



## Grid-tie Solar inverter Warranty Guidelines

### Overview

This document outlines Volta Green Energy's company guidelines for replacing equipment that has failed on-site and is covered by the Volta Green Energy's Product Warranty.

#### **If a fault occurs:**

The End-User should first contact the Installer who supplied the Volta Green Energy's inverter for initial troubleshooting.

- If necessary, they can reach out to Volta Green Energy for additional support.
- If the product appears faulty, Volta Green Energy will request a warranty claim. This can be submitted by either the End-User or Installer following the outlined steps.

#### **Important Notes**

Claimants are responsible for providing all necessary information for warranty claims.

Volta Green Energy will not directly contact End-Users for details.

To avoid delays, ensure all information is complete.

We appreciate your cooperation and look forward to assisting you!

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### Eligibility Conditions

- To qualify for reimbursement, the following conditions must be met:
  - The system must be installed in accordance with the warranty terms and under environmental conditions Within the equipment's operational ratings.
  - The equipment damage must not result from external causes such as natural disasters ("Acts of God").
  - The on-site visit must result in the legitimate replacement of defective equipment.
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- Defective equipment must be returned to Volta Green Energy's nearest Service centre upon receiving the replacement product.
  - The Installer must submit a valid invoice along with the fault details using the CRF (Complaint Request Form).
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## Warranty Claim Procedure

### Step 1: Initial Troubleshooting

**Evaluate the Issue :** The Installer or End-User should inspect the problem to identify if it originates from the inverter or not.

**Technical Assistance :** Volta Green Energy's Technical team provides remote technical support to help pinpoint the issue.

**Qualified Personnel :** Ensure the diagnosing individual is familiar with Solar Equipment and their installation.

### Step 2: Submitting the Warranty Claim

**File a Claim:** If the issue is confirmed, submit a warranty claim via email ([service@voltageenergy.in](mailto:service@voltageenergy.in)).

**Completed Inspection Form:** This form can be downloaded from Volta Green Energy's website.

**Email Attachments:** Completed inspection form, installation photographs , warranty card provided with inverter shipment

**Complete Submission:** Provide all required details to avoid delays. Incomplete submissions may prompt further clarification.

### Step 3: Sending the Replacement Unit

**Approval for Replacement:** Upon claim verification, Volta Green Energy will authorize shipment of a replacement unit to the provided address or nearest service centre.

#### Shipping Timeframes:

**Major Cities:** 1–3 business days

**Other Metro Areas:** 3–5 business days

**Remote Areas:** 5–7 business days

**Installing the Replacement:** The Installer must replace the faulty unit within 5 business days of receiving the new one.

### Step 4: Returning the Defective Unit

**Proper Packaging:** Pack the faulty unit securely using materials provided with the replacement.

**Return Shipping:** Arrange to return the faulty inverter to the nearest Service centre within 5 business days or during the collection of the replacement.

**\*\*\*Shipping Costs:** Feston will cover all return shipping expenses. \*\*\*

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## Additional Options

### Provisional Replacement

If the fault is not definitively proven, claimants may request a provisional replacement. If the returned unit is later found functional, Volta Green Energy will invoice the replacement.

### Service Partner Assistance

In areas within 20KM range of service centre, Volta Green Energy's service partners may handle repairs. If the issue falls outside the warranty, the Installer bears the costs incurred.

### Delay in Service

Service delays may occur in the following cases:

- If the system is offline.
- If the issue is reported during holidays or non-working hours.
- If requisite information is not provided.

**Note:** Volta Green Energy reserves the right to reject claims that lack complete information or fail to comply with guidelines. Volta Green Energy does not hold responsibility for product loss.

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## Non-Warranty Conditions

Volta Green Energy will not accept warranty claims for the following:

- Breaking the product seal / opening the casing without permission any written confirmation or approval from Volta Green Energy's Engineer.
  - Damage/loss to Goods caused by misuse, Improper handling, unauthorized modification, accidental or wilful damage.
  - Damage/loss of goods due to not connecting external protections like SPD, MCB MCCB, RCB,AC/DC Earthing, Lighting arrestor, High string voltage, exceeding the  $V_{oc}$  limits at DC side (Except installation done by company)
  - Any damage to input terminals like overheating or burnt out or due to seepage of water/ dust insert or any other foreign particles into the inverters
  - Damage to fans due to dusty or polluting environment.
  - Warranty does not include if AC voltage goes above 300V.
  - Claims by third parties other than the Customer.
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- Any damage to inverter due to natural calamities/ accidents/ hazardous/ chemical/ pollutant environment is not covered in warranty.
- DC and AC earthing should be separate. Inverter body should be earthed properly.
- Inverter should not be exposed to direct sunlight or rain. Inverter should be installed indoor or under shed if installed outdoor.
- Damage to inverter due to extremely high surge in grid or very high voltages beyond 10% of maximum AC voltage rating of inverter.
- Space should be left on all sides as mentioned in installation manual for proper ventilations.
- Failure to follow the instructions in user manual, the installation guide, and the maintenance regulations.
- Unauthorized Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulation.
- Force majeure (e.g., lightning, over-voltage, storm, fire)
- Company will not be responsible for any generation losses held due to permissible delay in service.



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## Contact Us:

For assistance, reach out through:

Online Portal: [www.voltagreenenergy.in](http://www.voltagreenenergy.in)

Customer Support Email: [service@voltagreenenergy.in](mailto:service@voltagreenenergy.in)

We're here to help ensure a seamless warranty claim process.

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