

Applicable Law

The products sold to the territory of U.S., Puerto Rico, and Canada by Gwatt Innovations; including its subsidiary brand Giteron and related products will follow the warranty we offered to above-mentioned region(s).

The Conditions are limited to SHENZHEN GROWATT NEW ENERGY CO.,LTD

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

Warranty Card



GROWATT

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GR-WT-2406-A-00

Growatt Factory Warranty for WIT Hybrid Inverter

Shenzhen Growatt New Energy Co., Ltd. ("Growatt") hereby provides a limited product warranty to Gwatt Innovations ("GI"), as its authorized distributor, for Growatt commercial energy storage systems installed above-mentioned region(s), covering defects in design, components, and manufacturing.

This warranty applies only to the following specifications and models:

NO	Device Type	Model	Appearance
1	Hybrid Inverter	WIT 28K-HU-US-L2, WIT 35K-HU-US-L2 , WIT 40K-HU-US-L2, WIT 55K-HU-US-L2,	
2	Hybrid Inverter	WIT 50K-HU-US, WIT 63K-HU-US, WIT 75K-HU-US, WIT 100K-HU-US	
3	Hybrid Inverter	WIT 50K-XHU-US, WIT 63K-XHU-US , WIT 75K-XHU-US, WIT 85K-XHU-US, WIT 100K-XHU-US, WIT 125K-XHU-US, WIT 150K-XHU-US	

This Limited Warranty is non-transferable and applies solely to GI, as Growatt's authorized distributor. Nevertheless, Growatt reserves the right, at its sole discretion and upon GI's written request, to extend warranty support to GI's customers or end users.

This Limited Warranty does not cover any labor costs or other expenses related to the uninstallation, reinstallation, removal, installation, or troubleshooting of the product or associated electrical systems.

These warranty terms & conditions apply only to devices originally purchased by GI from Growatt for sale and installation in the destinations specified in the purchase orders in overseas markets (outside China), unless otherwise expressly stated.

GI provides warranty support to its end users, including but not limited to installers, distributors, and other customers. The warranty period is subject to these terms & conditions, as well as the exclusions described below.

This warranty does not cover any accessories or toolkit items provided with the product.

Products Type and Model		Standard Warranty Period	Ambient Temperature Requirements
Hybrid Inverter	WIT 28K-HU-US-L2, WIT 35K-HU-US-L2 , WIT 40K-HU-US-L2, WIT 55K-HU-US-L2 WIT 50K-HU-US, WIT 63K-HU-US, WIT 75K-HU-US, WIT 100K-HU-US, WIT 50K-XHU-US, WIT 63K-XHU-US , WIT 75K-XHU-US, WIT 85K-XHU-US, WIT 100K-XHU-US, WIT 125K-XHU-US, WIT 150K-XHU-US	10 Years	-30°C to +60 °C

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°C 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. 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.

4. RMA & Warranty Claim Procedure

The end user shall submit the warranty claim form to GI or its authorized service partner with all necessary information. The customer must provide this warranty card, the purchase receipt, installation invoice, commissioning report, extended warranty card (if applicable), and any other relevant supporting documents.

The faulty device must first be confirmed with GI's after-sales representative before submitting the RMA request through the OSS system. If the service representative determines that the issue cannot be resolved through phone or email support and that the problem is caused by a product failure covered under the warranty, GI or the installer may submit an RMA request through the OSS system for further review.

The RMA case will be reviewed by GI and/or Growatt. If the claim is approved, a replacement shipment will be arranged. Otherwise, additional information may be requested, or the claim may be rejected.

RMA confirmation will be issued through an RMA form with an assigned RMA number. This RMA number must be clearly indicated on the package when returning the product.

Please follow the guidelines below when returning products:

Use the original packaging, if available, to avoid potential damage during shipping.
Ship the RMA items using the shipping label provided.

Clearly write at least two RMA numbers on different sides of the packaging.

All returned RMA items must be shipped using the provided shipping label. Please retain the tracking number for your records.

GI and/or Growatt will review the submitted documents and determine whether the defective products need to be collected for further inspection and verification.

If the product is Dead on Arrival (DOA) or if any DOA-related issues are identified during installation, the end user must contact the supplier or distributor and submit the completed warranty claim within 14 days.

Packages without a valid RMA number clearly marked on at least two different sides of the packaging, and without reference to the RMA number in the shipping documentation, will not be accepted. Only the items listed in the RMA form will be accepted. Any other items will be returned to the customer at the customer's expense.

After the replacement product is received by the customer, the RMA case will be closed.

GI and/or Growatt may contact the customer for further information or investigation regarding the defective product, including performing root cause analysis testing or requesting additional evidence to support the warranty claim.

GI and Growatt reserve the right of final interpretation of this limited warranty.

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):

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

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