

Growatt Battery Warranty Card

Apply to the following models:

Growatt US2000 Lithium Ion Battery;

Herein after refers as "the battery".

Growatt New Energy Technology Co., Ltd provides a non-transferable warranty for a period of **7** years for the integrated lithium-ion batteries (the battery). The battery warranty is provided by Growatt only for cooperating usage with Growatt Storage Devices, (hereinafter refers to as "GROWATT STORAGE DEVICES"), for example, Growatt SP2000, SPH Series, SPF series. This standard warranty validate from the date of customer purchase, and no more than **7** and half years from the date of delivery from Growatt.

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

If you have purchased this product in Australia, you should be aware that this warranty is provided in addition to other rights and remedies held by a consumer at law.

Exclusion of Warranty

This warranty includes defects of design, components and manufacturing. Excluded from warranties are damage or represents due to:

- Breaking the product seal (opening the casing);
- Transport damage, or other kind of physical damage, example, damage from falls;
- Use with other devices instead of GROWATT STORAGE DEVICES, constantly or temporarily; For example, charge with other devices instead of GROWATT STORAGE DEVICES, use as DC source for other devices;
- Outdoor installation, outdoor usage;
- Failure to observe the user manual, the installation guide, and the maintenance regulations;
- Unauthorized Modifications, changes, or attempted repairs;
- Incorrect use or inappropriate operation; Connect with different type of battery modules
- Insufficient ventilation of the device; Installation under the direct sun light; Installation adjacent to thermal source;
- Fail to meet the storage temperature requirement: -10°C to +55°C;
- Fail to meet the operating environmental requirement: charging temperature 0°C to +50°C, discharging temperature -10°C to +50°C; humidity range 5% to 95% no condensation, installation altitude should be less than 4000 meters.
- Failure to observe the applicable safety regulations;
- Defects or non-conformities which are caused by normal wear and tear,
- Force majeure and any other such defects caused by external influences including unusual physical or electrical stress (power failure surges, lightning, flood, fire, storm, accidental breakage);

The warranty does not apply if the obligations and exclusions described above are not complied or not observed.

Warranty condition

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 is 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 performances

In any event, the installation of the battery for customer shall be completed within 6 (SIX) months from the date of delivery from Growatt factory.

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.

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 THIS 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.

This warranty does not restrict the warranty claims of the purchaser arising from the purchasing contract entered into with the seller of the batteries.

Warranty Claim documents

The warranty shall be performed if all of the following conditions are met:

- This warranty card is present in its original form.
- The original purchase & installation invoice of the battery, indicating the date of purchase or installation.
- Growatt's User manual provided with the battery has been followed.
- The battery has consistently been used as intended at all times.
- The capacity of the battery is under 70% of the Nominal Operation Energy of the within **7 (SEVEN)** years from the date of warranted period. Customer cooperates in determining whether or not the Nominal Operation Energy has been achieved by providing Growatt evidence via the monitoring system or GROWATT STORAGE DEVICES device.
- And the warranty condition is not affected by the Exclusion of Warranty stated above.

Growatt will examine the submitted evidencing documents and then will decide whether to collect the battery and conduct a further inspection to verify the remaining capacity of the battery. In the case of the inspection of the remaining capacity indicates that the guaranteed capacity was not fallen short of, the costs and expenses associated with such inspection shall be reimbursed by Customer.

Growatt may contact customer for further details, in regards to the defective battery, requiring to complete root cause analysis testing of the product, or provide further evidence that can support the warranty claim.

Please store this warranty certificate in a safe place together with the original purchasing & installation invoice, and other related materials for the warranted battery. To determine the warranty entitlement, please submit copies of the warranty claim documents listed in above. Otherwise, Growatt is entitled to refuse warranty services.

Applicable Law

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.