Applicable Law

The products sold to the territory of EU by Growatt EU offical distributor will follow the warranty we offered to Europe union. And this wanrranty is governed by EU law.
The Conditions are limited to SHENZHEN GROWATT NEW ENERGY CO.,LTD

Please note Growatt reserve the ultimate explanation right on this battery warranty terms & conditions.

Warranty Card

GROWATT

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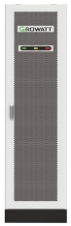
GR-WT-2406-A-00

Growatt Factory Warranty for WIT&AXE Commercial Energy Storage System

Growatt New Energy B.V.(hereinafter referred to as Growatt), hereby provides limited product warranty for Growatt commercial energy storage systems installed in the EU region; which covers all defects of design, components, and manufacturing. This agreement applies only to the following specifications and models:

NO	Device Type	Model	Appearance
1	Hybrid Inverter	WIT 29.9K-XHU、WIT 30K-XHU WIT 36K-XHU、WIT 40K-XHU WIT 50K-XHU	
2	Battery System	AXE 30.0~60.0H-1HR-E1 AXE 30.0~60.0H-2HR-S1 (no fan in each pack)	
3		AXE 30.0~60.0H-1HC-E1 AXE 30.0~60.0H-2HC-S1 (no fan in each pack)	
4		AXE 50.0H-60.0H-1HT-S1	

Remark: Please refer to Attachment 1 for specific battery system capacity specifications.

This limited warranty is non-transferable and only applies to the original customer. Nevertheless, Growatt reserves the right to honor this warranty to customer's customers or end users based on customer's request at its sole discretion. The limited warranty does not include any cost of labor or other costs related to un-installing, re-installing a repaired or replacement product, or the removal, installation or troubleshooting of electrical systems.

These warranty terms & conditions only apply for devices originally purchased from Growatt for selling and installation in the defined destination set forth in the purchase orders in the overseas market (out of China), unless specifically stipulated otherwise.

Warranty Period subjects to the Warranty terms & conditions, as well as the exclusions describes below. This warranty does not include any accessories and toolkit items provided with the product.

1. Standard Warranty Period

Products Type and Model		Standard Warranty Period	Ambient Temperature Requirements
Hybrid Inverter	WIT 29.9K-XHU、 WIT 30K-XHU、 WIT 36K-XHU、 WIT 40K-XHU WIT 50K-XHU	5 Years	-30°C to +60 C
Battery System	AXE 30.0~60.0H-1HR-E1	5 Years	-10°C to +50 C
	AXE 30.0~60.0H-2HR-S1	10 Years	-10°C to +50 C
	AXE 30.0~60.0H-1HC-E1	5 Years	-10°C to +50 C
	AXE 30.0~60.0H-2HC-S1	10 Years	-10°C to +50 C
	AXE 50.0~60H-1HT-S1 *	10 Years	-25°C to +55 C

Remark:
(1) Please refer to Attachment 1 for specific battery system capacity specifications
(2)* The air conditioning warranty in AXE 50.0~60.0H-1HT-S1 is 2 years

2. Inverter and Accessory Warranty Exclusions

This warranty includes defects of design, components, and manufacturing, but excludes from the following damage due to:
-Transport damage, including physical impacts such as drops.
-Misuse, abuse, neglect, tampering, alteration, or any internal or external damage.
-Inappropriate or incorrect installation, commissioning, and operation.
-Breaking the product seal (opening the casing).
-Installation or maintenance by unlicensed/unauthorized installers or personnel.
-Failure to comply with local government safety regulations.
-Use with third-party products, devices, or software not approved or supplied by Growatt.
-Outdoor installation or usage without proper shelter.
-Failure to observe user manuals, installation guides, and maintenance requirements.
-Modifications, repairs, or changes performed by anyone other than Growatt employees or authorized personnel.
-Insufficient ventilation of the device.
-Incorrect use or inappropriate operation, such as connecting to an incompatible voltage.
-Failure to meet operating temperature requirements: Must be within -30℃ to +60 C.
-Failure to meet altitude requirements: Must be less than 4000 meters.
-Defects or non-conformities which are caused by normal wear and tear.
-Removal or alteration of Growatts part number or serial number.
-Damage from natural calamities and other external influences including unusual physical or electrical stress such as power failures, surges, lightning, floods, fires, and accidental breakage.

