

WARRANTY CARD

STANDARD WARRANTY TERMS

The warranty terms set forth in this document are applicable for entire range of ADITYA+ GT (Single Phase) and ADITYA+ GT3 (Three Phase) solar Grid-Tied String inverters collectively referred to as 'Product/s' in this document, sold directly by the Company or from an authorized reseller/distributor of the Company.

The standard warranty period, against defects in materials and workmanship, for the products under the purview of this document are as tabulated below

Model Number	Warranty
ADITYA+ GT-1K, ADITYA+ GT-1.5K, ADITYA+ GT-2K, ADITYA+ GT-2.5K, ADITYA+ GT-3K, ADITYA+ GT-3.68K, ADITYA+ GT-4K, ADITYA+ GT-4.2K, ADITYA+ GT-5K	114 months from date of sale, or 120 months from date of manufacturing, whichever is earlier
ADITYA+ GT3-3K, ADITYA+ GT3-4K, ADITYA+ GT3-5K, ADITYA+ GT3-6K, ADITYA+ GT3-8K, ADITYA+ GT3-9K, ADITYA+ GT3-10K, ADITYA+ GT3-11K, ADITYA+ GT3-12K, ADITYA+ GT3-15K, ADITYA+ GT3-17K, ADITYA+ GT3-20K, ADITYA+ GT3-22K, ADITYA+ GT3-25K, ADITYA+ GT3-30K, ADITYA+ GT3-33K	114 months from date of sale, or 120 months from date of manufacturing, whichever is earlier
ADITYA+ GT3-50K, ADITYA+ GT3-60K	90 months from date of sale, or 96 months from date of manufacturing, whichever is earlier
WiFi/GPRS monitoring module	24 months from date of sale of the Product

WARRANTY CLAIM PROCESS

- All service request must be registered through designated hotline (**1800 203 5758**), or
- By sending email at **indicare@exide.co.in**

Following information are mandatorily required to be provided for creating a service request

- Inverter Model no.
- Inverter Serial no. (available on inverter specification label on side of the inverter)
- Description of issue/error code displayed on inverter display
- Contact details of warranty claimer
- Contact details of representative at installation site

Service addressal method adopted shall be at the sole discretion of the Company, which shall be either

- Telephonic service support and remote assistance by technical support team
- On-site service support (in case issue is not addressable over telephonic resolution attempt)
- Product replacement (Company will ship the replacement product/component after shipment confirmation of the defective product/component from user end is received)

Replacement component/product provided by the Company under valid warranty claim can be at sole discretion of Company be new, refurbished/equivalent in function or form.

The defective component/product received by Company shall invariably become Company's property and cannot be claimed by the user under any circumstances.

The Product shipped to Company for replacement must be with appropriate packaging, preferably in its original form, inclusive of all associated accessories (MC4 connectors, back plates, fasteners, AC connectors, RMS device, etc.) as originally supplied with the Product. For any loss of accessory, user will be charged as per standard rates.

After completion of the claim process, the remaining warranty period of the defective product shall be transferred to the replaced Product.

EXCLUSIONS

Free of cost warranty claims shall be invalid in case of the following conditions

- Expiration of warranty period
- Non-adherence to applicable safety regulations and improper installation
- Damage to Product for inadequate external protection components (SPD, MCB, MCCB, RCB, Earthing, Lightning Arrester, etc.)
- Inadequate ventilation arrangement and heavy soiling
- Damage due to connection of incorrect PV array configuration
- Product repair/modification or tampering by any agency not authorized by the Company
- Damage to the Product due to improper handling or misuse
- Transit damages
- Purely aesthetic defects having no effect on product functionality
- Damage caused by Force majeure included but not limited to lightning surges, grid surges, fire, natural disasters, etc.

GENERAL CONDITIONS

The Company reserves the right to make changes in design, form and specifications without any obligation to implement such changes on earlier supplied Product/s.

Consumable items (fuses, surge protectors, fans, plugs) and components designated for preventive maintenance are not included in warranty.

The Company will not be responsible for compensation of loss in power or data caused by malfunctioning of the Product.

Warranty covers the cost of spare parts, repair/replacement and service charges for telephonic and on-site support, provided the Warranty has been validated by the Company as per terms specified in this document.

The warranty claim is valid only when the Product label with respective serial no. and date of manufacture is authentic, undamaged and not tampered with.

Registration for Warranty

Customer Name: _____

Address of Installation site: _____

Phone Number: _____

Email ID: _____

Address: _____

Dealer/Installer: _____

Invoice Number: _____

Purchase Date: _____

Notes:

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