

Warranty

Terms and Conditions



Warranty Terms & Conditions

Everything outlined below governs how Feston's inverter warranty is honoured, from coverage and eligibility criteria to the formal claim procedure.

1. Limited Product Warranty

Feston SEV Private Limited warrants its inverters against manufacturing defects in materials and workmanship for a period of **10 years from the date of invoice**, unless otherwise specified for a particular product model.

- This warranty exclusively covers defects arising under normal, specified operating conditions.
- **Note:** LCD displays, plastic components, rubber parts, cosmetic elements, and external accessories are excluded from this warranty unless the defect is directly attributed to a manufacturing fault.

2. Warranty Coverage & Remedies

If a verified manufacturing defect occurs during the valid warranty period, Feston will, at its sole discretion:

- **Service** the defective product using new or refurbished parts, OR
- **Replace** the product with an equivalent or refurbished unit of equal performance and functional value.

*Any repaired or replaced product will be covered only for the **remaining duration of the original warranty period**; remediation does not extend, renew, or restart the warranty timeline.*

3. Warranty Eligibility Criteria

To qualify for warranty coverage, the claimant must satisfy all of the following conditions:

- The inverter must be installed by a qualified professional in strict accordance with Feston's official installation manual.
- The product must be operated continuously within specified electrical, thermal, and environmental thresholds.
- The original serial number, warranty tracking labels, and factory seals must remain fully intact and untampered with.
- The warranty claim must be accompanied by the original, valid purchase invoice.
- The inverter must be duly registered on the **Festcare Service CRM** (<https://festcare.vr2.in/>).

4. Voidance of Warranty

The limited warranty shall automatically become **null and void** under any of the following conditions:

- Improper or non-compliant installation, commissioning, or external wiring.
- Incorrect AC/DC polarity configuration or loose electrical connections.
- Unauthorized service, modification, alteration, or opening of the inverter enclosure.
- Broken, defaced, or tampered warranty seals or serial number labels.
- Transit damage or improper handling/storage during post-delivery transportation.
- Integration with unauthorized accessories or incompatible battery storage systems.
- Failure to install mandatory system protection devices (including, but not limited to, **ACDB, DCDB, SPD, and proper functional earthing**).
- Environmental damage caused by water ingress, dust accumulation, insect/rodent infestation, oxidation, corrosion, or chemical exposure.
- Thermal stress resulting from inadequate ventilation, restricted airflow, or installation in direct sunlight/rain without adequate protection.
- Force majeure events, including lightning strikes, grid power surges, fire, flood, earthquake, cyclone, or other natural disasters.
- Operation beyond the rated maximum voltage, current, or temperature thresholds.
- Normal wear and tear, cosmetic degradation, minor scratches, fading, or surface discoloration.
- Products where the designated warranty period has elapsed.

5. Warranty Exclusions

This limited warranty explicitly **does not cover**:

- Products installed, operated, or relocated outside the territorial borders of India (unless formally agreed upon in writing by Feston).
- Second-hand, resold, or liquidated products.

- Routine preventative maintenance, cleaning, or field servicing.
- Consumable parts, peripheral wear-items, and external non-critical accessories.
- Indirect, incidental, operational, or consequential losses (including loss of generated energy, business interruption, or loss of revenue).

6. Warranty Claim Protocol

To initiate a formal warranty claim, please execute the following steps:

1. **Contact Support:** Reach out to your authorized Feston installer, authorized dealer, or our centralized service desk.
2. **Submit Documentation:** Complete and submit the official **Complaint Request Form (CRF)** alongside:
 - Original purchase invoice
 - Product serial number
 - Active error codes (if displayed)
 - Clear photographic or video evidence documenting the fault and the installation environment
3. **Diagnostic Assessment:** Permit Feston Technical Support to conduct remote diagnostics and data log analysis.
4. **Resolution:** Upon technical verification and approval, Feston will coordinate the repair or replacement logistics in alignment with this policy.

7. Limitation of Liability

Feston's liability under this Limited Warranty is strictly confined to the **repair or replacement** of the defective product as explicitly defined herein.

Feston shall not be held liable for any indirect, incidental, consequential, special, or punitive damages. This includes, without limitation:

- Loss of solar power generation or efficiency yields
- Commercial or residential business interruption
- Revenue shortfalls, financial penalties, or collateral damages arising from product downtime or system failure

8. General Legal Conditions

- **Authenticity:** Only genuine Feston products procured through authorized distribution channels, dealers, or partners are eligible for warranty coverage.
- **Right to Inspect:** Feston reserves the right to inspect the product, installation site, and system logs before approving any warranty claim.
- **Obsolescence:** End-of-life or discontinued products may, at Feston's discretion, be replaced with an equivalent model featuring similar technical specifications.
- **Finality of Decision:** All technical evaluations and final decisions made by Feston regarding product defects, repair methods, or replacements are conclusive and binding.

