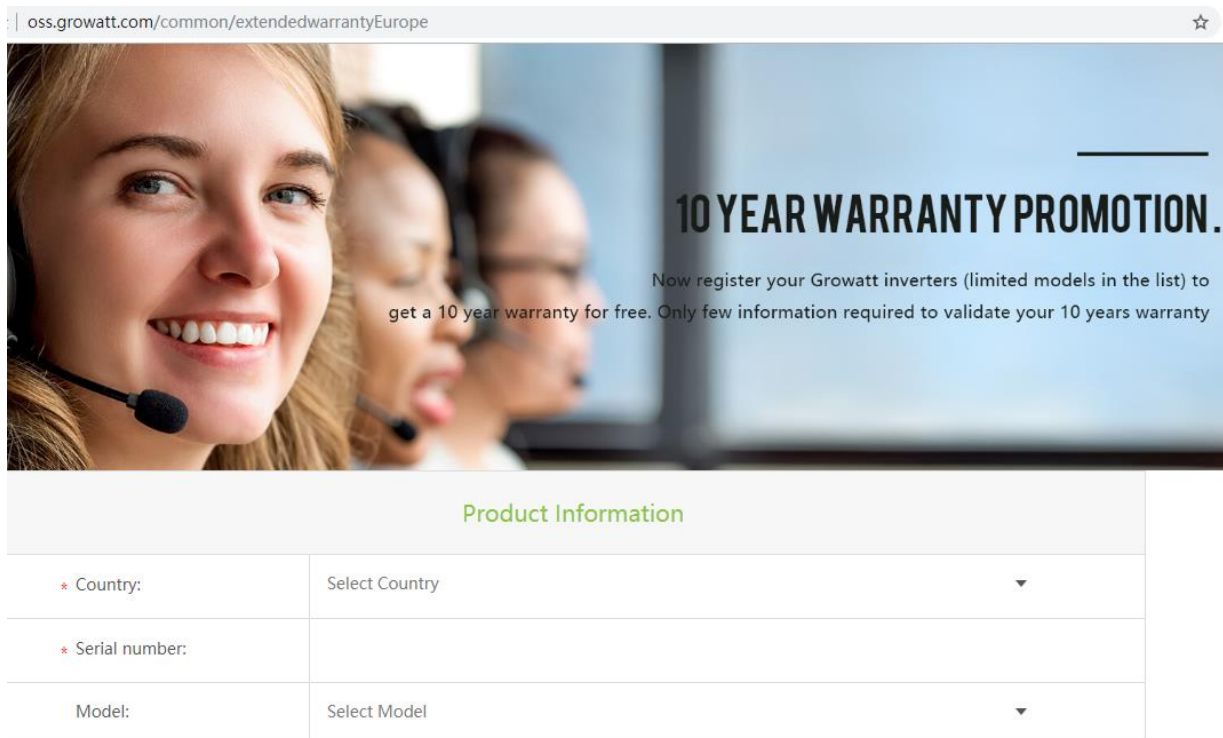


Free warranty extension instruction for Europe

Introduction

For Growatt inverters (0.75-20kw, including single phase inverters, three phase inverters and storage devices) purchased in Europe, customers can acquire a 5 year warranty extension for free, via our website <http://oss.growatt.com/common/extendedwarrantyEurope>
Here is a brief instruction for the free warranty extension procedure.

1. Open a web browser, copy the website to browser’s website address field, and press “Enter”. You can also visit Growatt’s official website <https://www.ginverter.com/> , and then move the cursor to “Support” -> click “Warranty” -> click the button “Warranty Extension” to open the warranty extension webpage. Please see the webpage below as a reference.



2. Follow the table and fill in the required information. Click submit once finished

3. Automatically, the system would send an email to the email address you have provided, with the ‘Service Commitment Certificate’ document attached.

Please report to us if you did not receive this email by sending an email to service@ginverter.com

4. Please check your email and save the document carefully. You will need to provide this document to us (as well as other required material as specified on the standard factory warranty card), in order to claim

service from Growatt during the extension warranty period.

Please note:

- 1. The free warranty extension is a marketing promotion restricted to Europe (excluding the United Kingdom), for inverters sold in Europe (exclude United Kingdom) after 1, May 2020.**
- 2. Free warranty extension only applies to 0.75-20kw, including single phase inverters, three phase inverters and storage devices. Excluded MTL-S series inverters**
- 3. Free warranty extension application is only valid in the 180 days from inverter's date of installation, and no more than 12 months from the date of delivery from Growatt (In Europe, from Growatt Netherlands sales warehouse). Customers need to finish the free warranty extension application within the timeframe stated above.**

Appendix

Inverter Free 10 years Warranty Extension terms and conditions

Service department
Growatt New Energy Technology Co., Ltd

Appendix:

Inverter Free 10 years Warranty Extension terms and conditions

Dear customer,

Please read the below important information before you proceed.

Free warranty extension service is only valid for some models, and also only for some special countries & regions, according to Growatt marketing promotion requirement. It is only valid within 180 days from inverter's date of installation, and no more than 12 months from the date of delivery from Growatt (In Europe, it is from Growatt Netherlands sales warehouse).

The standard procedure for free 10 years online warranty extension is:

- (1) Customers fill in the required information accordingly and correctly;
- (2) Click on "I agree the terms & conditions",
- (3) Click "Submit" to apply, the website would feedback for the extension result. If the serial number is matching, the website would approve and generate a PDF document (name as free 10 years warranty extension certificate), for you to download it and save , or would direct send it to the email address you provided. This extension certificate will specify the warranted product, extension warranty valid date and expiry date, terms and conditions, etc.
- (4) Please keep this extension certificate document properly, for your future service claims.

Please note, the free extension warranty is only valid for the products installing in its original selling country. Customers are responsible to ensure all the information provided are correctly, real and effective, otherwise, Growatt is authorized not to admit service in the extension period. Especially for any incorrect product information, any incorrect end user/consumer information, incorrect installation address would void the extension warranty.

In addition, in the free warranty extension period, the service is really limited to offering a service replacement ONLY, all other claims are all exempted. Please read the full **Warranty Extension terms and conditions** below.

Terms and Conditions.

For the inverter with this warranty card you purchased, you receive a non-transferable Growatt factory warranty valid for 10 years from the date of installation, and no more than ten and a half years from the delivery date from Growatt New Energy Technology Co., Ltd. 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 (outside of China), unless there are specially stipulated.

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, as long as the 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 functioning 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.

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.

Applicable Law

All claims arising from or in connection with this warranty are subject to laws of People's Republic of China. Shenzhen, China is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

Please note Growatt reserve the ultimate right in explanation and interpretation of 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: