

Warranty Claim Handling Policy for Tubular Battery & Flat Plate Battery

Policy Ref No. LPTPL Policy / Tubular Battery / 23-24 / 00

Date of Circulation: 23/05/2023.

Effect from: 23/05/2023.

Next Revision due 22/05/2024.

Company: **Hudaco Energy Co. Ltd.**

Country: **South Africa.**

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Objective:

The objective of this policy is to render effective and efficient quality services to the Distributor/Business Partners.

Applicability:

This document must be used as a ready reckoner to understand the process and procedure vide which service will be delivered in South Africa where our products are being sold. Unless specifically approved for an area / territory, no deviations will be made from the following guidelines. In cases where a deviation from the standard practices is required, prior approval is a must.

Scope of the Policy:

A) Pre-Sale

- Training of all range of products for sales and service personnel at service station.
- Creation of testing setup as per attached **Annexure no. 1.**
- Do's and don'ts along with service policy to be briefed.
- Maintain the battery in fully charged condition (1.240 - 1.260 Sp. Gravity and OCV 12.50V).

B) At the time of the sale

- Maintain the sale register properly.
- Battery serial number must be entered on the sale invoice.
- Installation report is mandatory.
- Cross check the load and back up time prior to installation of battery.

C) Post-Sale

- Cleaning of battery top and terminals properly.
- Tightening of terminals properly and applying petroleum jelly on all terminals.
- Checking the charging cut off voltage and current.
- Checking of acid specific gravity in all cells of battery.
- Regular topping up with distilled water, it should be once in a three months maximum or it can be checked through water level indicators whether top up is required or not.
- Maintain job card customer site wise.
- Once in 6 months the battery should be put on bench charge, and it should charge & discharge properly for removal of sulphation. Minimum Twice in Year or as and when needed solar battery must put on bench charging.

Warranty Period: -

The warranty period for the battery is as per **Annexure- A**. Terms and conditions of the battery are as below.

Terms and Conditions of Warranty:

Luminous Power Technologies FZE warrants that the product is free from defects in materials and workmanship affecting normal use and is in conformity with the respective specifications of the product for the warranty period subject to the following:

1. The warranty is only applicable for the product purchased through the company.
2. Warranty of the battery is applicable from the company date of sale/BL date plus one month (Additional as transit period) or 3-4 months from the of manufacturing date whichever is earlier.
3. Company will provide service at distributor/partner's end only. If company service personal needs to visit at customer end entire expenses will be borne by distributor/partner only.
4. Company batteries are warranted against all defects arising solely from the use of faulty material or poor workmanship. Consequential usage / wear & tear will not be entertained.
5. Company will provide service at distributor/business partner end where the fresh material is being supplied. If company service personal needs to visit at customer/dealer/retailer/distributor service center based at other location the entire TA/DA expenses will be borne by distributor/business partner only.
6. Company's Service Personal will visit maximum once in a quarter or need basis on circumstances.
7. It is the responsibility of the customer/channel partner to deposit suspected battery at distributor service station for further testing and validation.
8. It is the responsibility of distributor/Partner to test all suspected batteries as per company's norms and settle claim accordingly.
9. The warranty is only applicable for products purchased through the company authorized outlets.
10. In the event of any complaint, the battery shall be returned to company's authorized distributor.
11. The right to determine whether a battery needs rectification or free replacement settlement finally rests with the company.
12. Company will provide only replacement no other cost like electricity, transportation, consumable & manpower will be entertained.
13. The company is not responsible for any legal cases/consequences damage with channel partner/customer/distributor.

The logo for Luminous, featuring the word "LUMINOUS" in a bold, blue, sans-serif font.

