



Warranty Document

1. Warranty Scope and Period:

PVBLINK TECHNOLOGY PRIVATE LIMITED (hereafter referred to as 'PVblink', 'we' or 'us') sells PVblink Products (hereafter referred to as 'Product' or 'Products') either directly itself or through an authorized distributor /dealer/reseller to a customer (hereafter referred to as "Customer" or "you"). PVblink guarantees that all Products shall be free of defects in material, manufacturing, and workmanship for duration of applicable warranty period.

A standard warranty of 5 year for all Grid tied inverters and a warranty of 2 year for accessories (i.e Wi-fi Stick, Other logging sticks, CT, external meters) are provided with Products purchased. Unless any extension is specially provided by PVblink in written form only.

The warranty commences from the earlier one of following two dates:

- (1) The date on which the product was first installed or commissioned.
- (2) 3 months from the date of the product shipment/Invoice from PVblink factory.

The warranty shall be executed by the terms included here but not limited to Purchase order/Proforma invoice /Commercial invoice/ Tax invoice of goods.

2. Warranty Extension:

The customer may apply for a warranty extension only one time within first 5 years of standard factory warranty period by providing the relevant inverter serial number along with proof of purchase of extended warranty.

Warranty extension certificates will be provided to confirm the extension upon the purchase of the extended warranty.

3. Warranty claim procedure:

For an end user, it is recommended to contact the distributor, installer or retailer of your Products for a more efficient warranty service. For a customer purchasing goods directly from PVblink, it is recommended to contact PVblink to make a claim. However, if an end user is unable to reach the distributor, installer or retailer, they can also contact PVblink or raise complaint through the website service request section. In order to make a claim under this document, you must notify PVblink for the defect within 30 days after the time that the defect first became apparent to you at one of the following:

Manufacturer: PVBLINK TECHNOLOGY PRIVATE LIMITED

Address: 546/2 Opp. IBP petrol pump, B/h Shantam Pharmaceuticals, Rakanpur-382722, Taluka- Kalol, Distt: Gandhinagar, Gujarat, India.

Tel: 1800 890 4033

Email: Service@pvblink.com

Website: www.pvblink.com

When making a claim, you are required to provide the following information:

- (1) Product model, Product Serial Number (S/N No.).
- (2) Proof of Purchase / Invoice.
- (3) Detail of product defect (Fault code on inverter LCD, description of defect required site details with photos, related data).
- (4) Warranty claim form with all details filled.
- (5) Installation report/certificate with date.
- (6) A warranty claim may be rejected if you fail to provide the above information.

If a claim is received within the warranty period and a defect of the Product covered under the warranty is confirmed by PVblink, we may elect to:

- (1) Provide remote support by changing configurations or updating software.
- (2) Replace the Product with a functionally equivalent to the original product, or an upgraded model which is either functionally equivalent or functionally superior to the original product.
- (3) Repair the Product by replacing spare parts. The decision whether to repair or to replace the defective product/part will be held in every case only by PVblink.

PVblink may instruct or direct the service provider/customer to attain site premises for troubleshooting or replace/return the product to PVblink. PVblink may, at its own discretion, use new or factory refurbished products for replacement. PVblink may repair or replace faulty components at its discretion. If the product or any part thereof is replaced by PVblink under this limited warranty, all of the rights, title and interests in the replaced products or parts, shall vest in PVblink upon it being replaced.

The Customer must return replaced parts or device in the original packaging or equivalent. If the replaced part or device is not received by PVblink within 30 days, the Customer will be charged for the part/device at current price for a new part/device.

Labour, Travel and delivery (to and customer) will be charged if products returned are found to be not faulty following a warranty claim.

A claim for compensation cannot be made for any loss of profit, (including energy that has not been fed into grid or energy that has not been used for self-consumption, etc.) In any case, whether in contract or otherwise, the maximum compensation for customer losses caused by its fault shall not exceed the amount paid by the customer for the purchase of the equipment.

If a product is replaced within the warranty period, the new Product will have the benefit of a warranty period equal to the remaining period of the original warranty period or three months, whichever is greater.

4. Warranty Limitations:

The warranty does not cover:

