

Feston Limited Product Warranty Guidelines

FESTON S.E.V PRIVATE LIMITED

Version:1.0

Date: February 12, 2025

Overview

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

If a fault occurs:

The **End-User** should first contact the **Installer** who supplied the Feston inverter for initial troubleshooting.

If necessary, they can reach out to Feston for additional support.

If the product appears faulty, Feston 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.

Feston 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!

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.

An **RMA (Return Merchandise Authorization)** must be issued by Feston (via Regional Service Manager) before replacing the equipment.

Defective equipment must be returned to Feston's nearest distribution center upon receiving the replacement product

The system must be connected to the **Feston Care App** (monitoring platform) within 90 days of activation to qualify for reimbursement.

The Installer must submit a valid invoice along with the fault details using the **CRF (Complaint Request Form)**.

Feston 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 Feston equipment.

Technical Assistance: Feston's support team provides remote diagnostics and monitoring tools to help pinpoint the issue.

Qualified Personnel: Ensure the diagnosing individual is familiar with Feston products and their installation.

Step 2: Submitting the Warranty Claim

File a Claim: If the issue is confirmed, submit a warranty claim via Feston's online portal, email, or toll-free number.

Detailed Information: Include error codes, test readings, photographs, and any related correspondence.

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, Feston will authorize shipment of a replacement unit to the provided address or nearest distribution center.

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 distribution center within 5 business days or during the collection of the replacement.

Shipping Costs: Feston will cover all return shipping expenses.

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, Feston will invoice the replacement.

Service Partner Assistance

In metropolitan areas, Feston 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: Feston reserves the right to reject claims that lack complete information or fail to comply with guidelines. Feston does not hold responsibility for product loss.

Non-Warranty Conditions

Feston will not accept warranty claims for the following:

- Breaking the product seal / opening the casing without permission any written confirmation or approval from Feston.
- Transportation damage.
- Incorrect installation or commissioning; For example, incorrect DC or AC pole wiring/connection, loose DC or AC pole wiring/ connection, which lead to the damage of inverter.
Absence of ACDB or AC distribution box and DCDB or DC distribution box. Type-II SPD or better is mandatory in both ACDB and DCDB along with rated switchgear. (Current rating for Protection Device for Grid-Tied Inverter and Hybrid Inverter are tabulated in Annexure 1)
- 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.
- 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, overvoltage, storm, fire)

Contact Us

For assistance, reach out through:

Online Portal: <https://festonsev.com/>

Customer Support Email: customerservice@festonsev.com

Customer support Number: 9384813428

Feston care app: Available on Play store

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