14. The company will settle the claim in the next consignment by sending fresh batteries or through credit note after reducing the scrap cost of the total claim settled during the period. Scrap cost will be decided at a time either by commercial department or service personnel.
15. In the event of replacement, the original warranty term for such replacement will not be extended. After giving the replacement to the customer/channel partner Battery serial no. and customer detail must be shared with LPTPL.
16. Defective battery in the advent of free replacement settlement is the property of the company and no compensations such as scrap rebate etc. will be given for it.
17. In the event of repairs/replacement the original warranty term for such repair/replacement will not be extended.
18. Claim will not accept if Specific Gravity is in between 1100 – 1110 in all Cells and OCV is less than 9 Volt. (Deep discharged condition means battery is not getting charged properly).
19. The claim will not be accepted if the battery is found in dry condition.
20. Recharging the battery is the responsibility either of the customer or distributor during the warranty period.
21. All liabilities under this warranty will cease if:
 - Any consumable items like additives or dopes other than distilled water are used in the battery.
 - The battery has undergone a deep discharge i.e., OCV is below 9 volt. & Specific Gravity in all Cells is in-between 1100 – 1110.
 - The battery received in dry condition.
 - The battery has been left in idle condition or self-life is more than 3 months which will result to sulphation.
 - The battery has undergone for over-charging i.e. high specific gravity – more than 1260 in maximum cells or battery container are defaced.
 - The battery is transferred to a third party.
 - The battery has been reversed charged/recharged.
 - If used in any other application for which the battery has not been designed.
 - Damage due to natural calamity, accident, misuse, abuse, negligence, commercial use of modification of the product, improper operation, installation or non - maintenance of the product.
 - Improper DC voltage supply, repair, or attempted repair by any party other than a company's authorized personnel.
 - If the product serial number imposed on the top cover of the battery / bar code sticker is tampered or defaced in any manner whatsoever.
 - Battery defect is caused by faulty electrical systems including wiring, improper handling, and service by unauthorized dealers/auto electricians, willful abuse, and destruction by fire, collision, theft or over charging.
 - Damage of the Battery caused due to contamination of the electrolyte by using improper distilled water/ Electrolyte. The electrolyte must conform to IS spec. No 266 - 1961 and the water to IS spec. No. 1069 - 1964.

22. Proof of maintenance once in 3 months will be furnished at the time of service/warranty claim. failure to do so will invalidate this warranty.
23. The battery is designed for inverter applications only and is not recommended for use in any other applications.
24. In case a battery model is phased out, the company reserves the right to provide another model of the same capacity and suited to the application as settlement of warranty.

For Transit Damage Batteries

Category	Responsibility
➤ Company warehouse to Distributor.	Company is responsible if distributor will mark on LR/Invoice and inform to company within 7 days from the date of receipt in writing.
➤ Distributor to Dealer / Customer	Distributor.
➤ Dealer to Customer	Dealer.

Warranty Administration Process for Distributor:

On receipt of warranty claim, the distributor/partner will verify the warranty period provided at the time of purchase of the battery and determine the authenticity of the claim by verifying with his purchase bill. The distributor will arrange to charge the battery and check it thoroughly before deciding whether the battery is defective or not as per testing procedure **Annexure no. 2**. If found usable then distributor will return the same battery to claimant. He should also check the charging system of the battery at site and get satisfied on the same.

The following documents are required for processing of Warranty claim:

- ❖ Photocopy of the Purchase Invoice from the company.
- ❖ Original Warranty Card duly filled.
- ❖ Battery Test Report (BTR).
- ❖ Goods Receipt Note (GRN).
- ❖ Replacement Challan of customer with replaced Battery serial and signed by the customer.

Warranty administration process in the Service Center:

- Goods Received Note (GRN) must be raised for all the suspected batteries on the same day it reported to distributor/partner. GRN/Job number will be maintained serialized and shared with company on weekly basis.
- The batteries will be evaluated as prescribed in **Annexure - 2**. The necessary readings will be recorded in the Battery Test Report (BTR). The final report should be compiled maximum within 5 days from the date of GRN.
- Batteries which are technically found usable are called Revive, so revived & rejected batteries will be sent back to customer after proper testing and charging.
- Warranty claim shall be accepted/rejected as per the criteria mentioned in the **Annexure -3 (Warranty claim acceptance criteria)**.
- Distributor/Partner will maintain **“Battery Warranty Replacement Data”** as per **Annexure -4** on regular basis and share with company on weekly basis.
- All accepted claims will be forwarded to company through E-mail and based on the data captured in BTR company will give final decision.
- All approved claims shall be kept separately after charging for testing & verification by company official.
- Distributor/Business Partner will bear/handle all rejected claims.
- The company will provide replacement/credit notes only for accepted claims.

Scrap Disposal:

Company's service personnel will test, verify, and accept replacement after that such approved cases will become company's property.

The company's service personnel will damage all accepted batteries and authorized for scrap sale.

Distributor/business partner will dispose of such scrap batteries to authorized smelter after having written approval from Company's Service Personal.

Signature			
	Recommended By GM - Service	Approved By HOD -International Business	Issued By IB Service Divison
Dated	23/05/2023		