

Latest Warranty Conditions
For Solar Products

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.

The 3 types of Warranties include:

- 1) Off-Site Service (All non-paid warranty comes under Standard Warranty by default)
- 2) On-Site Service (With additional charges)
- 3) Service in the absence of AMC (With additional charges)

The details for each are as follows:

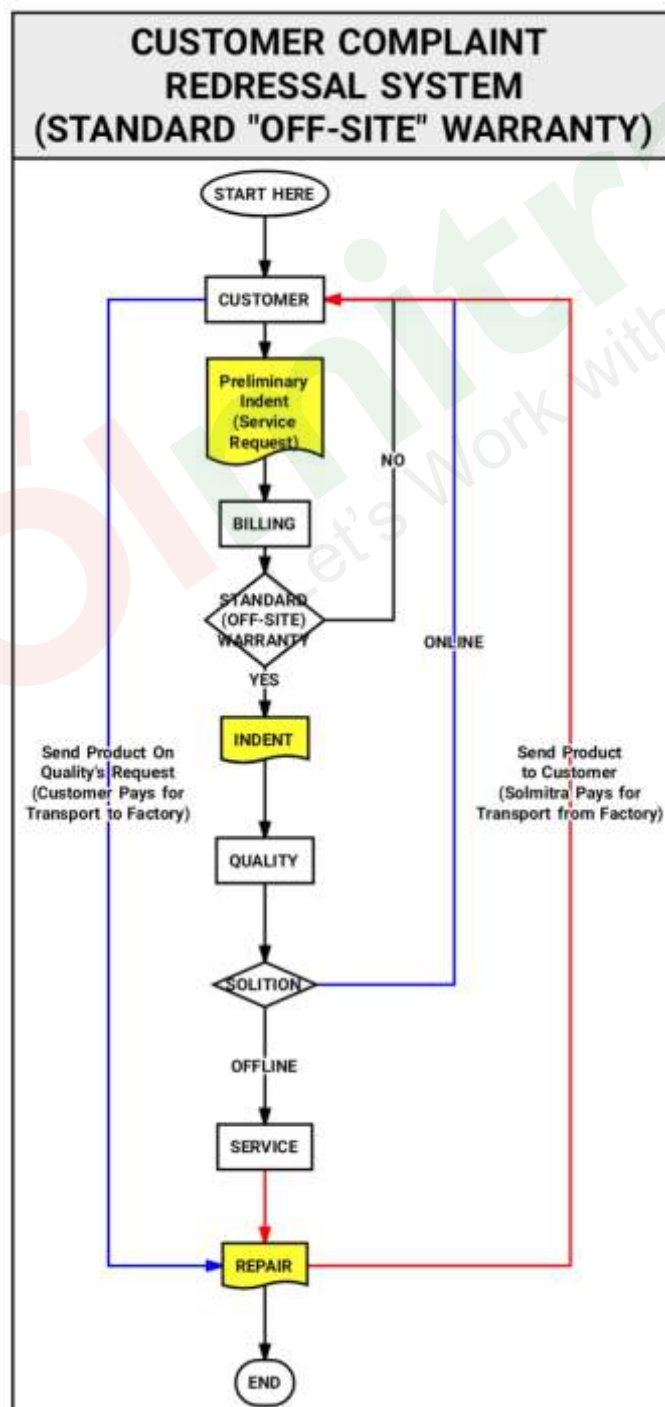
1) OFF-SITE SERVICE

- ❶ The warranty is limited to manufacturing defects as mentioned as per the below classes:
 - 1.1) Solar Products with LFP (Lithium Ferro Phosphate) Battery 60 Calendar months from the date of invoice
 - 1.2) Solar Products with LFP (Lithium Ferro Phosphate) Battery 36 Calendar months from the date of invoice
 - 1.3) Solar Products with Lithium-Ion 24 calendar months from the date of invoice

(**Note:** To access product codes with their specifications go to <https://solmitra.in/download/latest-product-code.pdf>)
- ❷ The warranty will not hold if the system is not maintained and operated as per the instructions contained in the maintenance manual
- ❸ The warranty does not cover:
 - a. The Pole
 - b. In case of Accidents, Neglect, Misuse or Handled removed / repaired by any person NOT AUTHORISED by the company
 - c. The warranty however does not hold good if manual repairs are done as per the instructions provided by the User Manual.
 - d. Onsite maintenance
 - e. If the customer fails to pay 100% payment against the invoice raised within 30 days from the date of the invoice.
 - f. In case of partial deliveries with pending shipment towards the PO / Quotation, the warranty will be voided for all the supplied Street Lights.
 - g. If the Battery is tempered or found tarred from the outer shell cover.
 - h. If the warranty is not activated due to failure of 100% payment towards the invoice. (The warranty is automatically activated in case of 100% Payment as per the invoice.)

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- ④ The Company is not responsible for the damages caused to the equipment by domestic pets, pests or any Natural Calamity, in addition to damages caused due to reasons stated under clause [3]
- ⑤ All disputes are subject to Bengaluru jurisdiction only
- ⑥ 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



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2) ON-SITE SERVICE

- 1 For on-site service, customers pay 10% of the invoice value as an AMC (MOQ - 50 and higher).

3) SERVICE IN THE ABSENCE OF AMC

- 1 In the absence of our AMC, customers can train one of their service engineers at our factory and trained service engineer can fix it at the site whenever needed with the online help, using spares provided by us.
- 2 First, the customer will send the faulty spares (at his expense), and we will check them for repair or replacement, and then send them back (at Solmitra's expense).

This is a computer-generated document. No signature is required.

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