3. Battery Warranty Exclusions

This warranty includes defects of design, components, and manufacturing, but excludes the following:
-Transport damage, including physical impacts such as drops.
-Misuse, abuse, neglect, tampering, alteration, or any internal or external damage.
-Inappropriate or incorrect installation, commissioning, and operation.
-Breaking the product seal (opening the casing).
-Installation or maintenance by unlicensed/unauthorized installers or personnel.
-Failure to comply with local government safety regulations.
-Use with third-party products, devices, or software not approved or supplied by Growatt.
-Failure to observe user manuals, installation guides, and maintenance requirements.
-Modifications, repairs, or changes performed by anyone other than Growatt employees or authorized personnel.
-Insufficient ventilation of the device.
-Incorrect use or inappropriate operation, such as connecting or mixing with different types of battery modules.
-The battery is not compatible with the inverter required by Growatt for use
-Failure to meet storage、operating and maintenance temperature requirements:
-Failure to meet environmental or altitude requirements: Humidity range from 5% to 95% non-condensing; Installation altitude should be less than 2000 meters.
-Defects or non-conformities which are caused by normal wear and tear.
-Removal or alteration of Growatt's part number or serial number.
-Damage from natural calamities and other external influences including unusual physical or electrical stress such as power failures, surges, lightning, floods, fires, and accidental breakage.

4. Warranty Terms & Conditions – Inverter & Accessory

If a device becomes defective during the agreed Growatt factory warranty period, 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. Customer does not need to receive a new certificate since the entitlement is documented at Growatt. Growatt has the exclusive right to determine how to carry out the remaining warranty. In case Growatt provides replacement for customers, Growatt is not responsible for any other sorts of costs during the service procedure in that period, including (but not limited to) energy loss, travel cost, labor cost and any kind of compensation. Also, the replacement may have minor cosmetic flaws, dents, scratches or marks which are not covered by this limited warranty if the product is functional and meets specifications.
If Growatt chooses to replace or repair, the replacement or repair may be with new, used, or refurbished Products. This standard warranty validates from the date of customer purchase, and no more than 3 months from the date of delivery from Growatt.
. 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.
The Customer shall bear all of the risk, and all of the costs and expenses associated with investigative repair or replacement site visits by Growatt or its agents for which there is no product defect found.
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. In such cases, please contact the supplier/distributor who sold you the device. Possible claims in accordance with the product liability law remain unaffected.

5. Warranty Terms & Conditions - Battery

Apply to the following models:
Growatt AXE commercial battery series including Battery Module:
AXE 5.0H-E1 EU (5 kWh,51.2V); Herein after refers as"the battery " .
This standard warranty validates from the date of customer purchase, and no more than standard warranty time and 3 months from the date of delivery from Growatt.
These warranty terms & conditions only apply for devices originally purchased from Growatt for selling and installation in the defined destination set forth in the purchase orders in the EU region, unless there are specially stipulated.
Warranty Period subjects to the Warranty terms & conditions, as well as the exclusions describes below. This warranty does not include any accessories and toolkit items provided with the product.