- A Product is not originally purchased from channels authorized by PVblink, including but not limited to stolen Products.
- A Product is installed in a region beyond the country where it is sold.
- A defect is not reported to PVblink within the stipulated time under this Document.
- Normal wear and tear.
- Damage caused by faulty installations by an unqualified installer, or by operations or maintenance carried out against PVblink User Manual.
- On-site Installation, testing, commissioning and maintenance's costs and activities, or any other related costs and activities will be born by customer only.
- Disassembly, any kind of repair or attempt to any kind of repair or modifications performed by a third-party not authorized by PVblink.
- Product modifications, design changes or part replacements not approved by PVblink.
- Damage caused by force majeure, including but not limited to stormy weather, flooding, lightning, pests, power surge, fire or action of third parties or other acts of nature/acts of god.
- Damage caused by accidental, riots, terrorism, theft, salt mist or corrosion, vandalism, hazardous or aggressive environmental condition and any other external factors.
- A defect does not impede the normal performance of a Product, including but not limited to any external scratch or stain, or natural mechanical wearing.
- A defect is caused by other circumstance, event or issue beyond a Product, including but not limited to other component in the Customer's photovoltaic system, or any other component, device or appliance at the installation site.
- A Customer has not paid in full amounts of the cost of a Product to PVblink.
- Damage caused by using nonstandard components or software, or components or software that are not in the scope of delivery of the product of PVblink.
- Items ancillary to installation not supplied by PVblink.
- Duties, Import/Export fees or costs and any other general administrative costs.
- Loss or damage occurring whilst in transit or Physical damaged to the product in any case.
- If products are out of the warranty period.
- Faults or damage caused by other factors not related to product quality issues.

- If the fault has been caused by another component in the Customer's PV system, or could not be identified upon examination of products.
- The replaced products have not been returned to PVblink or Authorized Distributer/Dealer/reseller in time unless the product was installed correctly by local grid company qualified installer and as per the installation instructions supplied with the products or installed by PVblink or the authorized reseller. All replaced parts/products by PVblink shall become the property of PVblink only.
- If defect occurs wholly or partially as a result of any act or omission by the Customer, or any person other than a person authorized by PVblink.
- If the products are not satisfactorily maintained, is subject to misuse, neglect, accident or abuse or Customer continues to use the products after defect becomes apparent.
- If the products are altered or modified in any way (including if the product's serial or identification number is altered, defaced or removed) unless such modification has been approved in writing by PVblink.
- Any other costs, in particular delivery charges, travel and living expense incurred by PVblink's field engineers during on-site work/ repair work, as well as costs for the customer's employees or any third parties are not covered by the warranty, unless there are special stipulations.
- PVblink has sole responsibility and discretion for determining the cause and nature of a product defect and PVblink's determination with regard thereto shall be final.
- For the purpose of fixing firmware vulnerabilities, malfunctions and eliminating potential risk, PVblink will provide service of remote upgrades of firmware to improve the performance of our products. PVblink recommends to install our remote monitoring system or provide us with access to the remote upgrade path of third party's monitoring system if any. In the event that PVblink is unable to perform the remote upgrade due to the customer's failure to provide PVblink with the aforementioned connections or access, the customer shall be solely liable for the adverse or negative consequences concerning such vulnerabilities and risk and PVblink standard limited warranty may not apply.
- For all out of warranty cases, PVblink may charge On-site service fee, a parts fee, all logistic and labour cost, taxes or duties and any other charges.
- Subject to any rights that a customer may have under consumer law of the customer's country, any cost or expense that may incur in making a warranty claim, including but not limited to transport and customs clearance, shall be borne by the customer.
- Any other warranty right not mentioned specifically on this document is out of the scope of this warranty.

5. Data Policy:

- If the Customers accept the warranty service provided by PVblink, the customers allow PVblink to access, collect and process information related to failure, detection, identifying and debugging when providing services. Such information will only be used to provide warranty services. Since, customers are the controllers of such information, PVblink can't confirm whether such information contains confidential information or personal data of the Customers.
- Customers should ensure that they will obtain or retain all necessary consent, permission and authorisation ("Consent") in accordance with applicable legal requirements for

PVblink to provide such service, so that PVblink will not violate applicable legal requirements, Customer's privacy policies, or Customer user-agreements in providing related services.

- PVblink will take reasonable measures to ensure the security of such Customer information, but PVblink is not responsible for any direct or indirect liability caused by the acquisition and processing of such information in the process of providing services.
- If the Customer returns the Products to PVblink, it indicates that the Customer has backed up any confidential, private, personal or other information stored in the Products and has completely deleted such information from the Products, and authorises PVblink to transfer the Products to the PVblink service centre in other countries for maintenance. Customers shall be solely responsible for deleting the above information before delivering the hardware to PVblink. They shall also further indemnify, defend and hold harmless PVblink from and against any and all claims, liabilities, obligations, costs, expenses, penalties, fines, confiscations and ruling imposed by any government agency or third party as a result of PVblink failing to comply with applicable laws and regulations in transferring and disposing of the above information.
- PVblink does not guarantee the data stored in the Products; the Customers are responsible for backing up relevant data to prevent loss.



PVBLINK TECHNOLOGY PRIVATE LIMITED

Address: 546/2 Opp. IBP petrol pump, B/h Shantam Pharmaceuticals, Rakanpur-382722, Taluka- Kalol, Distt: Gandhinagar, Gujarat, India.

Tel: 1800 890 4033

Email: Service@pvblink.com

Website: www.PVBLINK.com