SWELECT BESS Warranty — Terms and Conditions

SWELECT ENERGY SYSTEMS LIMITED

CIN: L93090TN1994PLC028578

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(Energy Storage Battery and Hybrid Solar Inverter)

Effective Date: [●] | Version: [●]

HOW TO READ THIS DOCUMENT

These terms and conditions (the "**Warranty**") set out the published limited warranty given by SWELECT Energy Systems Limited (the "**Company**") in respect of its Energy Storage Battery and Hybrid Solar Inverter products supplied under its Battery Energy Storage System ("**BESS**") product line. By purchasing a Product, the end customer is deemed to have accepted this Warranty. This Warranty comprises published warranty terms that apply to all Products and are made available on the Company's website; it is not an agreement signed with, or a certificate issued to, individual Customers.

The document is organised in three Parts:

- **Part I — Common Provisions** sets out provisions that apply equally to the Energy Storage Battery and the Hybrid Solar Inverter.
- **Part II — Energy Storage Battery** sets out provisions that apply only to the Energy Storage Battery, together with the Annexures referred to in that Part.
- **Part III — Hybrid Solar Inverter** sets out provisions that apply only to the Hybrid Solar Inverter.

In each Part, references to a numbered Clause (for example, "Clause 2.4") are to a Clause of that Part, unless the reference expressly states otherwise. Where a provision of Part II or Part III is inconsistent with a provision of Part I, the Part II or Part III provision shall prevail in respect of the Product to which it applies. The Warranty is governed by the laws of India (see Part I Clause 8), and nothing in it affects the Customer's statutory rights.

PART I — COMMON PROVISIONS

1. SCOPE AND APPLICABILITY

1.1 This Warranty applies to Energy Storage Batteries (being stationary lithium-ion battery energy storage units for storing electrical energy, including the battery cells, battery modules, the battery management system ("**BMS**") and accessory components) and to Hybrid Solar Inverters (together, the "**Products**", and each a "**Product**"), in each case manufactured and/or supplied by the Company and purchased from the Company or its authorised dealer or reseller (an "**Authorised Dealer**" or "**Dealer**"). It governs the rights and obligations of end customers (each, a "**Customer**"), Authorised Dealers and the Company with respect to warranty claims, service and logistics.

1.2 This Warranty applies only to Products purchased and installed within India, or such other territory as the Company may specify in writing from time to time (the "**Territory**").

1.3 This Warranty is effective from the date of its publication on the Company's website (the "**Effective Date**"), applies to all Products purchased on or after the Effective Date and, subject to applicable law, supersedes any prior verbal or written representations on warranty made by any person other than an authorised representative of the Company.

1.4 Important: The Customer's attention is specifically drawn to the conditions, exclusions and limitations in Part II and Part III (as applicable to the relevant Product), the charges payable by the Customer under those Parts and the Service Rate Card in Annexure B to Part II, and the limitation of liability in Clause 6 of this Part. These provisions apply only to the extent permitted by applicable law, including the Consumer Protection Act, 2019, and nothing in this Warranty affects the Customer's statutory rights.

2. WARRANTY REGISTRATION

2.1 Warranty registration is required for the efficient processing of warranty service. The Product shall be registered by submitting the Company's warranty registration form (the "**Warranty Registration Form**") within thirty (30) days of installation through any of the following:

(a) online at www.swelectes.com;

(b) the Authorised Dealer at the time of installation; or

(c) the Company's Customer Care helpline.

2.2 On registration, the Company shall issue an acknowledgement bearing a unique warranty registration number (the "**Warranty Registration Number**"), which shall be quoted in any warranty claim. No individual warranty certificate shall be issued; these published terms constitute the Warranty for all Products.

2.3 The consequences of failure to register a Product within the period in Clause 2.1 are set out separately for each Product in Part II Clause 6 and Part III Clause 6. Transfer of the Warranty to a subsequent owner of the property at which the Product is installed is

likewise governed by the transfer provisions in Part II and Part III, as applicable to the Product.

3. WARRANTY CLAIM INITIATION

3.1 All warranty claims shall be initiated through one of the following official channels:

(a) Online Portal: www.swelectes.com (available 24 hours a day, 7 days a week);

(b) Email: [●] (acknowledgement within one (1) working day);

(c) Customer Helpline: [Toll-Free Number] (Monday to Saturday, 9:00 AM to 6:00 PM); or

(d) the Authorised Dealer's Service Desk.

3.2 Claims where the Dealer is Unavailable. If the Dealer through which the Product was purchased has ceased to operate, has ceased to be an Authorised Dealer or fails to respond to the Customer within five (5) working days, the Customer may submit the claim directly to the Company through the channels in Clause 3.1. The Company shall then process the claim and shall carry out, or arrange for another Authorised Dealer or authorised service provider to carry out, the Dealer's functions under the applicable Part of this Warranty in respect of that claim, and the Customer shall bear only those costs that this Warranty allocates to the Customer.

3.3 The documents required to support a claim, the verification and processing timelines, the pick-up facility, logistics and site-service responsibilities, and the related procedures are set out in the applicable Part of this Warranty for the Product concerned.

4. BATTERY AND INVERTER FAULT ATTRIBUTION

4.1 Where the root cause of a fault may lie in either the Energy Storage Battery or the Hybrid Solar Inverter (or in BMS communication between them), the Company shall coordinate a joint diagnosis, through remote review of the inverter and BMS logs and, where necessary, a joint inspection. Where both the inverter and the battery are supplied by the Company, this joint diagnosis shall be led by the Company's own service team. Where the inverter or the battery is supplied by a third party, the Company shall coordinate with that manufacturer or its authorised service provider.

4.2 The Customer and the Dealer shall provide reasonable access to each Product and its installation, and to the BMS log data and inverter log data, as reasonably required for the joint diagnosis. The Customer shall not be required to pursue the battery and inverter manufacturers separately for the purpose of the diagnosis.

4.3 The Company shall communicate the outcome of the joint diagnosis to the Customer in writing within [seven (7)] working days of claim registration under Clause 3.1.

4.4 Where the root cause is found to lie in a Product covered by this Warranty, the claim shall be processed under the applicable Part. If the root cause is found to lie solely in the

inverter, battery or other third-party equipment, the claim shall not be covered under this Warranty, and site inspection and diagnosis charges may be levied in accordance with the applicable logistics-cost provisions in Part II or Part III and the Service Rate Card in Annexure B to Part II.

4.5 Use of a battery not on the Company's Approved Battery List (as defined in Part III Clause 1.2) with a Company-supplied Hybrid Solar Inverter shall not by itself void this Warranty. The exclusions in Part II and Part III shall apply only to defects, failures or damage caused by that battery or by its incompatibility with the Inverter.

5. REMOTE MONITORING, FIRMWARE AND DATA PROTECTION

5.1 Remote Monitoring and Data. Where the Product (or the connected inverter or battery, as applicable) is connected to the Company's remote monitoring platform, the Company may collect operating data from the Product, including, in the case of the Energy Storage Battery, voltage, current, temperature, SOC, SOH, cycle count, energy throughput, alarm and fault records, and in the case of the Hybrid Solar Inverter, generation, voltage, temperature, fault codes and device identifiers, together with firmware version, device identifiers, the installation location and contact details provided at registration.

The Company shall use such data for warranty assessment, diagnostics, safety monitoring, firmware updates and product improvement. Personal data shall be processed only with the Customer's consent obtained at registration (or as otherwise permitted by law), in accordance with the Company's Privacy Policy and the Digital Personal Data Protection Act, 2023 and the rules made under it, and shall be protected by reasonable security safeguards. The Company shall give notice of such processing, and obtain consent where required, at the time of registration or connection to the monitoring platform. The Customer may withdraw consent to the processing of personal data at any time through the data protection contact in Clause 10; such withdrawal shall not invalidate the Warranty, but may limit the Company's ability to provide remote diagnostics and remote firmware updates.

Personal data shall be retained only for as long as needed for these purposes, including the warranty period and any limitation period for claims, and shall then be erased unless its retention is required by law.

5.2 Firmware Updates. The Company may provide firmware updates for the Product (including BMS firmware for the Energy Storage Battery) remotely (over-the-air, through the datalogger or BMS communication) or through its service personnel, to correct defects or to improve performance, safety, grid-code compliance or security. A firmware update shall not materially reduce the rated functionality of the Product. Remote updates shall be notified to the Customer in advance through the monitoring application, email or SMS, except urgent safety or security updates, which shall be notified as soon as practicable. The Customer shall permit the installation of firmware updates that the Company designates as safety-related.

The Company shall notify the Customer in advance of any firmware update that materially affects the performance, usable capacity or operating limits of the Product, describing the effect of the update.

5.3 Refusal of Updates. The Customer may defer a firmware update. However, where the Company has notified the Customer in writing that an update is required to remedy a known defect or safety issue, and the Customer refuses or fails to permit the update within thirty (30) days of that notice, the Warranty shall not cover any defect, failure or damage that the update would have prevented or remedied. All other warranty coverage continues unaffected.

5.4 Faults caused by a firmware update released by the Company shall be covered under the applicable warranty coverage in Part II or Part III for the Product concerned, for the applicable warranty period.

6. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law:

(a) the Company's liability under this Warranty is limited to the repair or replacement of the defective Product, or payment of compensation under the applicable Part, as set out herein;

(b) the Company shall in no event and under no circumstances be responsible or liable, whether in contract, tort (including negligence), breach of statutory duty or otherwise, for any consequential, incidental, indirect, special or punitive damages, including loss of power generation, energy savings, revenue or profit, data loss, loss of business, damage to other property, loss of use or the cost of any substitute or backup power;

(c) save as expressly provided in this Warranty (including in the warranty service and site service provisions of Part II and Part III), the Company shall not be liable for installation, removal or re-installation charges or the cost of gaining access to the Product;

(d) the Company's total cumulative liability shall not exceed the original purchase price of the Product (or, where no Customer Invoice is produced, the Current Market Value of the Product as defined in the applicable Part);

(e) the Company does not warrant uninterrupted or error-free operation of the Product outside the operating and environmental conditions specified in the Product Instructions or the product datasheet;

(f) nothing in this Warranty excludes or limits the Company's liability for death or personal injury caused by its negligence, for fraud, for product liability under Chapter VI of the Consumer Protection Act, 2019, or for any other liability that cannot be excluded or limited under applicable law; and

(g) this Warranty is in addition to, and does not affect, the statutory rights of the end customer under the Consumer Protection Act, 2019, the Sale of Goods Act, 1930 and other applicable law.

7. FORCE MAJEURE

7.1 "**Force Majeure Event**" means an event beyond the Company's reasonable control, including acts of God, flood, cyclone, earthquake, fire, epidemic or pandemic, war, terrorism, civil disturbance, strikes or lockouts (other than of the Company's own workforce), acts or orders of any government or authority, and disruption of transport, courier, port or customs services affecting the movement of Products or spare parts.

7.2 The Company shall not be liable for any delay or failure in performing its obligations under this Warranty, including the pick-up, service and claim-processing timelines in Part II and Part III, to the extent caused by a Force Majeure Event. The affected timelines shall be extended by the duration of the Force Majeure Event and its consequences.

7.3 The Company shall notify affected Customers and Dealers, which may be by notice on its website, and shall use reasonable efforts to mitigate the effect of the Force Majeure Event and to resume service.

7.4 A Force Majeure Event shall not shorten the warranty period. A claim registered within the warranty period shall be processed after the Force Majeure Event ends, even if the warranty period has since expired. A defect arising within the warranty period that could not be notified because of the Force Majeure Event may be notified within fifteen (15) days after it ends.

8. GOVERNING LAW AND DISPUTE RESOLUTION

8.1 This Warranty shall be governed by and construed in accordance with the laws of India.

8.2 Disputes with Customers. Any dispute between the Company and a Customer arising out of or in connection with this Warranty shall first be raised through a channel in Clause 3.1 or with the Grievance Officer named in Clause 10, and the Company and the Customer shall attempt to resolve it through negotiation within thirty (30) days. Such disputes shall not be referred to arbitration. This Clause 8.2 does not restrict the Customer's right to approach a court or a Consumer Disputes Redressal Commission at any time.

8.3 Disputes with Authorised Dealers. Any dispute between the Company and an Authorised Dealer arising out of or in connection with this Warranty, including a packing dispute under Part II Clause 4 or Part III Clause 4, shall first be attempted to be resolved through mutual negotiation. If the dispute is not resolved within thirty (30) days, it shall be referred to binding arbitration under the Arbitration and Conciliation Act, 1996 (as amended) before a sole arbitrator appointed by mutual agreement of the parties or, failing such agreement within thirty (30) days, in accordance with Section 11 of that Act. The seat and venue of arbitration shall be Chennai and the language of the arbitration shall be English.

8.4 Subject to Clauses 8.3 and 8.5, the courts at Chennai shall have exclusive jurisdiction over all matters arising out of this Warranty.

8.5 Nothing in this Clause 8 shall restrict the right of an end customer who is a "consumer" under the Consumer Protection Act, 2019 to approach the competent Consumer Disputes Redressal Commission.

9. AMENDMENTS

9.1 The Company reserves the right to amend, modify or update this Warranty at any time. Updated versions shall be published on the Company's website and communicated to Authorised Dealers through official channels.

9.2 The version applicable to a particular Product shall be the version in effect at the time of its purchase (or, where no Customer Invoice is produced, on the date of manufacture of the Product). Amendments shall operate prospectively only and shall not reduce the warranty coverage or period applicable to Products already purchased. Previous versions of this Warranty shall remain accessible on the Company's website.

10. WARRANTY SERVICE CONTACT DETAILS

Channel	Details
Customer Helpline	[Toll-Free Number] (Monday to Saturday, 9:00 AM to 6:00 PM)
Email (Warranty)	[●]
Email (Technical Support)	[●]
Grievance Officer / Data Protection Contact	[Name, designation and email]
Warranty Portal	www.swelectes.com
Registered Office	"SWELECT House", No. 5, Sir P.S. Sivasamy Salai, Mylapore, Chennai – 600 004, Tamil Nadu
Service Centre Network and Serviceable Locations	As notified on www.swelectes.com from time to time

PART II — ENERGY STORAGE BATTERY

(Ten (10) Year Limited Warranty – Five (5) Years Standard Warranty and Five (5) Years Extended Warranty on Battery Cells)

This Part applies to residential (including light commercial) Energy Storage Batteries manufactured and/or supplied by the Company. In this Part, references to the "**Product**" are to the Energy Storage Battery.

1. SCOPE SPECIFIC TO ENERGY STORAGE BATTERY

1.1 This Part applies only to the residential Energy Storage Battery models, capacities and configurations listed in Clause 10, which states for each model its model number, nominal capacity, usable capacity, cell chemistry and covered components. This Part does not apply to commercial and industrial (C&I) or utility-scale battery energy storage systems, or to any Product installed as part of such a system, unless the Company has expressly agreed in writing to extend this Warranty to that Product.

1.2 The Product is designed for domestic and light commercial use only. "Light commercial" means a semi-domestic or small commercial environment, such as small shops, hair salons, small offices and similar premises.

2. WARRANTY COVERAGE AND PERIOD

2.1 Warranty Period

The Product shall carry the following warranty periods, each calculated from the warranty commencement date under Clause 2.3:

Component / Item	Warranty Period	Remarks
Battery Cells (Years 1 to 5)	5 Years (Standard Warranty)	Repair or replacement free of material and labour charges, subject to the cycle limit
Battery Cells (Years 6 to 10)	5 Years (Extended Warranty)	Replacement of defective cells free of charge; labour charges payable by Customer (Clause 2.4)
Battery Cells – Cycle Limit	6,000 cycles or the cumulative energy throughput limit in Annexure A	Cell warranty ends on expiry of 10 years, on reaching 6,000 cycles or on reaching the cumulative energy throughput limit in Annexure A, whichever occurs first
Battery Modules (module enclosure, cell interconnections and module-level electronics)	5 Years	Manufacturing defects only; cells within the module are covered as Battery Cells above
Battery Management	5 Years	Manufacturing defects only; Standard

Component / Item	Warranty Period	Remarks
System (BMS), including BMS firmware		Warranty Period only. Not covered in the Extended Warranty Period (Clause 2.4(c))
Energy Storage Battery – other components (enclosure, internal wiring, busbars)	5 Years	Physical damage excluded
Accessories, Tool Kits, Cables and Fixings	Nil	Consumable items

2.2 Cycles

A "**cycle**" means one full equivalent charge-discharge cycle, being a cumulative discharge of energy equal to the rated usable capacity of the Product, as recorded by the BMS. The cycle count recorded by the BMS shall be conclusive, save in case of manifest error or a fault in the BMS. Replacement of a BMS shall not reset the Product's accumulated cycle count or operating history. Where electronic logs are unavailable due to BMS failure, the Company shall use other reasonably available evidence to assess the claim, including the installation date, inverter and monitoring records and service records. References in this Warranty to the "**cycle limit**" mean 6,000 cycles or the cumulative energy throughput limit specified in Annexure A, whichever is reached first.

2.3 Commencement of Warranty

The warranty period shall commence from the date of installation as confirmed in the Warranty Registration Form, where the Product is registered within the period specified in Part I Clause 2.1. Where the Product is not so registered, the warranty period shall commence from the date of the purchase invoice issued for the Product by the Company, the Authorised Dealer or other supplier, where the Customer produces that invoice, failing which from the date of manufacture of the Product, as shown on the Product label or in the Company's records. The Standard Warranty Period shall commence on the warranty commencement date determined under this Clause 2.3, and the Extended Warranty Period shall commence on the day immediately following the expiry of the Standard Warranty Period.

2.4 Extended Warranty on Battery Cells

On expiry of the first five (5) years of the warranty period (the "**Standard Warranty Period**"), and until the expiry of the tenth (10th) year or until the cycle limit is reached, whichever occurs first (the "**Extended Warranty Period**"), any battery cell found defective shall be replaced free of charge. The Extended Warranty is included in the price of the Product as part of the ten (10) year limited warranty; it is not an optional or separately paid warranty, and no separate activation is required beyond registration of the Product under Part I Clause 2.1 (failing which Clause 6.1 shall apply). During the Extended Warranty Period:

(a) labour charges for removal, cell replacement and re-installation, and the cost of any site visit, shall be borne by the Customer;

(b) logistics costs in both directions shall be borne by the Customer or the Dealer in accordance with Clause 3.2;

(c) the BMS, module enclosure and all other components of the Product are not covered, and any replacement BMS or other component required during the Extended Warranty Period may be supplied by the Company at the charges set out in the Service Rate Card;

(d) all charges payable by the Customer during the Extended Warranty Period, including labour, service visits, transportation and replacement components not covered by this Warranty, shall be as set out in the service rate card in Annexure B, as revised by the Company and published on its website from time to time, in the version in force on the date of the service (the "**Service Rate Card**"); and

(e) the Company shall provide the Customer with a written estimate of the applicable charges before carrying out any chargeable work, and shall not carry out such work without the Customer's prior acceptance of that estimate.

2.5 Capacity Retention

The Product shall retain at least [●] per cent ([●]%) of its specified usable capacity, as stated for the relevant model in Clause 10, at the end of the applicable warranty period or on reaching the cycle limit, whichever occurs first, subject to the operating conditions and energy-throughput limits stated in Annexure A. Capacity shall be measured using the Company's approved test procedure under the temperature, C-rate, charge/discharge and state of charge ("**SOC**") conditions specified in Part C of Annexure A. BMS-estimated State of Health ("**SOH**") alone shall not constitute conclusive proof of capacity. Where the measured usable capacity falls below the guaranteed level within the warranty period and the cycle limit, the Product shall be treated as defective and the Company shall, as technically appropriate, repair or replace the defective cell, module or complete battery pack. Any reduction in capacity above the guaranteed level is normal degradation and is not a defect.

2.6 Coverage

The Warranty covers the following defects arising under normal operating conditions:

(a) manufacturing defects in materials and workmanship;

(b) premature failure of battery cells or modules not caused by external factors;

(c) failure of the BMS, including its cell monitoring, balancing, protection and communication functions, under rated operating conditions;

(d) BMS firmware faults causing operational malfunction; and

(e) reduction in usable capacity below the level set out in Clause 2.5.

2.7 Conditions of Warranty

The Warranty shall apply only where:

(a) the Product is purchased from the Company or an Authorised Dealer;

(b) the Product bears the original Company serial number;

(c) the Product is installed and used in the Territory;

(d) the Product is installed and commissioned by the Company or a Company-certified installer, in accordance with the installation manual, the installation requirements in Clause 2.10 and applicable regulatory and industry standards;

(e) the Product is used for domestic or light commercial purposes in accordance with Clause 1.2;

(f) the Product is operated, maintained and serviced in accordance with the installation manual, user manual and product datasheet (the "**Product Instructions**"), only by the Company or its authorised agents, and records of such maintenance and service are maintained and produced at the time of claim; and

(g) the Product has not been moved, re-installed or transferred from its original place of installation without the prior written authorisation of the Company.

2.8 Exclusions

The Warranty shall not apply to the following, or to any defect, failure or damage to the extent caused by or attributable to any of the following, as determined by the Company on inspection, acting reasonably and in good faith:

(a) physical damage caused by accident, mishandling, dropping, trampling, deforming, impact or contact with sharp objects;

(b) fire, flood, lightning, extreme weather, natural disaster or other events beyond the Company's reasonable control;

(c) storage, installation, commissioning, modification or repair of the Product by any person other than the Company or a Company-certified installer;

(d) use of the Product with any inverter, charger or other equipment that is not approved by the Company or is not compatible with the Product;

(e) connection of the Product with battery modules or batteries of another manufacturer, or of a different model, not approved by the Company;

(f) use, storage or operation of the Product outside the ambient temperature, humidity and other operating conditions specified in the Product Instructions, or otherwise in an improper or negligent manner contrary to the Product Instructions;

(g) any unauthorised attempt, by physical means, programming or otherwise, to alter the BMS settings or to extend or reduce the life of the Product;

(h) exposure of the Product to water, conductive dust or corrosive gases;

(i) removal, shifting or re-installation of the Product at another location without the prior written authorisation of the Company;

(j) normal degradation of cell capacity within the limit set out in Clause 2.5;

(k) theft or loss of the Product or any of its components;

(l) cosmetic deterioration, superficial defects, scratches, dents or marks not affecting performance;

(m) Products with missing, altered, defaced or illegible serial numbers, or where the serial number is not provided at the time of claim, where the Product cannot otherwise be identified and verified from the Company's records;

(n) use of the Product to supply or run life-sustaining medical devices, or for any purpose other than domestic or light commercial use;

(o) accessories, tool kits and consumable items, including fixings, glues, cables and ductings;

(p) claims made after expiry of the warranty period or after the cycle limit has been reached;

(q) failure to comply with the installation requirements in Clause 2.10, including damage caused by inadequate earthing or surge protection, inadequate ventilation, exposure to direct sunlight or rain, or ingress of rodents, insects or other pests;

(r) operation of the Product outside the operating limits in Annexure A, to the extent provided in Clause 2.11; and

(s) damage caused by prolonged over-discharge, to the extent provided in Clause 2.12.

2.9 Tampering

Any opening of the battery enclosure, tampering with the product seal, cells, BMS or BMS firmware, or adjustment of the Product by any person, without the prior written authorisation of the Company, shall void the Warranty in respect of any defect or damage caused by or attributable to such tampering or adjustment.

2.10 Installation Requirements

Without limiting Clause 2.7(d), the Product shall be installed and maintained in accordance with the Product Instructions and the following requirements:

(a) earthing of the Product and the connected inverter in accordance with the Product Instructions and applicable electrical safety regulations and standards;

(b) surge protection devices of the type and rating specified in the Product Instructions on the relevant AC and DC circuits;

(c) adequate ventilation and the minimum clearances specified in the Product Instructions, in a location free from flammable materials;

(d) protection from direct sunlight, rain and water ingress, consistent with the ingress protection rating and installation location specified in the Product Instructions;

(e) protection against ingress of rodents, insects and other pests, including sealing of cable entries and openings; and

(f) connection only to an inverter model and firmware version listed in the Company's approved inverter list for the Product, as published on the Company's website and in force on the date of installation, or as otherwise approved by the Company in writing.

2.11 Operating Limits

The Product shall be operated within the operating limits set out in Part A of Annexure A, including the maximum charge and discharge C-rate, depth of discharge, permitted SOC window, annual cycle limit, cumulative energy throughput, ambient temperature range and approved inverter configurations. Warranty eligibility where a limit is exceeded shall be determined by the Company, acting reasonably and in good faith, on the basis of the BMS log data and other reasonably available evidence, as follows:

(a) on the cumulative energy throughput limit being reached, the warranty for the battery cells shall end, in accordance with Clauses 2.1 and 2.4;

(b) where the annual cycle limit is exceeded in any warranty year, the capacity retention guarantee in Clause 2.5 shall not apply, but the Warranty shall otherwise continue to apply to defects in materials and workmanship;

(c) where any other limit is exceeded, the Warranty shall not apply to any defect, failure or damage to the extent caused by or attributable to the operation outside that limit; and

(d) an isolated or momentary exceedance recorded by the BMS that did not cause or contribute to the defect shall not by itself affect the Warranty.

2.12 Deep Discharge and Storage

Warranty coverage may be excluded for damage directly caused by prolonged over-discharge resulting from failure to recharge or maintain the battery in accordance with the Product Instructions. In particular:

(a) the Dealer shall not store a Product for longer than the maximum storage period specified in Part B of Annexure A before installation, and shall store it at the storage SOC and in the storage conditions specified in that Part;

(b) the Dealer (before installation) and the Customer (where the Product is installed but not in regular use) shall check the SOC of the Product at the intervals specified in Part B of Annexure A and carry out top-up charging in accordance with that Part;

(c) ordinary grid outages, or a failure of the inverter or other connected equipment, shall not by themselves invalidate the Warranty, and the exclusion in this Clause 2.12 shall apply only where they directly cause damage by prolonged over-discharge resulting from a failure to recharge or maintain the Product as required by the Product Instructions; and

(d) the Company shall determine the cause of any deep-discharge damage, acting reasonably and in good faith, on the basis of the BMS log data, the Dealer's storage and SOC-check records and other reasonably available evidence. A failure by the Dealer to comply with paragraph (a) or (b) shall be treated as improper handling by the Dealer for the purposes of Clause 4.5.

3. WARRANTY SERVICE, PICK-UP FACILITY AND FIELD SERVICE

3.1 Pick-Up Facility

During the Standard Warranty Period, the Company provides a one-side pick-up facility for all valid warranty claims. Under this facility, the Company shall arrange and bear the cost of logistics from the Dealer's premises (at serviceable locations within India notified by the Company from time to time) to the Company's authorised Service Centre. Responsibility for, and the cost of, site inspection, de-installation, packing, collection, transportation, transit insurance, repair and re-installation are allocated in Clauses 3.5 and 3.6. Under this facility:

(a) the Company shall arrange courier or logistics from the Dealer's location to the Service Centre;

(b) return shipping from the Service Centre to the Dealer shall be at the cost of the Dealer or Customer;

(c) packing of the defective Product for dispatch shall be entirely within the Dealer's scope;

(d) the defective Product shall be handed over to the Company's logistics partner at the Dealer's premises; and

(e) pick-up shall be scheduled within three (3) to five (5) working days of claim approval.

3.2 Extended Warranty Period

The pick-up facility shall not be available during the Extended Warranty Period. Logistics costs in both directions, and labour charges under Clause 2.4, shall be borne by the Dealer or the Customer.

3.3 Eligibility for Pick-Up Facility

The one-side pick-up facility shall be available only when all the following conditions are met:

(a) the warranty claim has been registered and approved through the official warranty claim process under Clause 5;

(b) the Product is within the Standard Warranty Period;

(c) the defect falls within the coverage set out in Clause 2.6;

(d) the Product serial number is valid and traceable in the Company's database;

(e) the Dealer has completed all required documentation prior to scheduling of the pick-up; and

(f) the Product is in a safe condition for transport and is not a damaged or unsafe battery under Clause 4.3.

3.4 Pick-Up Procedure

Warranty pick-ups shall follow the procedure set out below:

Step	Action By	Description
1	Dealer / Customer	Log the warranty complaint via the Company portal, email or helpline, providing the invoice, serial number, BMS log data and fault description.
2	Company / Service Team	Verify claim eligibility within [●] working days and issue a Warranty Claim Approval (WCA) number.
3	Dealer	Pack the defective Product securely in accordance with Clause 4 and the Dealer Service Policy and affix the WCA number on the outer box.
4	Company / Logistics Partner	Schedule pick-up within [●] to [●] working days of WCA issuance. The logistics partner collects the Product from the Dealer's premises.
5	Service Centre	Receive and diagnose the Product within [●] working days of receipt, and complete the repair or dispatch the replacement within [●] to [●] working days of receipt.
6	Dealer / Customer	The repaired or replacement Product is dispatched back at the Dealer's or Customer's cost. The Dealer arranges inward delivery.
7	Dealer / authorised service provider	Re-install and re-commission the Product at the Customer's site, with costs borne in accordance with Clause 3.6.

Where the Company elects on-site repair or module swap under Clause 3.7, Steps 3 to 6 above shall be replaced by the on-site service procedure in that Clause.

3.5 Logistics Costs

For valid warranty claims, logistics and transit insurance costs shall be borne as follows:

Movement	Cost Borne By	Remarks
Dealer to Company Service Centre (outward) – Standard Warranty Period	Company	One-side pick-up facility
Company Service Centre to Dealer (return)	Dealer / Customer	Dealer arranges or pays for return freight
Both directions – Extended Warranty Period	Dealer / Customer	Clause 3.2
Packing material and labour (at Dealer end)	Dealer	Mandatory Dealer responsibility
Insurance during outward transit – Standard Warranty Period	Company	Covered by the Company's logistics partner
Insurance during return transit	Dealer / Customer	Dealer advised to insure the return shipment
Insurance in both directions – Extended Warranty Period	Dealer / Customer	Clause 3.2

Where a claim is found not to be valid, or the Product is found to have no fault, all costs of site inspection, de-installation, packing, logistics, transit insurance, testing and re-installation shall be borne by the Customer or the Dealer in accordance with the Service Rate Card, and the Company shall inform the Customer of such costs in writing.

3.6 Site Service Responsibilities

For valid warranty claims, responsibility for, and the cost of, each warranty service activity shall be allocated as follows:

Activity	Performed By	Standard Warranty Period	Extended Warranty Period
Remote and telephonic diagnosis	Company	No charge	No charge
Site inspection	Dealer or Company-authorised service provider	No charge to Customer	Customer, per Service Rate Card
De-installation and disconnection	Dealer or Company-	No charge to Customer	Customer, per Service Rate Card

Activity	Performed By	Standard Warranty Period	Extended Warranty Period
	authorised service provider		
Packing (Clause 4)	Dealer	Dealer	Dealer
Transport between Customer site and Dealer premises	Dealer	No charge to Customer	Dealer / Customer
Collection and outward transport to Service Centre	Company / logistics partner	Company	Dealer / Customer
Outward transit insurance	Company / logistics partner	Company	Dealer / Customer
Diagnosis and repair or replacement at Service Centre	Company	Company (material and labour)	Cells: Company; labour and other components: Customer, per Service Rate Card
Return transport and return transit insurance	Dealer / Customer	Dealer / Customer	Dealer / Customer
Re-installation and re-commissioning	Dealer or Company-authorised service provider	No charge to Customer	Customer, per Service Rate Card
On-site repair or module swap (Clause 3.7)	Company or Company-authorised service provider	Company	Cells: Company; labour, site visit and other components: Customer, per Service Rate Card

3.7 On-Site Repair and Module Swap

Where the Product is wall-mounted, floor-mounted, rack-mounted or otherwise fixed, or its weight or configuration makes de-installation and transport impractical or unsafe, the Company may, acting reasonably, elect to carry out the repair at the Customer's site instead of under Clause 3.4. In that case:

(a) the Company or its authorised service provider shall attend the site within the timeline in Clause 5.4, diagnose the fault and, where appropriate, replace the defective module, BMS or other component on site (module swap);

(b) the replaced module or component shall be returned to the Service Centre by the Company or its authorised service provider, and the replacement shall comply with Clause 7.2;

(c) the Company shall carry out the balancing, configuration and safety checks required under Clause 7.2 before returning the Product to service; and

(d) costs shall be borne in accordance with Clause 3.6.

3.8 Standby Battery

The Company does not provide a standby, loaner or substitute battery for use while the Product is under inspection, repair or replacement, unless the Company expressly offers one in writing in respect of a particular claim, in which case the terms of that offer shall apply.

4. PACKING AND TRANSPORT RESPONSIBILITY OF THE DEALER

4.1 Dealer's Packing Obligation

The packing of the defective Product for dispatch under warranty shall be entirely the responsibility of the Authorised Dealer. Energy Storage Batteries, being lithium-ion batteries, are classified as dangerous goods for transport, and the Dealer shall comply with the packing, labelling and handling instructions issued by the Company or its logistics partner and with applicable transport regulations. The Company shall not be liable for any transit damage occurring due to improper, inadequate or negligent packing by the Dealer, as recorded in the pick-up inspection report referred to in Clause 4.4. Detailed packing, labelling and handling obligations of Authorised Dealers are set out in the Company's dealer service policy, as issued and updated from time to time (the "**Dealer Service Policy**").

Any transit damage shown, on the basis of the pick-up inspection record, to have resulted from improper packing by the Dealer shall be the responsibility of the Dealer and not of the Company. Subject to the Dealer Agreement, the Dealer shall be liable for the repair or replacement costs arising from such damage. Such damage shall not prejudice the Customer's warranty claim, as provided in Clause 4.5.

4.2 Packing Standards

The Dealer shall pack the Product, before handing it over to the Company's logistics partner, in accordance with the minimum packing, labelling and handling standards set out in the Dealer Service Policy and applicable transport regulations for lithium-ion batteries.

4.3 Damaged or Unsafe Batteries

Where the Energy Storage Battery is swollen, leaking, smoking, emitting an odour, abnormally hot or visibly damaged, the Dealer shall not pack or dispatch it. The Dealer shall disconnect the Product if it is safe to do so, keep it isolated in a well-ventilated area away from combustible materials, and inform the Company immediately. The Company shall advise on handling and arrange collection or on-site inspection, as appropriate.

4.4 Dealer's Liability for Packing

The Dealer acknowledges and accepts that:

(a) the Company's logistics partner shall inspect the outer condition of the packing at the time of pick-up and record its condition, with photographs, in a pick-up inspection report countersigned by the Dealer;

(b) where the packing is found to be grossly inadequate or non-compliant with Clause 4.2 or the Dealer Service Policy, the logistics partner may refuse to collect the shipment;

(c) the Company may recover from the Dealer the cost of repairing or replacing a Product that arrives in a damaged condition due to poor packing by the Dealer, as evidenced by the pick-up inspection report and the Company's inspection findings. The Company shall communicate the basis of such recovery in writing to the Dealer, who may contest the recovery within seven (7) days of such notice; and

(d) the cost of any re-packing arranged by the Company (if required, at the Company's discretion) shall be charged back to the Dealer upon prior written intimation of the estimated cost.

4.5 Protection of Customer Claims

A Customer's warranty claim shall not be rejected solely because of improper packaging or handling by a Dealer or an authorised service provider, where such failure was not attributable to the Customer. The Company may pursue recovery from the responsible Dealer separately.

5. BATTERY WARRANTY CLAIM PROCESS

5.1 Documents Required

Every warranty claim shall be supported by the following documents:

(a) original Purchase Invoice bearing the dealer's stamp and date;

(b) Warranty Registration Number, where the Product has been registered;

(c) Product Serial Number (found on the Product label or carton) and initial installation date;

(d) BMS log data, including cycle count, state of health or usable capacity, and fault or alarm records;

(e) records of maintenance and service carried out on the Product;

(f) clear photographs of the defective Product showing the fault and the serial number label;

(g) completed Warranty Claim Form (available on the portal or at the dealer desk); and

(h) Fault Description Report prepared by a qualified technician, where applicable.

Personal data submitted in connection with a warranty registration or claim shall be processed in accordance with the Company's Privacy Policy and applicable data protection law, including the Digital Personal Data Protection Act, 2023.

5.2 Verification

The Company shall lead the technical investigation and root-cause analysis of each claim, through its service team or an authorised service provider, and shall not require the Customer to carry out root-cause testing. The Customer and the Dealer shall provide reasonable access to the Product and its installation, the BMS log data and the information listed in Clause 5.1, as reasonably requested by the Company. Final verification of the claim shall be made by the Company, acting reasonably and in good faith, subject to Clause 5.3. The Company may reject a claim where information or access reasonably required to assess it is not provided within a reasonable time after a written request, and shall communicate the reasons for any rejection in writing.

5.3 Independent Testing

If the Customer disputes the Company's determination of a claim, the following shall apply:

(a) the Customer may, within thirty (30) days of receiving the Company's written determination, request independent testing by written notice to the Company;

(b) the testing shall be carried out by a testing laboratory accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) for the relevant tests, selected by mutual agreement from a list of not fewer than three (3) such laboratories proposed by the Company within seven (7) days of the Customer's notice; failing agreement within seven (7) days of the list being provided, the Customer may select any laboratory from that list;

(c) the laboratory shall test the Product in accordance with the test procedure and test conditions in Part C of Annexure A and any applicable Indian standard, and the Company and the Customer (or their representatives) may attend the testing;

(d) the Company shall arrange delivery of the Product to the laboratory within fifteen (15) working days of the selection of the laboratory, and the laboratory shall be requested to issue its report within thirty (30) days of receipt of the Product;

(e) the testing charges and associated logistics costs shall be borne by the Customer, unless the claim is found to be valid, in which case the Company shall bear (or reimburse to the Customer) all such charges and costs; and

(f) where the laboratory's results conflict with the Company's test results or the BMS data, the laboratory's report shall prevail on the matters tested and shall be binding on the Company and the Customer for the purposes of the claim, save for manifest error, without prejudice to the Customer's rights under Part I Clause 8.

5.4 Claim Processing Timelines

Warranty claims shall be processed within the following indicative timelines:

Activity	Timeline
Claim acknowledgement	Within [●] working day of submission
Claim verification and approval / rejection	Within [●] working days
Joint battery / inverter diagnosis (Part I Clause 4), where applicable	Within [●] working days of claim approval
Pick-up scheduling (if approved)	Within [●] to [●] working days of approval
Site inspection or on-site service visit (Clauses 3.6 and 3.7), where applicable	Within [●] working days of approval, at serviceable locations
Diagnosis at Service Centre	Within [●] working days of receipt of Product
Repair completion / replacement dispatch	Within [●] to [●] working days of receipt of Product
Total turnaround time (estimated)	[●] to [●] working days from claim approval, excluding transit time

The timelines in this Clause 5.4 and in Clause 3.4 are indicative estimates only. They are subject to the availability of spare parts and replacement cells, completeness of documentation, any root-cause analysis or independent testing under Clauses 5.2 and 5.3, the location of the Dealer and events beyond the Company's reasonable control, and the Company shall not be liable for any delay in meeting them except to the extent required by applicable law. Charges payable in connection with any of the above activities shall be determined solely in accordance with Clauses 2.4, 3.5 and 3.6 and the Service Rate Card.

6. WARRANTY REGISTRATION — SPECIFIC TO ENERGY STORAGE BATTERY

6.1 Failure to register the Product within the period specified in Part I Clause 2.1 shall result in the warranty period commencing from the date of the purchase invoice issued by the Company, the Authorised Dealer or other supplier, if produced by the Customer, failing which from the date of manufacture of the Product, in accordance with Clause 2.3, and shall not otherwise affect the validity of the Warranty. Where the Product is not registered, the Extended Warranty shall continue to apply in accordance with Clause 2.4, calculated from the warranty commencement date so determined.

6.2 Transfer of Warranty. This Warranty shall transfer, for the unexpired warranty period, to a subsequent owner of the property at which the Product is installed, provided that the Product remains at its original place of installation (or has been relocated with the Company's prior written authorisation under Clause 2.7(g)). The subsequent owner shall register the transfer within [●] days of acquiring the property by submitting to the Company, through any channel in Part I Clause 2.1, a transfer request quoting the Warranty Registration Number, together with proof of ownership or occupation of the property, and the Company shall then update its registration records accordingly. Transfer shall not extend the warranty period. Failure to register a transfer shall not by itself invalidate the

Warranty, but the subsequent owner shall provide proof of ownership or occupation at the time of any claim.

7. REPAIR AND REPLACEMENT

7.1 Repair or Replacement

The Company's default resolution under warranty shall be repair of the defective Product, including by replacement of defective cells, modules or the BMS. Repair may be carried out at the Service Centre under Clause 3.4 or on site under Clause 3.7, as the Company determines to be technically appropriate. During the Standard Warranty Period, repair or replacement shall be free of material and labour charges; during the Extended Warranty Period, Clause 2.4 shall apply. Replacement of the complete Product shall be considered only where:

(a) the Product cannot be repaired due to non-availability of spare parts or replacement cells;

(b) the repair cost, as assessed by the Company's technical team acting reasonably and in good faith, exceeds seventy per cent (70%) of the Product's Current Market Value (as defined in Clause 7.5);

(c) the Product has been repaired three (3) or more times for the same fault within the warranty period; or

(d) the Product is deemed Beyond Economical Repair (BER) by the Company's technical team.

Defective Products, cells, modules and parts replaced under warranty shall become the property of the Company and shall be handled by the Company in accordance with Clause 9.2.

7.2 Replacement Products

Replacement shall be with a Product of the same model or, if unavailable, at the Company's discretion, a refurbished product or a different product or part of equivalent or higher function, performance and specification, certified as compatible with the original Product. Replacement products, cells or parts may not be new but shall be of the same quality and specification as, or equivalent to, the original Product. Replacement cells or modules shall be compatible with the existing battery configuration and appropriately matched for State of Health and electrical characteristics. The Company shall perform the necessary balancing, configuration and safety checks following replacement.

7.3 Warranty on Repaired or Replaced Products

Repair or replacement shall not extend the warranty period or commence a new warranty period. A repaired or replaced Product, cell, module, BMS or part shall carry only the remaining warranty period under Clause 2.1, calculated from the original warranty commencement date under Clause 2.3, and cycles recorded on the original Product shall

count towards the cycle limit. Replacement of a cell, module or BMS shall not reset the Product's accumulated cycle count or operating history, as provided in Clause 2.2.

7.4 Unauthorised Third-Party Work

The Company shall not accept or reimburse any cost incurred by the Customer or Dealer for work carried out on the Product by any third party without the prior written authorisation of the Company.

7.5 Compensation

Where the Company, acting reasonably, determines that neither repair nor replacement of the Product (or of the defective cell, module or BMS) is possible or commercially practicable, the Company may, in full and final settlement of the claim, pay the Customer compensation equal to the Current Market Value of the Product. For the purposes of this Warranty, "**Current Market Value**" means the Invoice Price multiplied by (1 – D), where:

(a) "**Invoice Price**" means the price of the Product shown on the original purchase invoice, excluding taxes, installation, freight and any other charges; and

(b) "**D**" (the depreciation factor, calculated on a straight-line basis) is the greater of (i) the number of completed months from the warranty commencement date under Clause 2.3 to the date of the claim, divided by one hundred and twenty (120), and (ii) the number of cycles recorded on the Product at the date of the claim, divided by 6,000, subject to a maximum of one (1).

Compensation shall not exceed the Invoice Price, and on payment the Product shall become the property of the Company.

8. OBLIGATIONS OF AUTHORISED DEALERS

Authorised Dealers shall fulfil the following obligations to remain eligible for warranty support:

(a) maintain accurate records of all Products sold, including customer details, installation date, serial numbers and the make and model of the inverter connected to the Product;

(b) ensure that Products are installed only by Company-certified installers in accordance with the Company's guidelines, and only with inverters and equipment approved by the Company as compatible;

(c) educate customers about the warranty terms, permitted use, operating conditions, registration and claim procedures at the point of sale;

(d) pack defective warranty Products in accordance with Clause 4 and the Dealer Service Policy before logistics pick-up, and handle damaged or unsafe batteries in accordance with Clause 4.3;

(e) not open, repair, replace any component of, or alter the BMS settings of, a Product under active warranty without the prior written authorisation of the Company;

(f) submit warranty claims within the Product warranty period. Claims for defects first notified after expiry of the warranty period or the cycle limit shall not be entertained, but a claim duly registered within the warranty period shall be processed even if the repair or replacement is completed after expiry;

(g) cooperate with Company representatives during warranty inspection or audit visits;

(h) store Products held in stock, and maintain storage, SOC-check and top-up charging records, in accordance with Clause 2.12 and Part B of Annexure A; and

(i) carry out site inspection, de-installation, re-installation and re-commissioning for warranty claims in accordance with Clause 3.6 and the Dealer Service Policy.

9. PRODUCT SAFETY AND END-OF-LIFE

9.1 Safety Recalls and Field Safety Notices

If the Company identifies a safety-related defect or risk affecting the Product, the Company shall:

(a) notify affected Customers and Authorised Dealers promptly, using the contact details recorded at registration, the Company's website and such other means as are reasonably appropriate, describing the risk and any immediate precautions to be taken;

(b) carry out the corrective action it determines to be appropriate, which may include inspection, a firmware update, repair, replacement or refund, at no cost to the Customer where the safety defect is attributable to the Company, whether or not the Product remains within the warranty period; and

(c) provide customer support for the recall or field safety notice through the channels in Part I Clause 3.1, and comply with any recall direction issued under applicable law.

The Customer shall follow the precautions notified by the Company and permit the corrective action to be carried out. The Company shall not be liable for damage to the extent caused by the Customer's failure to do so after notification.

9.2 End-of-Life Batteries

The Company shall provide take-back arrangements for end-of-life Products, and for cells, modules and other parts replaced under this Warranty, in accordance with its extended producer responsibility (EPR) obligations under the Battery Waste Management Rules, 2022 (as amended). Customers may return end-of-life Products through Authorised Dealers or the collection points notified on the Company's website, and the Company shall ensure that returned batteries are handed over for refurbishment or recycling only to

entities registered for that purpose under those Rules. Collection from the Customer's site may be subject to charges in accordance with the Service Rate Card, save where applicable law requires collection free of charge. The Customer shall not dispose of the Product as municipal or household waste.

10. COVERED BATTERY PRODUCTS

This Part applies only to the following residential Energy Storage Battery models. The Company may add or withdraw models by publishing an updated version of this Warranty on its website in accordance with Part I Clause 9, and a withdrawn model shall remain covered for Products purchased while it was listed.

Model Number	Nominal Capacity (kWh)	Usable Capacity (kWh)	Cell Chemistry	Covered Components
[●]	[●]	[●]	[●]	As set out in Clause 2.1
[●]	[●]	[●]	[●]	As set out in Clause 2.1

ANNEXURE A — OPERATING LIMITS, STORAGE REQUIREMENTS AND CAPACITY TEST CONDITIONS

(Clauses 2.1, 2.2, 2.5, 2.11, 2.12 and 5.3)

Part A — Operating Limits

Parameter	Limit
Maximum continuous charge rate	[●]C
Maximum continuous discharge rate	[●]C
Maximum depth of discharge (DoD)	[●]%
Permitted SOC operating window	[●]% to [●]%
Annual cycle limit	[●] cycles per warranty year
Cumulative energy throughput limit	[●] MWh
Ambient temperature – charging	[●]°C to [●]°C
Ambient temperature – discharging	[●]°C to [●]°C
Relative humidity	[●]% to [●]% (non-condensing)
Approved inverter	Inverter models and firmware versions in the Company's

Parameter	Limit
configurations	approved inverter list for the Product (Clause 2.10(f))
Effect of exceeding a limit	As set out in Clause 2.11

Part B — Storage Requirements (Clause 2.12)

Requirement	Value
Maximum storage period before installation	[●] months from the date of dispatch by the Company
Storage SOC	[●]% to [●]%
Storage conditions	Dry, ventilated and away from direct sunlight, at [●]°C to [●]°C
SOC check interval	At least once every [●] months
Top-up charging	Recharge to [●]% whenever SOC falls below [●]%, and in any event at least once every [●] months
Records	Dealer to record each SOC check and top-up charge (Clause 8(h))

Part C — Capacity Test Conditions (Clauses 2.5 and 5.3)

Test Parameter	Condition
Test ambient temperature	[●]°C ± [●]°C
Charge method and rate	Constant current / constant voltage at [●]C to full charge (100% SOC), as specified in the Product Instructions
Rest period	[●] minutes after charge and after discharge
Discharge rate and end point	[●]C to the discharge cut-off specified in the product datasheet ([●]% SOC)
Measured usable capacity	Energy (kWh) discharged at the DC terminals of the Product, measured with calibrated instruments and averaged over [●] consecutive cycles

The values in this Annexure A apply to each model listed in Clause 10, unless a different value is specified for a particular model in this Annexure A.

ANNEXURE B — SERVICE RATE CARD

(Clauses 2.4, 3.5, 3.6, Part I Clause 4 and Clause 9.2)

The following charges apply only where this Warranty allocates the cost of a service to the Customer or the Dealer, including services during the Extended Warranty Period, claims found not to be valid, Products found to have no fault and faults found to lie outside the Product.

