

Growatt Factory Warranty

Applies solely to the following products:

Growatt1500, Growatt2000, Growatt3000, Growatt4400, Growatt5000, Sungold1500, Sungold2000, Sungold3000, Sungold5000, Growatt3600MTL, Growatt4200MTL, Growatt5000MTL, Growatt10000UE, Growatt12000UE, Growatt17000UE.

The legal guaranty obligation of the seller of your device is not affected by this warranty and remains fully valid for 24 months from the date of delivery.

For the above named products, you receive a Growatt factory warranty valid for **5** years from the date of purchase.

This warranty includes all defects of design, components and manufacturing.

Excluded from warranty are damages due to:

- Breaking the product seal (opening the casing)
- 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, overvoltage, 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. 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.

[Please fill the required information in and send this page to Growatt to apply for the Warranty.](#)



End User Information

Company name:

Detailed address:

Zip/postal code:

Phone number:

Email address:

System location:

Product Information

Inverter Model:

Serial No. (S/N):

Invoice number:

Purchase date:

Dealer:

Commissioning data: