

Unconditional Onsite Warranty Policy for the Solar Projects

1. Eligibility

This Unconditional Onsite Warranty Policy is applicable to all registered system integrators and contractors who are registered under the Chhattisgarh State Renewable Energy Development Agency (CREDA). CREDA is the designated implementing agency for solar projects within the state of Chhattisgarh. This policy ensures that all solar projects undertaken by these registered entities are covered under a comprehensive warranty, thereby promoting reliability and customer satisfaction.

2. Warranty Period

The Unconditional Onsite Warranty period shall extend for a duration of five (5) years, commencing from the date of successful commissioning of the solar project. This period is designed to provide long-term assurance to the end-users, ensuring that any defects or issues that arise within this timeframe are promptly addressed by the system integrator or contractor.

3. Scope of Onsite Unconditional Warranty

The warranty encompasses a wide range of components and services integral to the solar project. Specifically, it covers:

- **Solar Panels:** Any defects in materials or workmanship that affect the performance or durability of the solar panels.
- **Inverters:** Any defects in materials or workmanship that impede the functionality of the inverters.
- **Battery Systems:** Any defects in materials or workmanship that compromise the efficiency or safety of the battery systems.
- **Pump/Motor/Controller/USPC:** Any defects in materials or workmanship that hinder the operation of these components.
- **Earthing :** Any defects in materials or workmanship that hinder the operation of these components.
- **Other Major Equipments:** Any defects in materials or workmanship that hinder the operation of these components.
- **Consumables:** Regular wear and tear of consumable items such as fuses, bulbs, etc. These items are expected to be replaced periodically as part of routine maintenance or after complaint receiving.
- **Mounting Structures:** Any defects in materials or workmanship that affect the stability or integrity of the mounting structures.
- **Wiring and Cabling:** Any defects in materials or workmanship that disrupt the electrical connectivity or safety.
- **Installation and Commissioning:** Any defects arising from the installation and commissioning process that impact the overall performance of the solar project.

4. Service and Maintenance

The system integrator is responsible for providing comprehensive onsite support for any issues that arise during the warranty period. This includes:

- **Onsite Support:** Qualified technicians must be dispatched to the project site to diagnose, repair, or replace any defective components. This ensures that issues are addressed promptly and effectively.
- **Response Time:** The system integrator must respond to any service request within 48 hours. This rapid response time is crucial for minimizing downtime and ensuring continuous operation of the solar systems.
- **Resolution Time:** All minor issues must be resolved within 7 days and all major issues must be resolved within 15 days of the service request. This timeframe ensures that any disruptions are short-lived and that the solar systems are quickly restored to full functionality.

Major Issues: These include problems that significantly impact the functionality or safety of the solar system due to **theft or physical damage** of the component installed in the Solar System such as Solar module, Controller, USPC, Cable etc.

Minor Issues: All other problems shall be treated as Minor issues.

- **Emergency Support:** In case of critical failures, the system integrator must provide emergency support within 24 hours. This ensures that urgent issues are addressed immediately, minimizing the impact on the end-users.

5. Replacement and Repairs

The system integrator is responsible for the following:

- **Defective Components:** Any defective components must be repaired or replaced at no additional cost to the purchaser. This ensures that the end-users do not incur any extra expenses due to defects.
- **Transportation Costs:** All transportation costs for defective components must be borne by the system integrator. This includes the cost of shipping defective components to the repair facility and returning them to the project site.
- **Labour Costs:** All labour costs associated with repairs or replacements must be borne by the system integrator. This includes the cost of technicians' time and any other associated expenses.
- **Spare Parts Availability:** The system integrator must ensure the availability of necessary spare parts throughout the warranty period. This helps in quick repairs and minimizes downtime.
- **Proactive Replacement:** As and when received the complaint / information from any source and if found necessary the system integrator must proactively

replace components that show signs of potential failure before they become non-functional. This proactive approach helps prevent unexpected breakdowns and ensures continuous operation.

6. Exclusions

The Unconditional Onsite Warranty does not cover the following:

- **Damage due to Force Majeure:** Events such as natural disasters, wars, or other acts beyond the control of the system integrator. However, the structure must be designed to withstand wind speeds of up to 150 km per hour or as per the project tender specifications. Failure to meet this requirement will not be considered a force majeure event.
- **Unauthorized Modifications:** Any modifications or repairs carried out by unauthorized personnel. Such actions void the warranty as they may compromise the integrity and safety of the solar systems.
- **Negligence:** Damage caused by negligence or improper use by the purchaser. This includes failure to follow the operational guidelines provided by the system integrator.

7. Documentation and Reporting

The system integrator must maintain comprehensive documentation and reporting, including:

- **Service Reports:** Detailed service reports for all maintenance and repair activities must be provided. These reports should include the nature of the issue, the actions taken, and the outcome.
- **Warranty Claims:** A log of all warranty claims and their resolution status must be maintained. This helps track the performance of the warranty and identify any recurring issues.
- **Rectification Records:** All rectification records must be maintained and provided to CREDA upon request. These records should include details of all preventive and quick rectification activities and any issues identified.

8. Compliance and Standards

The system integrator must ensure that all components and services comply with the relevant national and international standards. This includes, but is not limited to, standards set by the International Electro technical Commission (IEC), Bureau of Indian Standards (BIS), and the Ministry of New and Renewable Energy (MNRE).

10. Extended Unconditional Onsite Warranty Clause

The contractor shall provide a five (5) year unconditional onsite warranty for the Solar systems from the date of installation. If it is recorded that the system is non-functional for more than seven (7) consecutive days within the warranty period, the

unconditional onsite warranty shall be extended for the duration of the non-functional days. This clause ensures that the end-users receive the full benefit of the warranty period, even if there are interruptions in service.

11. Rectification and Penalties

- **Rectification by CREDA:** If the system integrator fails to rectify the system within the specified time limits, CREDA will undertake the rectification at the system integrator's cost. CREDA supervision charges with 10 percent of the rectification cost with applicable GST charges shall be included. This ensures that the end-users do not suffer prolonged downtime due to the system integrator's failure to act.
- **Penalties:** CREDA will impose penalties on the system integrator for failure to meet the warranty obligations. This serves as a deterrent against negligence and encourages prompt action.
- **Blacklisting:** Repeated negligence or failure to rectify issues within the specified time limits may result in the system integrator being blacklisted by CREDA. This ensures that only reliable and responsible system integrators are engaged in future projects.
- **Debarment from Tenders:** The system integrator may be debarred from participating in future tenders if they fail to meet the warranty obligations. This serves as a strong incentive for system integrators to adhere to the warranty terms.
- **Payment Blockage:** All payments to the system integrator shall be block listed until a satisfactory report is received from the field offices of CREDA. This ensures that the system integrator promptly addresses any issues and maintains the functionality of the solar systems.

12. Additional Responsibilities of System Integrators

- **Training:** The system integrator shall provide training to the end-users on the proper operation and maintenance of the solar systems. This helps ensure that the systems are used correctly and maintained properly.

13. Arbitration

In the case of any disputes arising from the warranty terms, the decision of the CEO of CREDA will be final.