S. No.	Service	Unit	Rate (₹, excl. GST)	Applicable To
1	Site visit or site inspection (up to [●] km from the Dealer or service centre)	Per visit	[●]	Extended Warranty Period; invalid or no-fault claims
2	Additional travel beyond [●] km	Per km	[●]	Where Item 1 applies
3	De-installation and disconnection	Per Product	[●]	Extended Warranty Period; invalid or no-fault claims
4	Re-installation and re-commissioning	Per Product	[●]	Extended Warranty Period; invalid or no-fault claims
5	Labour for replacement of cells or a module (replacement cells supplied free under Clause 2.4)	Per module	[●]	Extended Warranty Period
6	Replacement BMS, including labour	Per unit	[●]	Extended Warranty Period
7	Other replacement components not covered by this Warranty	Per item	Company price list on the date of service	Extended Warranty Period; items not covered
8	Lithium-battery compliant packing material	Per Product	[●]	Extended Warranty Period; invalid or no-fault claims
9	Transport – Dealer to Service Centre (outward)	Per shipment	[●] or at actuals	Extended Warranty Period; invalid or no-fault claims
10	Transport – Service Centre to Dealer (return)	Per shipment	[●] or at actuals	All periods (Clause 3.5)
11	Transit insurance	Per shipment	[●]% of Invoice Price	As allocated in Clause 3.5
12	Diagnosis or testing where no fault is found in the Product	Per claim	[●]	Invalid or no-fault claims
13	Joint battery / inverter diagnosis where the fault lies outside the Product	Per visit	[●]	Part I Clause 4
14	Collection of an end-of-life Product from the Customer's site	Per Product	[●]	Clause 9.2

Rates exclude GST, which shall be charged at the applicable rate. No chargeable work shall be carried out without the Customer's prior acceptance of a written estimate under Clause

2.4(e). The Company may revise this Service Rate Card by publishing an updated version on its website, and the version in force on the date of the service shall apply.

PART III — HYBRID SOLAR INVERTER

(Limited Warranty of up to Five (5) Years)

This Part applies to Hybrid Solar Inverters manufactured and/or supplied by the Company. In this Part, references to the "**Product**" or "**Inverter**" are to the Hybrid Solar Inverter.

1. SCOPE AND DEFINITIONS SPECIFIC TO INVERTER

1.1 This Part does not apply to batteries or other battery energy storage system (BESS) components, which are covered by Part II of this Warranty (in the case of Energy Storage Batteries supplied by the Company) or by their respective warranty documents (in the case of batteries supplied by third parties). Where it is unclear whether a fault lies in the Inverter or in a connected battery, Part I Clause 4 (Battery and Inverter Fault Attribution) shall apply.

1.2 Definitions specific to this Part. In this Part, unless the context otherwise requires:

- "**Approved Battery List**" means the list of batteries approved by the Company as compatible with the Inverter, published under Clause 2.7(a);
- "**Coastal Zone**" means any location within [five (5)] kilometres of the sea coast;
- "**Company-to-Dealer Invoice**" means the Company's tax invoice for the sale of the Inverter to the Authorised Dealer, as recorded in the Company's records against the Product serial number;
- "**Current Market Value**" means the Company's prevailing list price (excluding taxes) of the same model of Inverter or, where that model has been discontinued, of the nearest equivalent model, on the date of the Company's repair assessment;
- "**Customer Invoice**" means the tax invoice issued to the Customer by the Company, an Authorised Dealer or another supplier for the sale of the Inverter, including a GST tax invoice or e-invoice, in physical or electronic form;
- "**Dealer Agreement**" means the agreement between the Company and the Authorised Dealer;
- "**Same Fault**" means a failure of the same component or module of the Inverter, or a failure displaying the same fault or error code, as recorded in the Company's service records for that Inverter;
- "**Service Centre**" means a service centre operated or authorised by the Company;
- "**Serviceable Location**" means a location within India notified by the Company on its website from time to time as covered by its pick-up network under Clause 3.1;
- "**Warranty Claim Authorisation**" or "**WCA**" means the authorisation number issued by the Company under Clause 5.1(d) on approval of a warranty claim; and

- "**Warranty Commencement Date**" has the meaning given in Clause 2.2.

1.3 Headings are for convenience only and do not affect interpretation. The words "including" and "includes" are to be read without limitation.

2. WARRANTY COVERAGE AND PERIOD

2.1 Standard Warranty Period

The Product shall carry the following warranty periods:

Component / Item	Warranty Period	Remarks
Hybrid Inverter Unit (Complete)	5 Years	From the Warranty Commencement Date under Clause 2.2, save for items with a different period stated below
Inverter PCB / Control Board	5 Years	Manufacturing defects only
MPPT Charge Controller Module	5 Years	Included in the inverter warranty
Internal Communication Card	[5 Years]	Included in the inverter warranty
Display / LCD Panel	1 Year	Physical damage excluded; display overlays are consumable items (see last row)
Cooling Fan and Thermal System	1 Year	Subject to proper ventilation in accordance with the installation manual
Wi-Fi / GPRS Datalogger	[1 Year]	Where supplied with the Product; manufacturing defects only
Current Transformers (CTs) / Energy Meter	[1 Year]	Where supplied with the Product; manufacturing defects only
BMS Communication Cable	[1 Year]	Where supplied with the Product; manufacturing defects only
Surge Protection Devices (SPDs)	[1 Year]	Manufacturing defects only; failure from sacrificial surge operation is excluded under Clause 2.4(g)
Fuses, connectors, cables (other than the BMS Communication Cable), display overlays, rubber seals and gaskets	Nil	Consumable items; excluded under Clause 2.4(h)

The five (5) year periods above are extended under Clause 6.1(b) for Products registered in accordance with Part I Clause 2.1.

2.2 Commencement of Warranty

The warranty period for each item in Clause 2.1 shall commence on the following date (the "**Warranty Commencement Date**"):

(a) where the Product is registered in accordance with Part I Clause 2.1, the date of installation recorded in the warranty registration; or

(b) where the Product is not so registered, the date of the Customer Invoice, if produced by the Customer, failing which the date of manufacture of the Product as recorded in the Company's records against its serial number,

provided that the Warranty Commencement Date under paragraph (a) shall not be later than the later of: (i) the date falling six (6) months after the date of the Company-to-Dealer Invoice or, for a Product purchased directly from the Company, six (6) months after the date of the Customer Invoice; and (ii) the date of the Customer Invoice.

2.3 Coverage

The Warranty covers the following defects arising under normal operating conditions, in each case only for the warranty period applicable to the affected item under Clause 2.1:

(a) manufacturing defects in materials and workmanship;

(b) premature component failure not caused by external factors;

(c) internal circuitry failures under rated operating conditions;

(d) software bugs or firmware faults causing operational malfunction; and

(e) failure of MPPT tracking, inverter switching or battery management functions of the Product, subject to Clause 2.7.

2.4 Exclusions

The Warranty shall not apply to any defect, failure or damage to the extent caused by or attributable to any of the following, as determined by the Company on inspection, acting reasonably and in good faith, and recorded in a diagnostic report under Clause 2.5:

(a) physical damage caused by accident, mishandling, fire, flood, lightning or natural disaster;

(b) incorrect installation or wiring errors, or installation, removal, relocation or reinstallation by any person other than an Authorised Dealer or a technician authorised by the Company;

(c) overloading beyond the rated capacity specified in the product datasheet;

(d) use of batteries not on the Approved Battery List, or of panels or accessories that do not comply with the product datasheet or are not approved by the Company, subject to Clause 2.7(c);

(e) tampering, modification or unauthorised repair of the Product, including as provided in Clause 2.6;

(f) corrosion caused by: (i) salt-laden air, where the Product is installed in a Coastal Zone, unless the Product is a model designated in its product datasheet as suitable for coastal installation and has been installed in accordance with the coastal installation requirements of the installation manual; (ii) chemical fumes; or (iii) relative humidity or other environmental conditions outside the limits specified in the product datasheet;

(g) failure of a Surge Protection Device resulting from its operation in diverting or absorbing a voltage surge, as distinct from a manufacturing defect in that device;

(h) consumable items listed in Clause 2.1 with a warranty period of "Nil";

(i) input voltage or frequency fluctuations outside the limits specified in the product datasheet;

(j) Products with missing, altered or defaced serial number or warranty stickers, where the Product cannot otherwise be identified and verified from the Company's records;

(k) cosmetic damage, including scratches, dents or discolouration, not affecting functionality;

(l) use of the Product contrary to the installation manual, user manual or product datasheet, or for any purpose other than that for which it is designed;

(m) damage caused by pests, rodents or insects, or by ingress of water or dust beyond the rated IP protection of the Product; and

(n) refusal or failure to permit a firmware update, to the extent provided in Part I Clause 5.3.

2.5 Inspection Findings

Where the Company rejects a warranty claim, in whole or in part, on the basis of an exclusion in Clause 2.4, it shall, within [five (5)] working days of its decision, give the Customer (and the Dealer, where applicable) a written diagnostic report stating:

(a) the exclusion relied on;

(b) the findings of the inspection; and

(c) photographs of the Product, the fault and the serial number label supporting those findings.

The Company shall preserve the Product, or the relevant parts, for thirty (30) days from the date of the diagnostic report. Within that period the Customer may request a re-

inspection, which the Company shall carry out in the presence of the Customer or the Customer's nominee if so requested. Any dispute shall be dealt with under Part I Clause 8.

2.6 Tampering

Any tampering with the Product seal or internal PCB without the prior written authorisation of the Company shall void the Warranty in respect of any defect or damage caused by or attributable to such tampering.

2.7 Battery Compatibility

(a) The Company shall publish the Approved Battery List on its website and update it from time to time. A battery on the Approved Battery List at the date of installation shall be treated as approved for that installation, even if it is later removed from the list.

(b) Fault attribution between the Inverter and a connected battery is governed by Part I Clause 4. The Customer shall give access to the battery and its BMS logs for the purpose of the joint diagnosis.

(c) Use of a battery not on the Approved Battery List shall not by itself void this Warranty. Clause 2.4(d) excludes only a defect, failure or damage caused by that battery or by its incompatibility with the Product.

