

An aerial photograph of a busy port area, featuring numerous shipping containers stacked in rows, several large cargo ships docked at the pier, and various port infrastructure like cranes and roads. The image is overlaid with a blue tint and several thick, parallel yellow diagonal stripes that run from the top left towards the bottom right. The word 'SENERGiA' is prominently displayed in the center in a large, white, sans-serif font. The letter 'i' in 'GiA' is stylized with a yellow dot.

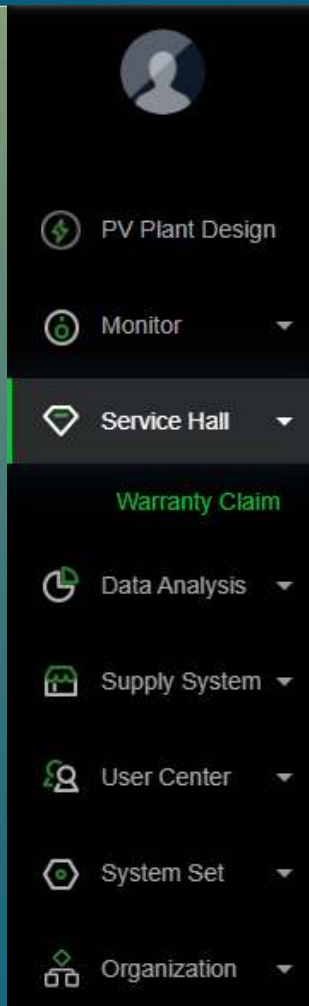
# SENERGiA

We create partnership through expertise,  
sustainable solutions & supply chain



# SENERGiA

Growatt Warranty Claim Guide



- Logga in i Ert konto på <https://oss.growatt.com/>
- I kolumnen längst till vänster, klicka på Service Hall och sedan på Warranty Claim



**Warranty claim** Service hall > Warranty claim

Reviewer Country/Region(All) select country(All) start time - end time Search for order number, serial number **Search**

**Regular replacement application**

Questions List **Applied: 0** **Preparing replacement: 0** **Return: 0** **Fault machines returned: 0** **Completed: 0** **Abnormal completion: 2** **Turn Down: 0** **All: 2** Parameter display (15/15) **+ Add a warranty application**

No.	Ticket number	Status	Sales easy numbering	Coutry/Region	Country	Customer name	Contact details (Phone&Email)	Email	Fault machines returned	add a person	Reviewer	Application time	Processing time	Remarks	Evaluation score	Operating Tools
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- Klicka sedan på + Add a warranty application, längst till höger





Select a replacement template ✕

select country: Sweden ▼

Device type: Please select the device type ▲

Note: The newly revamped replacement applicat

- Inverter
- Storage inverter
- battery
- Other

country and device type selected



- Klicka sedan på vilken typ av enhet som ingår i förfrågan
- Klicka därefter på Confirm



**Add a warranty application** Customer service system > Warranty claim > Add a warranty application

**Basic Information**

\*Customer type

\*Contact name

Mobile phone number

Installer company name

Contact email

\*Country

- Fyll sedan i all information, fält med röd asterix \* måste fyllas i
- Tryck sedan på Submit i botten av sidan



Warranty claim    Service hall >Warranty claim    Reviewer    Coutry/Region(All)    select country(All)    start time - end tim    Search for order number, seri    Search

Regular replacement application

Questions List >>    Applied: 0    Preparing replacement: 0    Return: 0    Fault machines returned: 0    Completed: 0    Abnormal completion:    Turn Down: 0    Parameter display (15/15)    + Add a warranty application

No.	Ticket number	Status	Sales easy numbering	Coutry/Region	Country	Customer name	Contact details (Phone&Email)	Email	Fault machines returned	add a person	Reviewer	Application time	Processing time	Remarks	Evaluation score	Operating Tools
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- Därefter i Warranty Claim kommer ni få ett Ticket number som ni kan vidarebefodra till oss för snabbare behandling