



## SOLMITRA POWER & STEEL PRIVATE LIMITED

REFERENCE

LSWC-SSL

REVISION

2.0

### Latest Warranty Conditions For Battery Packs

DATE

14.09.2020

#### **Please note:**

- ☑ For transportation from the customer to Solmitra Dabaspur Factory will have to be borne by the customer. Solmitra will bear the cost from the factory to the customer's place.
- ☑ This limited warranty is non-transferable and covers only the original end purchaser.
- ☑ The third-party purchaser of any Solmitra product must approach their seller. The warranty can be claimed only by presenting the original Invoice raised by Solmitra.
- ☑ During service, if a component needs to be changed, due to procurement delays, a lead time of 45 days needs to be expected.
- ☑ For light and battery performance, the street light has to be charged and discharged a minimum of once a month, from the date of manufacture.
- ☑ These warranty conditions are subject to change without prior notice, from time to time in our sole discretion. The revised or latest warranty terms can be downloaded from our website [www.solmitra.in](http://www.solmitra.in)

#### **Off-Site Service (Standard Warranty)**

Scope	<ul style="list-style-type: none"> <li>All the Lithium-Ion batteries are under warranty for any manufacturing defects or the problem that occurred due to workmanship for the period mentioned in the invoice / PO / quotation.</li> </ul>
Limitation of warranty	<ul style="list-style-type: none"> <li>Solmitra Power &amp; Steel Pvt Ltd under its brand name AI Batteries hereafter called "The Company" warrants their Battery packs to be free from defects in material and workmanship under standard application as specified in the user manual/warranty card.</li> <li>The original warranty period remains in effect and will not be extended, nor will a new warranty period begin, upon repair, replacement, addition, or prorated refund of the defective Product.</li> <li>The warranty will automatically terminate after the warranty period expired.</li> </ul>
Duration of warranty	<p><b>Terms and conditions:</b></p> <ul style="list-style-type: none"> <li>Original Invoice along with duly filled complaint form and fault details.</li> <li>No tempering with Battery.</li> <li>Battery should be charged &amp; discharged only at the recommended parameters mentioned in the datasheet by Solmitra.</li> <li>Battery pack is in its original condition as supplied by the Company when kept for any type of claim/repair under warranty.</li> <li>The battery pack should not be in damaged condition. There should be no signs of physical damage, any connector damage, wire cut or wire melting, etc.</li> </ul>

