

### Warranty Claim Handling Policy for Lead Acid Batteries

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**Objective:**

The objective of this policy is to render effective and efficient quality services to Distributors/Dealers/Customers.

**Warranty Policy:**

- The warranty of the products extends for a period as stated in Annexure – 1 given below. These warranty periods are from the date of dispatch of the products from Chadha Power’s warehouse and not from the date of purchase of the products from the reseller.
- The defective/faulty batteries shall be sent by customers to Chadha Power’s service centre in Johannesburg at the customer’s expense.  
In case the batteries are in warranty period, Chadha Power would attempt to revive the batteries free of cost. In case the batteries cannot be revived, Chadha Power will offer free replacements.  
The collection/freight costs for the revived batteries/ free replacements would be to the customer’s account.
- In cases where the customer is unable to send the defective batteries to Chadha Power’s service centre:
  - The photographs of the defective products along with the Commercial/Tax Invoice Number must be sent to us. The photographs shall clearly show the Serial Numbers of the defective products.  
Please note: The warranty would be void if the serial number of the product is deleted, defaced or altered rendering it difficult to identify it.
  - A battery test report for each defective battery shall be sent to us as per procedures recommended by Chadha Power.
  - The above documents and details would be verified by Chadha Power and as per the recommendations of the R&D Team, the final claim would be approved.  
In such cases, for every 10 batteries claimed in the warranty period, 8 batteries would be supplied by Chadha Power free of cost taking into account the salvage value of the scrap batteries. The freight costs for these warranty replacements would be to the customer’s account. The customer shall provide a suitable destruction certificate for the defective batteries within 60 days of dispatch of the replacement batteries by Chadha Power.



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| <b>ANNEXURE-1: WARRANTY PERIOD</b>                  |               |  |
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| <b>BATTERY TYPE</b>                                 | <b>RATING</b> | <b>WARRANTY PERIOD</b>                                   |
| AGM VRLA SMF  | 100 AH (C20)  | 8 Months from the date of dispatch/bill of lading date.  |
|   | 150 AH (C20)  | 9 Months from the date of dispatch/bill of lading date.  |
|   | 200 AH (C20)  | 9 Months from the date of dispatch/bill of lading date.  |
| TALL TUBULAR FLOODED AND TALL TUBULAR DRY UNCHARGED | 115 AH (C20)  | 15 Months from the date of dispatch/bill of lading date. |
|   | 150 AH (C20)  |  |
|   | 200 AH (C20)  |  |
| TUBULAR GEL VRLA SMF                                | 100 AH (C10)  | 18 Months from the date of dispatch/bill of lading date. |
|   | 150 AH (C10)  |  |
|   | 200 AH (C10)  |  |

**Terms and Conditions of Warranty:**

1. The warranty is only applicable for the products purchased through Chadha Power/Chadha Power's authorized distributors/dealers.
2. The batteries are warranted against all defects arising solely from manufacturing defects or poor workmanship. Consequential usage/wear & tear will not be entertained.
3. Chadha Power will provide only replacements; no other costs like electricity, transportation, consumables & manpower will be entertained.
4. Chadha Power is not responsible for any legal cases/consequential liabilities with customers/distributors/dealers.
5. In the event of replacement, the original warranty terms for such replacement will not be extended. After providing the replacement to the customer/distributor/dealer, battery serial numbers and customer details must be shared with Chadha Power.
6. Defective batteries returned to Chadha Power are the property of Chadha Power and no compensation such as scrap rebate etc. will be given for them.
7. Recharging and maintenance of the battery is the responsibility of the customer/distributor/dealer during the warranty period.
8. This warranty can be denied on merely discharged batteries and for batteries damaged due to abuse or neglect but not limited to the following:
  - Damages to the battery caused by accidents, fire, faulty electrical systems, improper handling and service by unauthorized dealers/electricians, willful abuse, destruction by fire, collision, theft or recharging.
  - Breakage of container and cover or breakage/deformation of terminal due to mechanical shock like hammering.
  - Damage to the battery due to contamination of electrolyte. For Tubular Batteries, for topping up purposes, battery grade DM water must be used.
  - Failure of battery due to deep discharge, overcharge or improper topping up.
  - Solar batteries that are not connected through a charge controller to the Solar Panel.



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- Failure of a battery due to inadequate recharging and not as per the recharging parameters mentioned in the product data sheets (solar/inverter/UPS batteries).
- Batteries are operated in discharged condition for long periods.
- Inverter/solar inverter/charge controller 'lower cut-off' voltage is not working or has been tampered with leading to deep discharged state.

9. All liabilities under this warranty will cease if:

- In the case of Tubular Batteries, the battery has been topped up with additives, dopes or any other substance besides battery grade DM water that may have contaminated the battery.
- The battery is received in dry condition.
- The battery has not been given freshening charge while in storage as recommended by Chadha Power, which would result in sulphation.
- The battery is transferred to a third party.
- The battery has been reverse charged.
- If used in any other application for which the battery has not been designed (UPS, Inverter & Solar batteries are designed for UPS, Inverter & Solar applications respectively and are not recommended for use in any other application).
- Damage due to natural calamity, accident, misuse, abuse, negligence, modification of the product, improper handling, operation, installation or non - maintenance of the product.
- Improper DC voltage supply, repair or attempted repair and service by any party other than Chadha Power's authorized personnel/service provider.
- If the product serial number attached on the top cover of the battery/bar code sticker is tampered or defaced in any manner whatsoever.

10. Proof of maintenance shall be furnished at the time of claim. Failure to do so will invalidate this warranty.

11. In case a battery model is phased out, Chadha Power reserves the right to provide another model of the nearest capacity and suited to the application as settlement of warranty.