agree with company's terms> next step.

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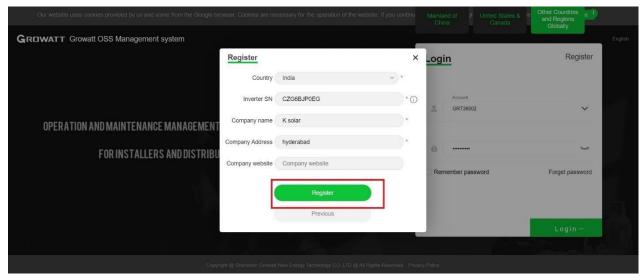






Fill the required details and click register option. For your reference go through the below picture.

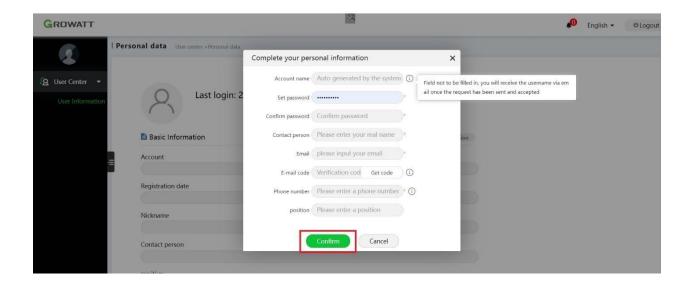




After completing the registration, it will automatically log into oss account. Need to fill the account information.

Set password>contact person> enter phone number or mailbox for verification, system will verify the account number according to the verification code you enter > click on confirm.

After completing the account information, OSS account will prompt your login account.



2. Distributor registration

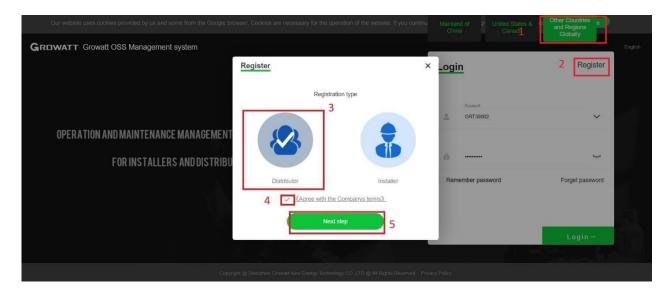
Select Other regions>Register>Distributor>Click on agree with company's terms> next step

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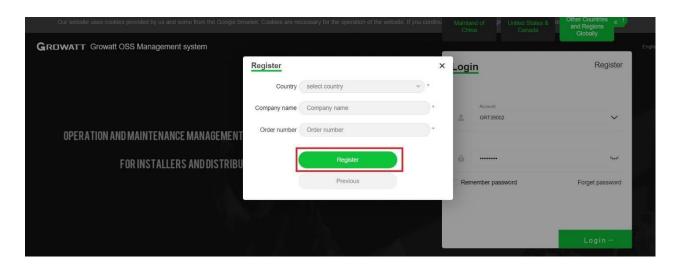
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Select the country>Company name>order number of the goods taken from your company> next click register option to complete the registration.



After completing the registration, it will automatically log into the OSS system, and the account information needs to be improved.

Set account password> enter phone number or mailbox for verification, system will verify the account number according to the verification code you enter> Click confirm to finish.

How to apply the warranty claim form— Installer & Distributor only

Go to Service Hall> click on warranty claim> then click Add warranty application.

After that you can see this page and need to fill the required details in warranty claim form and click submit option to complete the process according to previous instructions.

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