



WARRANTY INSTRUCTIONS FOR REPAIR SHOP:

A) PROCESS TO CLAIM WARRANTY FOR INVERTER

- 1) Product must be purchased by authorized dealer of the brand for Warranty claim
- 2) Warranty card must be completely filled and have signature and stamp of dealer
- 3) Dealer/ Customer should bring the inverter to nearest Repair Centre Listed on Company website for valid Warranty claim card, with original purchase receipt that was given by our Designated Dealers, and initial information Like (type of **Fault code** last appeared on Inverter)
- 4) Our Designated Repair Shop Owner will test inverter or issue receipt for initial assessment with Customer contact details to Customer/user with date.
- 5) Our designated Repair Centre will open up Inverter to check for initial assessment of type of Fault Code/ Error code.
- 6) Repair Centre will immediately send picture/ movie of serial number of inverter, & fault code **WhatsApp** only to HO Product Manager Cell For his approval.
- 7) Repair Centre will either inform within hour about issue/ fault & repair cost under warranty or take **at most** two working **days** about repair assessment.
- 8) Product Manager , will approve or reject Warranty claim within 2-4 working hours
 - a. Repair Centre will on approved cases & handover, the inverter to user/Clients. Repair will take back receipt first issued from Client & submit the same for billing to Company on following form.
 - b. For rejected cases for warranty, Repair Centre will either return the inverter to Client/User & take its initial receipt back or give user/client assessment cost to work on Repair at client own cost.