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**For Battery Packs**

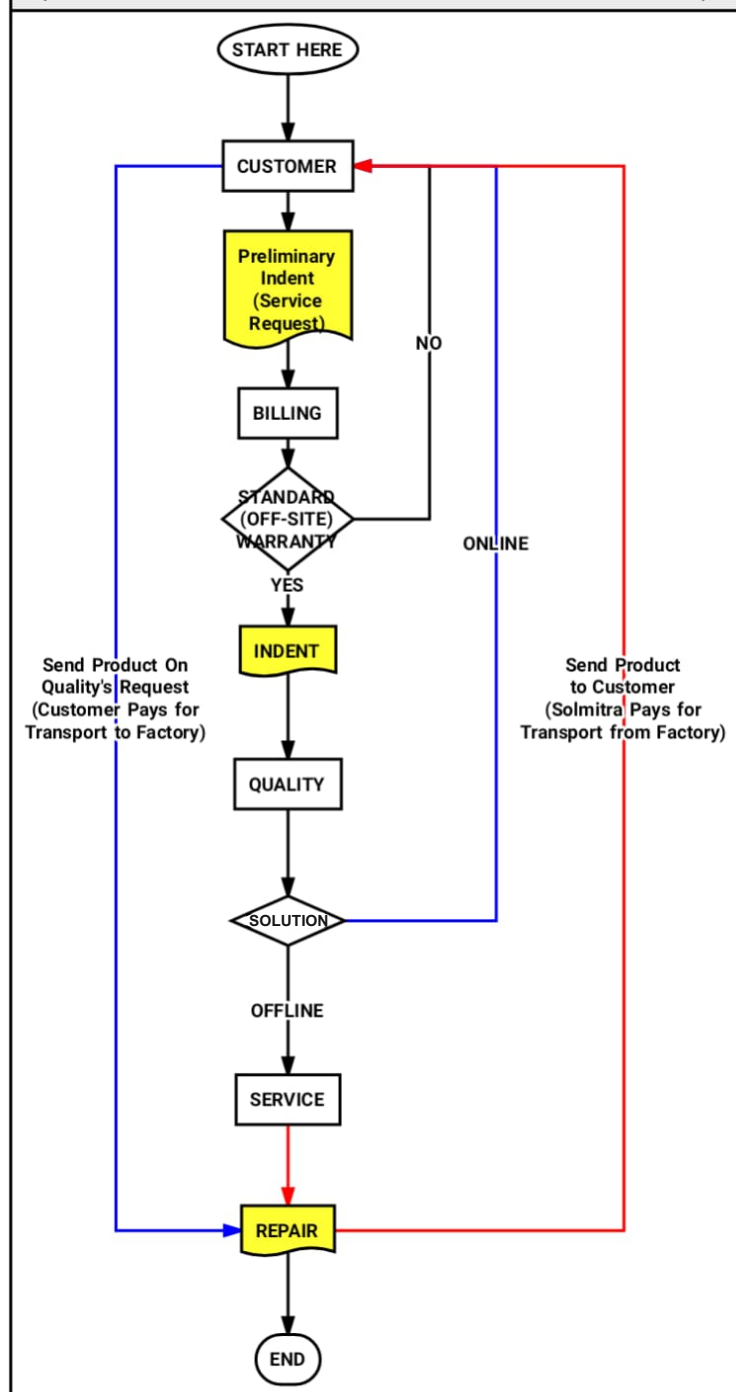
Duration of warranty	<ul style="list-style-type: none"> <li>• There should be no tempering with the integrity of cells, BMS, and other wirings.</li> <li>• Battery pack is used only with the application as defined.</li> <li>• Battery pack was kept/used in the specified temperature range from the company.</li> <li>• Battery should be in the warranty period given by the company.</li> </ul>
Condition of Warranty VOID	<ul style="list-style-type: none"> <li>• In a case, the customer fails to produce the original invoice (Serial number to be mentioned) with the date of sale issued by the Company or authorized by the Company.</li> <li>• If the warranty seal is tempered or removed.</li> <li>• Battery pack charged at other than recommended current by the Company.</li> <li>• The warranty will be void if the pack is observed for mishandling / physical damage.</li> <li>• Cut/joints in the power output.</li> <li>• Damage due to corrosion resulting from environmental pollution such as soot, chemical vapours, acid rain, direct contact with salt water, immersion in water, whether caused by flooding or otherwise, and any type of mould.</li> <li>• Misuse of the battery pack or use of battery pack other than specified applications.</li> <li>• Damage occurred due to non-compatibility with, or defects in, system-related parts and components.</li> </ul>
Do's	<ul style="list-style-type: none"> <li>• Always follow the instructions and guidelines before using the battery pack.</li> <li>• Always use the Company recommended charging current to charge the battery pack.</li> <li>• Always charge your battery in the temperature range from 0°C to 45°C and operate in the temperature range from – 10 °C to 50 °C.</li> <li>• Always store battery in recommended temperature-controlled environment</li> </ul>
Don'ts	<ul style="list-style-type: none"> <li>• Do not expose the battery directly to open sunlight</li> <li>• Do not add any electronic accessory without the approval of the authorized Entity.</li> <li>• Never try to cut or joint the charging, power O/P cable.</li> <li>• Never Charge the battery pack with more than recommended current by the Company.</li> <li>• Never put your battery pack in discharged condition. Keeping the battery ideal in discharge condition may directly affect the lifecycle of your battery pack.</li> </ul>

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Don'ts	<ul style="list-style-type: none"> <li>• If you need to keep the battery pack ideal for some time, keep it fully charged and disconnected. (not recommended for more than 1 month)</li> <li>• Never connect the charger while the mains input of the charger is on.</li> <li>• Never charge your battery pack below and above temperature 0°C to 45°C and operate in the temperature range from -10 °C to 50 °C.</li> <li>• Never try to put the battery pack near the fire, extreme heat, firecrackers, not immersed in water/liquid acidic, and other potential explosives.</li> <li>• Keep the battery pack away from the children and also, disposed safely as per the guidelines of government (user's responsibility).</li> </ul>
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**CUSTOMER COMPLAINT  
REDRESSAL SYSTEM  
(STANDARD "OFF-SITE" WARRANTY)**



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**Solmitra Power & Steel Pvt. Ltd.**

Corporate Office: B-Block, 2nd Floor, 1A, Kushal Garden Arcade, Peenya Industrial Area, Phase-2,  
Bengaluru - 560 058. Ph No: 080-23728888 Web: [www.solmitra.in](http://www.solmitra.in), Email: [solar@solmitra.in](mailto:solar@solmitra.in)