

Warranty Claim Form

Warranty Claim Form from Growatt must be completed online now, so that we could make the warranty process moves smoother and quicker.

If you are a distributor or an installer, you can fill in OSS yourself, as picture goes:

The screenshot shows the 'Warranty claim' interface. The left sidebar has a 'Service Hall' dropdown menu with 'Warranty Claim' selected. The main content area has a header with 'Warranty claim' and 'Service hall > Warranty claim'. Below the header is a table with columns: No., Ticket number, Status, Problem area, Customer name, Contact details (Phone&Email), Email, Fault machines returned, add a person, Application time, Processing time, Remarks, and Operating tools. The table is currently empty, showing 'No data'. A red box highlights the 'Add a warranty application' button in the top right corner of the table area.

If you are an end customer, you need the specific URL:

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

Notification: This is only suitable for replacement machine applications