5.1 Warranty of the Battery Performance

Growatt warrants that the warranted battery retains at least 60% of Nominal Operation Energy for the warranted period, under proper conditions of the use during the period of battery performance warranty.
The term "Nominal Operation Energy" herein means the initially rated operation capacity of the battery, stated on the battery specification or battery User Manual.
The precondition of battery performance warranty is that the working temperature range, storage temperature, and technical parameters of the battery meet the requirements of the user manual.
The battery warranty support warranty period and discharging throughput warranty, whichever comes first. The specific discharging throughput data for single battery module is shown in the table below:

Battery Type	Average annual temperature (degrees Celsius)	Warranty Years	Discharging Throughput (MWh)/single battery module
AXE 30.0~60.0H-1HR-E1	-10℃<T≤20℃	5 Years	≥15.6
	20℃<T≤25℃		≥14.2
AXE 30.0~60.0H-1HC-E1	25℃<T≤30℃		≥13.0
	30℃<T≤32℃		≥12.7
AXE 30.0~60.0H-2HR-S1	-10℃<T≤20℃	10 Years	≥21.5
	20℃<T≤25℃		≥18.3
AXE 30.0~60.0H-2HR-S1	25℃<T≤30℃		≥15.2
	30℃<T≤35℃		≥11.5
AXE 50~60.0H-1HT-S1	-25℃<T≤20℃	10 Years	≥15.9
	20℃<T≤25℃		≥14.7
	25℃<T≤30℃		≥13.7
	30℃<T≤35℃		≥13.5

For different battery systems, within the warranty period, the discharge throughput of the battery system（MWh） = single battery module throughput * N （battery module number）
For example: AXE 60.0H-1HT-S1, 30℃-35℃, the discharge throughput of the battery system （MWh）= 13.5 * 12=162（MWh）
For claiming Warranty of Performance, proof of accumulated date shall be submitted.
Proof of accumulated date can represent as: Growatt device monitoring date, pictures of GROWATT STORAGE DEVICES LCD display showing the total discharge energy.
In addition, in the event of no proof of battery accumulated data can be provided, the Warranty of Battery performance is NOT valid or covered.
In addition, after the battery warranty has expired, customer (installer or end user) is required to remove the
battery from the storage system, contact the supplier and replace it with a new or proper one under warranty.
Growatt is not responsible for unexpected injury, damage or failure (electric shock, fire, etc) of warranty expired or void batteries.

5.2 Warranty Condition

It is required that the battery system (charge & discharge device and the battery itself) should be connected to monitoring on Growatt monitoring platform(https://server.growatt.com/).
The battery warranty would reduce to 3 years without monitoring.
Growatt monitoring platform would monitor the battery's performance constantly, report battery failure when it occurs. The monitoring allows us to diagnose and fix the problem remotely. Each time if a warranty claim is made for a battery that without monitoring, then the installer or the end user is obliged to organize qualified personnel to conduct an onsite inspection & data collection under the instruction of Growatt.
A warranty case occurs when the battery shows a malfunction which no longer enables the intended use. Please report defective devices with a detailed error description and the error code displayed on GROWATT STORAGE DEVICES LCD screen.
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 at discretion of Growatt:

- Repaired by Growatt, or
- Repaired on-site, or
- Exchange for a replacement device of equivalent value according to the 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 warranty card or certificate since your entitlement i s documented at Growatt.
In any event, a replacement or repair shall not justify the renewal or new beginning of the warranty period. In the event of the warranted battery model is not available in the market anymore, then Growatt, it's eligible to at its own discretion, replace it with different kind of product with equivalent functions and performance.
In any event, the installation of the battery for customer shall be completed within 6 (SIX) months from the date of delivery from 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.

In the event that the reported defect or malfunction is caused by installation errors or incorrect connection of the equipment the customer will be required to pay the costs related to the unduly performed assistance activity.

This warranty does not cover superficial or cosmetic defects, dents, marks or scratches, which do not affect the proper function of the battery, especially for warranty replacement devices.
Due to 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.
Except as herein expressly stated, there are no warranties or conditions, express or implied, by operation of law or otherwise, for any Growatt warranted battery thereof furnished hereunder.
The parties agree that the implied warranties of merchantability and fitness for a particular purpose and all other warranties and/or guarantees, express or implied, are excluded from t his transaction and shall not apply for the warranty of battery.
All other claims are excluded. in no event shall Growatt be liable for any special, incidental or consequential damages of any nature whatsoever for any reason (including, without limitation, lost profits, loss of use, loss of equipment or loss of revenues), regardless of the legal theory on which any such claim may be made, even if advised of the possibility of such damages. Claims that go beyond to get a warranty replacement, in particular claims for compensation for direct or indirect losses including (by not limited to) labor cost and other kind of expenditures for carrying out the battery warranty, logistics fees, loss of electricity profits, etc, are also 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. This warranty does not restrict the warranty claims of the purchaser arising from the purchasing contract entered into with the seller of the batteries.

