



Growatt battery warranty

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For the portable power station device you purchased, Growatt warrants that you received a 2 years factory warranty included (for consumers outside of the contiguous US 48 states, a 1 year warranty period is enforced). In each case, the warranty period is measured starting on the date of purchase by the original consumer purchaser.

The sales receipt from the first consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period. Please keep the receipt as well as the reasonable documentary proof in a proper and safe place.

If you completed the Growatt portable power station devices registration within thirty (30) days after purchasing your product (via MyGro App), that registration can also establish the start date of the warranty period.

This warranty statement sets forth Growatt's entire liability and exclusive warranty obligation. Growatt will not assume, nor authorize any person to assume for us, any other liability in connection with the sale of our products.

In addition, this warranty does not apply to the battery cell, unless the battery cell is fully charged by you within seven days after you purchase the product and at least once every 6 months thereafter.

Growatt offer a 30-day money back guarantee. This only applies to product purchased directly from Growatt. For all other purchases, please contact the distributor/retailer you purchased from directly, and following their return policy.

(1) You have purchased the Growatt branded product directly from Product that is custom configured or branded to your specifications is NOT covered by 30-day money back guarantee. Product purchased from a 3rd party distributor or retailer is NOT covered by 30-day money back guarantee.

If a portable power station 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 by Growatt, repair by Growatt, or exchange for a replacement device of equivalent value according to model and age.

A repaired or replaced product assumes the remaining warranty of the original product, or at least thirty (30) days from the date of replacement or repair, whichever provides longer coverage for you.

Contact us for free full report

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