

Growatt Battery Warranty Card

Apply to the following models:

Growatt GBLI5001 Lithium Ion Battery; Growatt GBLI2701 Lithium Ion Battery

Herein after refers as “the battery”.

Growatt New Energy Technology Co., Ltd provides a non-transferable warranty for a period of 5 years for the integrated lithium-ion batteries (the battery). The battery warranty is provided by Growatt only for co operating usage with Growatt Storage Plus Devices, (hereinafter refers to as "GROWATT SP SERIES DEVICES"), for example, Growatt SP2000. This standard warranty validate from the date of customer purchase, and no more than 5 and half years from the date of delivery from Growatt.

Warranty of the Battery Performance

Growatt warrant that the warranted battery retains at least 70% of Nominal Operation Energy (3.85 kWh for GBLI5001, or 2.70kWh for GBLI2701, hereinafter refers to as Nominal Operation Energy) for the 5 years warranted period, and, if applicable, at least 50% of Nominal Operation Energy for another 5 years after 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 the valid performance warranty shall be as follows:

- (1) The ambient temperature during the operation of the warranted battery must not fall below -10 °C or exceed 45 °C at all times; when storage the ambient temperature must not fall below -20°C or exceed 45°C; and
- (2) The warranted battery should not be exposed to a temperature exceeding 50 °C at any times; and
- (3) The prerequisite for warranty of performance mentioned below must be met.

The prerequisite as follows:

Accumulated discharge energy should not be more than 300 (THREE HUNDRED) times of Nominal Operation Energy per year.

The warranted usable operation energy (percentage) will be adjusted every year if the customer fails to fulfill such requirement according to the following conditions (Calculation for GBLI5001):

Reduced Yearly Usable Rate [%] = (Accumulated Energy – 1155kWh) / 1155kWh) × 100%

(1155 kWh = 300 x 3.85 kWh, saying as Standard Yearly Accumulate Energy)

The total reduced warranted usable energy is the summation of Reduced Yearly Usable Rate in each year warranted.

- If 0% < Total Reduced Usable Rate <10%, then the warranted usable operation energy will be reduced by Usable Rate ×0.5

- If 10% ≤Total Reduced Usable Rate <20%, then the warranted usable operation energy will be reduced by Usable Rate×0.8

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- If $20\% \leq \text{Total Reduced Usable Rate} < 30\%$, then the warranted usable operation energy will be reduced by Usable Rate $\times 1.3$

In the event of the battery had accumulated for years, but no detailed data for each year. Then the following calculation conditions will apply:

Total Reduced Usable Rate [%] = $((\text{Total Accumulated Energy} / \text{Number of accumulate years} - 1155\text{kWh}) / 1155\text{kWh}) \times \text{Number of accumulate years} \times 100\%$

- If $0\% < \text{Total Reduced Usable Rate} < 10\%$, then the warranted usable operation energy will be reduced by Usable Rate $\times 0.6$

- If $10\% \leq \text{Total Reduced Usable Rate} < 20\%$, then the warranted usable operation energy will be reduced by Usable Rate $\times 0.9$

- If $20\% \leq \text{Total Reduced Usable Rate} < 30\%$, then the warranted usable operation energy will be reduced by Usable Rate $\times 1.4$

In any event, if the calculated Total Reduced Usable Rate is more than 30%, then the performance warranty is void.

Example 1, if the year 1 accumulated discharge energy is 1200 KWh, then the warranted usable energy would be reduced by 1.95% because:

Use rate : $3.9\% = (1200-1155) / 1155 \times 100\%$

Reduced warranted usable energy: $1.95\% = 3.9\% \times 0.5$

And, if the year 2 reduced warranted usable energy calculated is 2.5%,

Then the Total Reduced Warranted Usable Rate are $1.95\%+2.5\%=4.45\%$.

Example 2, if the accumulated discharge energy for 3 years is 3800 KWh, then the warranted usable energy would be reduced by 17.4% because:

Usable rate: $29.0\% = ((3800/3-1155) / 1155) \times 3 \times 100\%$

Reduced warranted usable energy: $17.4\% = 29.0\% \times 0.6$

The calculation method for GBLI2701 would be accordingly. But the Standard Yearly Accumulate Energy would be 810 kWh ($810 \text{ kWh} = 300 \times 2.70 \text{ kWh}$).

For claiming Warranty of Performance, proof of accumulated date shall be submitted. Proof of accumulated date can represents as: Growatt device monitoring date, pictures of GROWATT SP SERIES 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.

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);

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- Transport damage, or other kind of physical damage, example, damage from falls;
- Use with other devices instead of GROWATT SP SERIES DEVICES, constantly or temporarily; For example, charge with other devices instead of GROWATT SP SERIES 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;
- Insufficient ventilation of the device;
- Fail to meet the storage temperature requirement: -20°C to +45°C;
- Fail to meet the operating temperature requirement: -10°C to +45°C;
- 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 SP SERIES 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 workarounds possibilities that Growatt customers could revert to without significant inconvenience.

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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.
- > The customer cooperates in determining whether or not the minimum energy capacity has been achieved by providing Growatt with the battery accumulated data recorded by the monitoring system or GROWATT SP SERIES DEVICES device.
- > 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 5 (FIVE) years from the date of warranted period.
- > 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.

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

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All claims arising from or in connection with this warranty are subject to laws of People's Republic of China. ShenZhen, China is the exclusive place of jurisdiction for all disputes arising from or in connection with this warranty.

Please note Growatt reserve the ultimate explanation right on this battery warranty card.

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