

GROWATT Service Guide (UK)

To customer:

Thank you for choosing our GROWATT products! We will try our best to provide the best services for our customers. Please contact our GROWATT service team ASAP if you have any technical or after sales concerns.

For our products, our engineers will be able to remotely run a diagnosis under your permission and will be able to provide further help. It will be our responsibility and be sure to provide you with solutions.

Service team line: 02085006618

Service email: service.uk@growatt.com

The service process procedure will be as demonstrated on chart 1.1

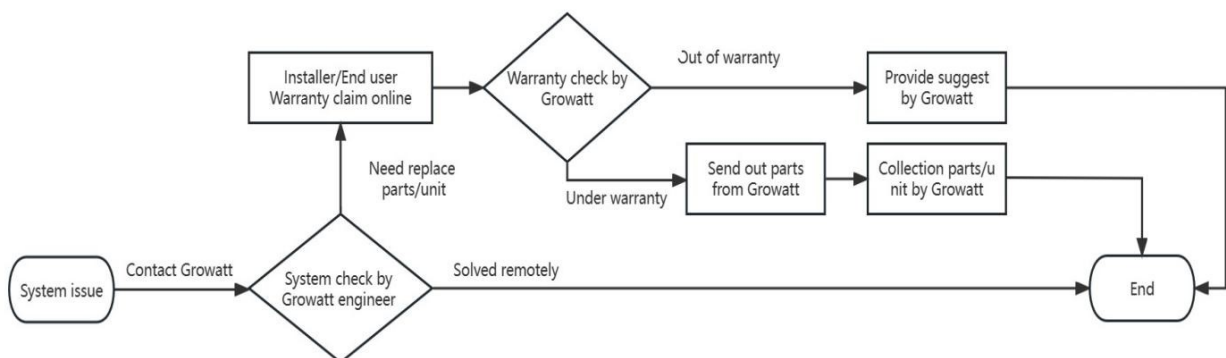


chart 1.1

1. Report the issue to GROWATT service team by phone or email.
2. GROWATT will arrange engineers to check the issue for you, most issues can be solved remotely but replacements of the unit might be given if not possible and it falls under warranty.
3. If our GROWATT engineer has confirmed back to us, replacement will be made. It is important that our customers or installers complete the warranty claim form online through our website, only then will the

replacements be delivered to you and meanwhile our team in China will have a record to help you further in the future if needed.

3.1 Visit online warranty claim website:

<http://warranty.GROWATT.com/common/customerComplaints?lang=en>

3.2 Fail warranty claim: Click “add a warranty application” there will be two options:

- select country: please choose the country as United Kingdom
- Device type: there are four selections in this option (inverter, storage inverter, battery and other) *If your faulty unit is hybrid inverter/AC coupled inverter, please choose storage inverter.

3.3 Additional information: once you have successfully submitted the form, we would then process the warranty claim. In addition, we would contact you if more information is needed to complete via phone or email.

4. Delivery time: After the warranty claim has been approved by GROWATT, it will usually take 3-7 working days for them to be delivered

5. Collection: Once the replacement has been made, please contact us and arrange the faulty products to be returned to GROWATT. *Failure to return the faulty unit may result in the loss of your warranty.*

GROWATT UK TEAM