

Service Policy for Inverter 2023-24

Policy Reference No:	LPTPL - / 23-24 / 1- INV
Date of Circulation:	23/05/2023.
Valid with Effect from:	23/05/2023.
Valid up to:	22/05/2024.
Company:	Hudaco Energy Co. Ltd.
Country:	South Africa.

This document may be used as a ready reckoner to understand the process of after sales service which will be delivered in the various markets of 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 the same must be approved by policy signing authority prior to its adoption.

Policy Scope

1. Pre-Sale:

- Training on all range of products for sales and service personnel at service stations.
- Creation of testing setup as per attached **Annexure no. 2** by distributor/business partners.
- Do's and don'ts along with service policy to be briefed.
- Inverter should be stacked in warehouse as per following below table to avoid any damages in the product and maintain FIFO **[First In First Out]**.

Product Rating	Stack Height
300VA to 900VA	10 Nos.
1000VA to 1500VA	8 Nos.
2KVA to 5KVA	4 Nos.
5KVA to 10KVA	2 Nos.

- Ambient temperature of the storage location should not be greater than 40 degree centigrade and lower side should not be less than 5 degrees centigrade.

2. At the time of the Sale:

- Maintain the sale register of serialized product S.No./Barcode scanning data.
- For all serialized products serial Number is mandatory to be entered/mentioned on the sale invoice, make sure that product serial no. and packing box serial no should be same.
- It is the responsibility of our channel partner that visual inspection/testing/PDI **(Pre-Dispatch Inspection)** have to be done before sale.
- Be ensured that all the accessories (User Manual/Battery Connector/Joiner) must be available with the packaging box.
- It is the duty of our channel partner to install an inverter with proper tool kit at ventilated place where service engineer can do service easily.

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- It is the responsibility of the channel partner to explain and guide about product's features to end consumer.

Warranty:-

- We will provide product-related spare parts of 2% cost of the total shipment value on FOC (**Free of Cost**) basis which will be dispatched with each shipment. Apart from 2% value, we will be fully responsible if there would be any kind of lot/consignment failure.

Service Support:

1. This policy is applicable against any manufacturing defect / Transit damage or any defect in the inverter, but with proper verification and documentation. (As per Annexure- 1)
2. Luminous will support to channel partner to prepare service setup in their territory.
3. The company's service personal will visit maximum once in a quarter or as per the need on basis of business requirement.

Terms and Condition of Warranty:

Luminous Power Technologies FZE warrants that 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 products which are purchased from the company.
2. Company products are warranted against all defects arising solely from the use of faulty material or poor workmanship. Consequential usage/ wear & tear will not be entertained.
3. On monthly basis need defective inverter/ PCB detail report.
4. In case of improper service center, service support cannot be provided.
5. There is no policy for direct product replacement, terms & conditions are applied.
6. The product will not be accepted for any type of replacement:-
 - a. Abnormal usages of product like improper wiring/wrong installation, high temperature, wet condition, or corrosive environment.
 - b. Product found in burnt, broken / damaged condition/ mishandling/ wrong application.
 - c. Product failed due to event including without limitation of fire, short –circuit, storm, lightning, explosion, natural calamity – Act of God.

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Signature			
	Recommended By: IB Service	Approved By: HOD -International Business	Issued By: IB-Service Division.
Dated	23/05/2023		

Annexure - 1

Defective Product Inspection Report											
Claimant Name Address & Contact No.										Service Report No.	
										Distributor SAP Code	
										Date of Inspection	
										Place of Inspection	
Sr. no.	Product Description	Product Capacity	Product Serial No. / Batch	Month & Year of Manufacturing	Product Status (Sold/Un sold)	Date of Sale	Warranty Status	Nature of Fault	Claim Status (Accepted/ Rejected)	Replacement Tag. Sr. No.	Remarks
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
Claimant's Contact Person Name:						Company Executive / Auth. Person Name:					
Signature :						Employee Code & Contact No.: /					
Stamp:						Signature:					

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Annexure – 2

Tool kit for Service Engineer.

Sl. No.	Material Description	Specification	Required qty
1	Tool Bag	Standard	1
2	Plyer	Taparia / Pluto	1
3	Long Nose Plyer	Taparia / Pluto	1
4	Screwdriver Set	Taparia / Pluto	1
5	Spanner Set	Taparia / Pluto	1
6	Line Tester	Taparia / Pluto	1
7	Aligner - 901	Taparia / Pluto	1
8	Soldering Iron (60 Watt)	Tonny, Siron	1
9	Soldering Iron (90 Watt)	Tonny, Siron	1
10	Soldering Iron Stand	Siron	1
11	Digital multimeter (true rms)	Rishabh(18s), fluke(18s)	1
12	Clamp Meter - AC-DC	Kyoristu	1
13	Solder Wire	60X40 - 18SWG	0.5
14	Desoldering Wick - 2.5mm	Desol-wik (C)	1
15	Cleaning brush	any std.company	1
16	Spanner set (2mm - 10 mm)	Standard	1
17	Tweezer - 6 nos.	Supertec / Prox	1
18	Service Report	Standard	1
19	PVC Tape Red	Standard	1
20	PVC Tape Black	Standard	1