

Chloride Exide Solar Product Warranty Terms & Conditions

All Chloride Exide products are covered by the manufacturer's warranty.

1. General Terms

1.1 These warranty terms and conditions apply to Chloride Exide Limited solar products, including but not limited to solar panels, inverters, batteries, and related accessories.

1.2 By purchasing our products, you agree to the terms and conditions outlined in this warranty.

2. Warranty Coverage

2.1 **Product Warranty:** Chloride Exide Limited warrants that its solar products are free from defects in materials and workmanship under normal use and service for a period outlined from the date of purchase. {Warranty periods outlined below}

3. Warranty Exclusions

This warranty does not cover the following:

3.1 Damage caused by improper installation in accordance with the manufacturer guidelines, and improper handling.

3.2 Lack of scheduled maintenance as stipulated by Chloride Exide Limited.

3.3 External factors, including but not limited to extreme weather conditions (e.g., lightning, hail, floods), power surges, or other acts of nature.

3.4 Unauthorized modifications, repairs, or alterations to the product.

3.5 Cosmetic issues, such as scratches, stains, or discoloration, that do not impact product performance.

3.6 Damage caused by third-party components connected to the system.

4. Warranty Claim Process

4.1 To file a warranty claim, contact Chloride Exide Limited through the Customer Support Center

4.2 Provide proof of purchase, product serial number, installation details, maintenance schedule, and a description of the defect or issue.

4.3 Chloride Exide Limited reserves the right to inspect the product and request additional information to verify the claim.

5. Remedies

5.1 If a valid warranty claim is approved, Chloride Exide Limited will at its sole discretion:

- Repair the defective product.
- Replace the defective product with a new or refurbished equivalent.
- Provide a pro-rated upgrade option based on the remaining warranty period.

5.2 The warranty period of repaired or replaced products will not exceed the original warranty period.

6. Limitations of Liability

6.1 Chloride Exide Limited is not liable for any indirect, incidental, or consequential damages arising from the use of its solar products.

6.2 The total liability of Chloride Exide Limited under this warranty is limited to the purchase price of the product and does not cover installation cost.

6.3 Chloride Exide Limited reserves the right to modify these terms and conditions at any time.

Product Warranty Period

Description	Brand	Warranty Period (Months)
EXIDE INDUSTRIES SOLAR BATTERIES (NXT & TUBULAR)	Ceill	12
EASTMAN SMF TUBULAR BATTERIES	Eastman	18
EASTMAN TUBULAR GEL BATTERIES	Eastman	24
EASTMAN DEEP CYCLE LEAD CARBON	Eastman	24
RITAR POWER SOLAR BATTERIES (DC Series)	Ritar	18
RITAR POWER SOLAR BATTERIES (DG Series)	Ritar	24
RITAR POWER SOLAR BATTERIES (OPZV Series)	Ritar	36
EASTMAN SOLAR CHARGE CONTROLLER MPPT	Eastman	24
CHINA MACHINERY CHARGE CONTROLLERS	Solarland	12
SMART SOLAR MPPT CHARGE CONTROLLERS	Victron	60
AUTOMATIC VOLTAGE SWITCH	TBB	24
CHLORIDE SOLAR HEAT PUMPS	Chloride solar	12
FRONIUS INVERTERS	Fronius	24
RIIO Inverter Charger	TBB	24
Kinergie Pro CK/CK-II	TBB	48
QUATTRO INVERTERS	Victron	60
MULT+1612W INV.CHARGER	Victron	60
GOODWE GRID-TIE INVERTERS	Goodwe	60
GOODWE HYBRID INVERTERS	Goodwe	60
HUAWEI (SUN200 MA series) Small Three phase	Huawei	120
HUAWEI (SUN500 MA series) Large Three phase	Huawei	120
HUAWEI (SUN200 HA series) Large Three phase	Huawei	60
HUAWEI (SUN200 MA series) Large Three phase	Huawei	60
OPTIMIZER	Huawei	300
ACCESSORIES	Huawei	24
DEYE INVERTERS	Deye	60
EASTMAN INVERTERS (OFF GRID/HYBRID)	Eastman	36
RIIO SUN Inverter	TBB	24
RIIO SUN II Inverter	TBB	48
APOLLO Maxx Inverter	TBB	24

APOLLO Matrix Inverter	TBB	48
PHOENIX 12/375W INVERTER	Victron	60
SOLAR 15.4KWH 48V LITHIUM BYD PREMIUM LVL	BYD	120
CHLORIDE SOLAR LITHIUM 10.24 KWH BATTERY	CFE	120
CHLORIDE SOLAR LITHIUM 5.1KWH BATTERY	CFE	120
CHLORIDE SOLAR PLATINUM LITHIUM 12V	CFE	36
WECO SOLAR LITHIUM 5.3KWH IRON PHOSPHATE BATTERY	Weco	120
JINKO SOLAR PANELS	Jinko	300
CHINA MACHINERY SOLAR PANELS	Solarland	36
BIOME SOLAR WATER HEATERS	BIOME	60
MEGASUN SOLAR WATER HEATERS	Megasun	60
SUNRAIN SOLAR VACCUM TUBE	SUNRAIN	36
SUNRISE SISTEMA SOLAR VACCUM TUBE	SISTEMA	60

Contact Information

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