6. RMA & Warranty Claim Procedure

Supplier or end user is required to send the warranty claim form to Growatt or authorized service partner with all the necessary information.
Customer must present this warranty card, the purchase receipt, installation invoice and commissioning report, extension warranty card if applicable, and other related materials as well.
Faulty device must be confirmed with after-sales representative, before fill in the RMA form via OSS system, If Growatt Service Representative cannot correct the problem by phone or email support and determines that the problem is the result of product failure that covered under Growatt warranty, then the after-sales representative or installer themselves will lodge a new replacement request RMA form in the OSS system. The RMA case would be reviewed and if approved by Growatt, then replacement shipment would be arranged; otherwise, it would be request for additional information or rejection. The RMA Confirmation is via a RMA form with an assigned RMA number that must be put in the package when returning.
Please follow these guidelines when returning products to Growatt
-Use the original packaging if available to avoid potential damage during shipping.
-Ship the RMA items via shipping tag that provided Growatt.
-Write at least two RMA numbers, separately, on different sides of the packaging.
All RMA returned items must be sent via tacking tag provided. Be sure to retain the tracking number information for your records.
Growatt will check the submitted documents and then will decide whether to collect the defective products and conduct a further inspection to verify.
If the product is dead on arrival (DOA) and/or any signs arise of a problem related on DOA upon installation, please contact your supplier/distributor with this warranty card completed within 14 days.
Growatt does not accept any packages without an open, valid RMA number appearing on at least 2 different sides of the box/packaging and the reference to the RMA number on the shipper information. Only the specific items listed on the RMA form will be accepted.
All other items will be returned to the customer at customer's own expense.
After the customer receives replacements, Growatt will close the RMA.
Growatt may contact the customer for further details and investigation, in regard to the defective product, requiring to complete root cause analysis testing of the product, or provide further evidence that can support the warranty claim.
Growatt reserves the right to this limited warranty explanation.
Please fill in the required information below and scan, send or email to your supplier or distributor with all the information

End User Information
Customer name:
Phone number:
Email:
Installation address:

Product Information
Purchase date:
Dealer/Installer:
Installation/Commissioning data:

1st Inverter Model: Serial No. (S/N):
1st Battery Model: Serial No. (S/N):
2nd Inverter Model: Serial No. (S/N):
2nd Battery Model: Serial No. (S/N):

Please list additional product information below such as 3rd system description or other Growatt products

Attachment 1: Battery System Model Table

NO	Device Type	Model
1	Battery System	AXE 30.0H-1HR-E1 AXE 35.0H-1HR-E1 AXE 40.0H-1HR-E1 AXE 50.0H-1HR-E1 AXE 60.0H-1HR-E1 AXE 30.0H-2HR-S1 AXE 35.0H-2HR-S1 AXE 40.0H-2HR-S1 AXE 50.0H-2HR-S1 AXE 60.0H-2HR-S1
2		AXE 30.0H-1HC-E1 AXE 35.0H-1HC-E1 AXE 40.0H-1HC-E1 AXE 50.0H-1HC-E1 AXE 60.0H-1HC-E1 AXE 30.0H-2HC-S1 AXE 35.0H-2HC-S1 AXE 40.0H-2HC-S1 AXE 50.0H-2HC-S1 AXE 60.0H-2HC-S1
4		AXE 50.0H-1HT-S1 AXE 55.0H-1HT-S1 AXE 60.0H-1HT-S1