3. WARRANTY SERVICE AND ONE-SIDE PICK-UP FACILITY

3.1 Pick-Up Facility

The Company provides a one-side pick-up facility for valid warranty claims at Serviceable Locations. Under this facility:

(a) the Company shall arrange, through its logistics partner, and bear the cost of collecting the defective unit from the Dealer's premises (or the pick-up point notified under Clause 3.5 or 3.6) and delivering it to the Service Centre;

(b) the repaired or replacement unit shall be returned in accordance with Clauses 3.4 and 3.9;

(c) the defective unit shall be packed in accordance with Clause 4;

(d) the defective unit shall be handed over to the Company's logistics partner at the Dealer's premises against a pick-up inspection report under Clause 4.3(a); and

(e) pick-up shall be scheduled within three (3) to five (5) working days of issuance of the WCA.

3.2 Eligibility for Pick-Up Facility

The one-side pick-up facility shall be available only when all the following conditions are met:

(a) the warranty claim has been registered under Part I Clause 3.1 and a WCA has been issued under Clause 5.1(d);

(b) the Product is within the warranty period under Clauses 2.1, 2.2 and 6.1;

(c) on the information then available, the defect falls within the coverage in Clause 2.3 and is not excluded under Clause 2.4;

(d) the Product serial number is valid and traceable in the Company's records; and

(e) the documents required under Clause 5.2 have been submitted before the pick-up is scheduled.

3.3 Pick-Up Procedure

Warranty pick-ups shall follow the procedure set out below:

Step	Action By	Description
1	Dealer / Customer	Register the warranty claim through a channel in Part I Clause 3.1, with the documents listed in Clause 5.2.
2	Company / Service Team	Acknowledge the claim within [●] working day. Carry out remote diagnostics under Clause 5.1 and verify eligibility within [●] working days of claim registration (or within the period in Part I Clause 4.3 where a joint battery diagnosis is required). Issue a WCA where the fault is not resolved remotely and the claim is eligible.
3	Dealer (or Customer, under Clause 3.5)	Remove the unit in accordance with Clause 3.7, pack it in accordance with Clause 4 and affix the WCA number on the outer carton.
4	Company / Logistics Partner	Collect the unit within [●] to [●] working days of WCA issuance and complete the pick-up inspection report under Clause 4.3(a).
5	Service Centre	Diagnose and repair or replace the unit within [●] to [●] working days of receipt.
6	Company / Logistics Partner	Deliver the repaired or replacement unit to the Dealer's premises or delivery point within [●] to [●] working days of dispatch, with freight borne as set out in Clause 3.4.
7	Dealer (or Company, under Clause 3.7(b))	Reinstall and recommission the unit in accordance with Clause 3.7.

3.4 Logistics Costs and Transit Risk

Logistics costs and transit risk shall be borne as follows:

Movement / Item	Borne By	Remarks
Outward freight: Dealer's premises or pick-up point to Service Centre	Company	One-side pick-up facility
Return freight: Service Centre to Dealer's premises or delivery point (repaired or replacement unit)	Dealer, for Products sold through a Dealer; Company, for Products covered by Clause 3.5	The Dealer's share is recoverable only under the Dealer Agreement and shall not be charged to the Customer
Packing material and labour	Dealer, for Products sold through a Dealer; for Products covered by Clause 3.5, the Customer packs and the Company supplies packing material on request	Clauses 4.1 and 4.4(a)
Transit risk and insurance: outward	Company	From handover to the logistics partner until receipt at the Service Centre, subject to Clauses 3.6(b), 3.9(a) and 4
Transit risk and insurance: return, including replacement units	Company	Until delivery at the Dealer's premises or delivery point, subject to Clause 3.9(c)

No freight, packing or insurance charge shall be levied on a Customer for a valid warranty claim, except as expressly provided in Clauses 3.6, 3.7(c) and 5.4.

3.5 Products Purchased Directly or Dealer Unavailable

Where the Product was purchased directly from the Company, or the Authorised Dealer is no longer operating or is otherwise unavailable:

(a) the Company shall notify the pick-up point, which shall ordinarily be the Customer's installation premises where those premises are at a Serviceable Location;

(b) the Customer shall hand over the unit under Clause 3.1(d) and pack it in accordance with Clause 4, as modified by Clause 4.4; and

(c) the Product shall be treated as purchased directly from the Company for the purposes of Clauses 3.4, 3.7(b) and 4.4.

3.6 Locations Outside the Serviceable Locations

Where the pick-up point is not at a Serviceable Location, the Company shall inform the Customer when issuing the WCA, and the Customer may choose either:

(a) to deliver the unit to the nearest Service Centre or Authorised Dealer notified by the Company, which shall then be treated as the pick-up point for the purposes of this Clause 3; or

(b) to dispatch the unit to the Service Centre by a courier of the Customer's choice, packed in accordance with Clause 4. The Company shall reimburse the outward freight and transit insurance, up to ₹[●] per claim, on receipt of the courier receipt. Risk in the unit during such a Customer-arranged shipment shall remain with the Customer until its receipt at the Service Centre.

In either case, the repaired or replacement unit shall be returned to the drop-off point or to the Customer's address, as the Customer elects, with return freight borne as set out in Clause 3.4.

3.7 Removal, Reinstallation and Site Visits

(a) Removal of the defective unit, and reinstallation and recommissioning of the repaired or replacement unit, shall be carried out only by the Authorised Dealer or a technician authorised by the Company (see Clause 2.4(b)).

(b) For a valid warranty claim at a Serviceable Location, removal, reinstallation, recommissioning and any site visit required for diagnosis under Clause 5.1(c) shall be provided at no charge to the Customer. These services shall be performed by the Authorised Dealer for Products sold through a Dealer, with costs allocated between the Company and the Dealer under the Dealer Agreement, and by the Company for Products covered by Clause 3.5.

(c) Outside the Serviceable Locations, the Company may charge travel and conveyance for a site visit at its published rates, provided that the charge is notified to and accepted by the Customer in writing before the visit.

(d) The Customer shall provide safe and unobstructed access to the Product, adequate working space and, where the Product is mounted at a height or in a location that cannot safely be reached without it, suitable access equipment. No such equipment is required for a wall-mounted unit installed at an accessible height in accordance with the installation manual.

(e) The Warranty does not cover civil, structural or electrical work at the site that is not necessitated by the Product, such as rewiring or making good of walls or mountings.

3.8 Standby Unit

A standby (loaner) unit is not provided as of right. Where the Company expects the total turnaround time in Clause 5.3 to be exceeded for reasons attributable to the Company, it may, at its discretion and subject to availability, provide a standby unit. A standby unit remains the property of the Company and shall be returned within seven (7) days of delivery of the repaired or replacement unit. If it is not returned, the Company may, after giving seven (7) days' written notice, charge the Customer the Current Market Value of the

standby unit. The Customer is responsible for loss of or damage to the standby unit while in its custody, other than fair wear and tear.

3.9 Transit Risk

(a) The Company bears the risk of loss of or damage to the defective unit from its handover to the logistics partner, as recorded in the pick-up inspection report, until its receipt at the Service Centre, except transit damage attributable to improper packing as determined under Clause 4.

(b) The Company bears the risk of loss of or damage to the repaired or replacement unit until its delivery at the Dealer's premises or the delivery point, evidenced by a signed delivery receipt. Visible damage shall be noted on the delivery receipt, and concealed damage shall be reported to the Company, with photographs, within forty-eight (48) hours of delivery.

(c) Where the Dealer or the Customer elects to collect the unit from the Service Centre or to use its own carrier, risk shall pass on handover of the unit to the Dealer, the Customer or that carrier.

(d) Title to a defective unit or part replaced under this Warranty passes to the Company as provided in Clause 7.1.

4. PACKING OF DEFECTIVE UNITS

4.1 Packing Responsibility

The defective Product shall be packed for dispatch under warranty by the Authorised Dealer or, for Products covered by Clause 3.5 or dispatched under Clause 3.6(b), by the Customer, subject to Clause 4.4. The Company shall not be liable for transit damage attributable to improper, inadequate or negligent packing by the Dealer, as determined under Clause 4.3(d). The cost of repairing such damage shall be recoverable from the Dealer under the Dealer Agreement. The Customer's rights under this Warranty shall not be prejudiced by the Dealer's failure to pack the Product in accordance with this Clause 4, and the Company shall continue to process the Customer's claim for the original defect.

4.2 Minimum Packing Standards

The following minimum packing standards shall be met before the unit is handed over to the Company's logistics partner:

(a) use the original manufacturer's box and foam inserts wherever available;

(b) where the original packing is unavailable, use a double-walled corrugated carton of appropriate size (minimum 5-ply);

(c) wrap the inverter unit in anti-static bubble wrap (minimum three (3) layers) before placing it in the carton;

(d) fill all voids in the carton with foam peanuts, crumpled paper or air cushions to prevent movement;

(e) seal all carton openings with heavy-duty packing tape of not less than 48 mm width;

(f) clearly mark the carton "FRAGILE – ELECTRONIC EQUIPMENT", "THIS SIDE UP" and "DO NOT STACK";

(g) affix the WCA number sticker prominently on the outer carton; and

(h) include a copy of the Customer Invoice (where available) and a fault description note inside the carton.

4.3 Pick-Up and Receipt Inspection

(a) The Company's logistics partner shall inspect the outer condition of the packing at pick-up and record it, with photographs, in a pick-up inspection report countersigned by the Dealer (or by the Customer, under Clause 3.5).

(b) The logistics partner may refuse to collect a shipment whose packing is grossly inadequate. Packing is "**grossly inadequate**" where: (i) the unit is not enclosed in a carton or is visibly exposed; (ii) the unit is not wrapped and cushioned as required by Clauses 4.2(c) and 4.2(d); or (iii) the carton is visibly damaged, wet or unsealed at pick-up. The Company shall notify the reasons for refusal in writing and shall reschedule the pick-up within two (2) working days of being informed that the unit has been re-packed.

(c) The Service Centre shall photograph the unopened carton and its contents on receipt (the "**receipt inspection record**").

(d) Where the unit arrives damaged and, on the basis of the pick-up inspection report and the receipt inspection record, the damage is attributable to improper packing by the Dealer, the Company may decline to bear the cost of repairing that transit damage and may charge it to the Dealer. The Company shall give the Dealer written reasons, with supporting photographs, and the Dealer may contest the determination under Clause 4.5.

(e) Where the Company, at its discretion, arranges re-packing, its cost shall be charged to the Dealer after prior written intimation of the estimated cost.

4.4 Packing by the Customer

Where the Customer packs the unit under Clause 3.5 or 3.6(b):

(a) the Company shall provide packing instructions and, on request, suitable packing material free of charge;

(b) Clauses 4.3(d) and 4.3(e) shall not apply, and no claim shall be rejected and no charge levied on the Customer on account of packing, save that risk in a shipment

arranged by the Customer under Clause 3.6(b) remains with the Customer as provided in that Clause; and

(c) the logistics partner may still refuse collection under Clause 4.3(b), in which case the Company shall assist the Customer to re-pack the unit.

4.5 Packing Disputes

(a) The Dealer may contest a determination under Clause 4.3(d) by written notice to the Company within seven (7) days of receiving the Company's reasons, with supporting evidence such as its own photographs or video of the packing and its dispatch records.

(b) The contest shall be reviewed by the Company's [Head – Customer Service] or a nominee who was not involved in the original determination. The reviewer shall consider the pick-up inspection report, the receipt inspection record, the logistics partner's transit records and the Dealer's evidence.

(c) The reviewer shall give a reasoned written decision within ten (10) working days of receipt of the Dealer's notice. If the Dealer does not accept the decision, the matter shall be resolved under Part I Clause 8.3.

(d) A packing dispute shall not delay the processing of the Customer's claim for the original defect.

5. INVERTER WARRANTY CLAIM PROCESS

A claim must be registered within the warranty period applicable to the affected item. A claim for a defect first notified after expiry of that period shall not be entertained, but a claim duly registered within the period shall be processed even if the repair or replacement is completed after its expiry.

5.1 Remote Diagnostics

(a) Before issuing a WCA, the Company's service team shall attempt to diagnose and resolve the fault remotely, through the helpline, through remote monitoring (where the Product is connected to the Company's monitoring platform under Part I Clause 5.1) or by guiding the Customer or Dealer through troubleshooting steps.

(b) The Customer or Dealer shall provide fault or error codes, photographs or video of the fault and, where available, access to monitoring data.

(c) Where the fault is resolved remotely, for example by a configuration correction or a firmware update under Part I Clause 5.2, the claim shall be closed with written confirmation to the Customer. Where remote diagnosis is inconclusive, the Company may arrange a site visit under Clause 3.7(b).

(d) The Company shall issue a WCA where the fault cannot be resolved remotely and the claim satisfies the conditions in Clauses 3.2(b) to 3.2(e).

(e) Remote diagnostics shall be completed within the period for claim verification in Clause 5.3.

5.2 Documents Required

Every warranty claim shall be supported by the following documents:

(a) the Customer Invoice, if available (a GST tax invoice or e-invoice, in physical or electronic form, is sufficient, and no dealer stamp is required); where it is not produced, the warranty period shall run from the date of manufacture under Clause 2.2(b);

(b) the Warranty Registration Number, where the Product has been registered under Part I Clause 2.1;

(c) the Product serial number (found on the unit label or carton);

(d) clear photographs of the defective unit showing the fault and the serial number label;

(e) the completed Warranty Claim Form (available on the portal or at the Authorised Dealer's service desk); and

(f) a Fault Description Report prepared by a qualified technician, where requested by the Company.

Personal data submitted in connection with a warranty registration or claim shall be processed in accordance with Part I Clause 5.1.

5.3 Claim Processing Timelines

Warranty claims shall be processed within the following indicative timelines:

Activity	Timeline
Claim acknowledgement	Within [●] working day of claim registration
Remote diagnostics and claim verification; issue of WCA or rejection	Within [●] working days of claim registration (or within the period in Part I Clause 4.3 where a joint battery diagnosis is required)
Pick-up (if a WCA is issued)	Within [●] to [●] working days of WCA issuance
Diagnosis at Service Centre	Within [●] working days of receipt of the unit (included in the repair period below)
Repair completion / replacement dispatch	Within [●] to [●] working days of receipt of the unit
Return delivery	Within [●] to [●] working days of dispatch
Total turnaround time (estimated)	[●] to [●] working days from WCA issuance

The timelines in this Clause 5.3 and in Clause 3.3 are indicative estimates only. They exclude any period during which the Company awaits information, documents or site

access from the Customer or Dealer, may be affected by the availability of spare parts and the location of the pick-up point, and are subject to Part I Clause 7. Subject to Clause 3.8, the Company shall not be liable for any delay in meeting them except to the extent required by applicable law.

5.4 Rejected and Out-of-Warranty Claims

(a) Where a claim is rejected after the unit has been received at the Service Centre, or the Product is found to be outside the warranty period, the Company shall notify the Customer (and the Dealer, where applicable), giving the diagnostic report under Clause 2.5 and, where repair is possible, a written repair quotation.

(b) A diagnosis fee of ₹[●] (plus GST), together with the outward freight incurred by the Company at its published rates, shall be payable only where the claim is rejected on the basis of an exclusion in Clause 2.4 or because the Product is outside the warranty period. The Company shall inform the Customer of the fee and freight rates when issuing the WCA. The diagnosis fee shall be adjusted against the repair charges if the quotation is accepted.

(c) No out-of-warranty repair shall be carried out without the Customer's written acceptance of the quotation, which shall remain valid for fifteen (15) days. Repair charges and return freight shall be paid before dispatch. Parts replaced in an out-of-warranty repair carry a warranty of ninety (90) days from dispatch.

(d) If the quotation is declined, or is not accepted within fifteen (15) days, the unit shall be returned unrepaired on payment of the amounts under paragraph (b) and the return freight, or disposed of on the Customer's written instructions.

(e) If the unit is not collected, or the amounts due are not paid, within sixty (60) days of the Company's notice under paragraph (a), the Company shall send a final written notice allowing fifteen (15) days for collection. If the unit remains uncollected after that period, the Company may dispose of it in accordance with the E-Waste (Management) Rules, 2022, set off any proceeds against the amounts due, and shall have no further liability for the unit.

6. WARRANTY REGISTRATION — SPECIFIC TO HYBRID SOLAR INVERTER

6.1 Benefits of Registration

An Inverter registered in accordance with Part I Clause 2.1 shall have:

(a) its Warranty Commencement Date fixed at the date of installation, subject to the proviso in Clause 2.2; and

(b) each five (5) year warranty period in Clause 2.1 extended by [six (6) months].

Failure to register the Inverter within the period in Part I Clause 2.1 shall result in the warranty period commencing from the date of the Customer Invoice (issued by the Company, an Authorised Dealer or another supplier), if produced by the Customer, failing

which from the date of manufacture of the Product, in accordance with Clause 2.2(b). The extension in paragraph (b) shall not apply, but the failure shall not otherwise affect the validity of the Warranty.

6.2 Transfer of Warranty

(a) This Warranty transfers with the Inverter to a subsequent owner, including on sale of the property where the Inverter is installed, for the remainder of the warranty period. The Warranty Commencement Date and any extension under Clause 6.1(b) are unaffected by the transfer.

(b) The subsequent owner should notify the Company of the transfer within thirty (30) days through a channel in Part I Clause 3.1, with a copy of the Customer Invoice and its contact details.

(c) The Warranty shall not lapse merely because a transfer was not notified, but the subsequent owner shall produce the Customer Invoice (where available) and reasonable proof of ownership when making a claim.

(d) The Warranty continues only while the Inverter remains installed in India. If the Inverter is relocated, its removal and reinstallation shall be carried out by an Authorised Dealer or a technician authorised by the Company (see Clause 2.4(b)).

7. REPAIR AND REPLACEMENT

7.1 Repair or Replacement

The Company's default resolution under warranty shall be repair of the defective unit. Replacement of the complete unit shall be considered only where:

(a) the unit cannot be repaired because spare parts are not available;

(b) the repair cost, as assessed by the Company's technical team acting reasonably and in good faith, exceeds seventy per cent (70%) of the Current Market Value;

(c) the unit has been repaired three (3) or more times for the Same Fault within the warranty period; or

(d) the unit is otherwise determined by the Company's technical team, acting reasonably and in good faith, to be Beyond Economical Repair (BER).

Replacement shall be with a unit of the same model or, if unavailable, a unit of equivalent or higher specification, at the Company's discretion. Defective units and parts replaced under warranty shall become the property of the Company on replacement.

7.2 Warranty on Repaired or Replaced Units

A repaired or replacement unit shall carry the remaining warranty period calculated from the original Warranty Commencement Date under Clause 2.2 (including any extension

under Clause 6.1(b)), or a minimum of ninety (90) days from the date of repair or replacement, whichever is longer.

7.3 Spare Parts Availability

The Company shall make spare parts, or functionally equivalent parts, available for each model of Product for at least [five (5)] years after that model is discontinued. Where a spare part needed for a warranty repair is not available, Clause 7.1(a) shall apply.

8. AUTHORISED DEALERS

8.1 The obligations of Authorised Dealers in relation to the Product are set out in, and enforceable under, the Dealer Agreement. They include record-keeping of Products sold, installation only by certified or qualified technicians, educating Customers on warranty terms, registration and claims, packing in accordance with Clause 4, timely submission of warranty claims, refraining from unauthorised repair, and cooperation with the Company's inspections and audits. Clauses 3 and 4 describe the procedure for handling warranty claims; the Company's rights and remedies against a Dealer for non-compliance are governed by the Dealer Agreement.

8.2 A Dealer's failure to perform its obligations shall not prejudice the Customer's rights under this Warranty, except to the extent that a defect, failure or damage is excluded under Clause 2.4(b), 2.4(e) or 2.6.

Issued by and on behalf of **SWELECT ENERGY SYSTEMS LIMITED**

Authorised Signatory

Name: _____

Designation: _____

Date: _____

(Signature and Company Seal)