

Warranty Terms & Conditions

The purpose of this Warranty document is to ease the process of repairs and maintenance and to satisfy the customers in best of our working and understanding.

This policy governs the warranty terms and conditions set by Company (CMG) for the repair of Inverters Solar/non-solar, UPS, Accessories and Batteries as covered under it. This limited warranty program only effective upon presentation of warranty card and bill of purchase or other proof of purchase as and what applicable in due accordance of terms of transaction. Program must abide by the procedures and requirements set second and third in policy. CMG may, in its sole discretion, reject the warranty of product if any products not in accordance with this policy.

1. Warranty Claim.

The standard warranty period defined in table below;

Table A covers Solar Inverters included of Hybrid and ON GRID and table B for all category of UPSs.

Table A.

Model Name	Total warranty period	Warranty included parts and Labor	Warranty period only covered Labor	Remarks
XAVIER 1.5KW	4 Years	12 Months		
XAVIER 3KW	4 Years	12 Months	36 Months	
XAVIER 3.6KW & 5.6KW	4 Years	12 Months	36 Months	
XAVIER 4KW & 6KW	4 Years	12 Months	36 Months	
ARCIUS 3.6KW, 5.8KW & 6.5KW	4 Years	12 Months	36 Months	
ELEGO-STAR 6.5KW	6 years	18 Months	54 Months	
ELEGO-G-STAR 6.5KW	6 Years	18 Months	54 Months	
NOVA 8.2KW, 8.6KW & 9.8KW	4 Years	12 Months	36 Months	
NOVA 12.6KW	6 Years	18 Months	64 Months	
ELEGO OYSTER 6/6.5/10KW (IP-66)	10 years	10 Years		Conditions applied set under 3.3
ELEGO OYSTER 10KW, 12KW, 15KW(3P)	5 YEARS	5 YEARS		
ELEGO OYSTER 20KW, 30KW, 50KW	5 YEARS	5 YEARS		
VOLTMORE (all models)	10 Years	10 Years		NO Grid Models
NURA (ESS)	10 Years	24Months inverter 5 years complete Battery	36 Months Inverter 5 years battery Performance	For detail of Performance set 3.4

Table B;

Short Backup Off Line UPS	12 Months			In-built battery covers only 6 months warranty
Online UPS all models	12 Months			In-built battery covers only 6 months warranty

2. Validation and process.

- Only original buyer can avail this warranty.
- Warranty period will follow according to table above.
- The warranty period commences from the date of delivery from Crown Micro warehouse (an additional support for dealers/ reseller for 30 days should be applied upon the confirmation & case to case basis)
- It should be customer responsibility to carry in defective unit on his own cost at Crown Micro Service Center. When sending equipment under this warranty by courier sender/ Customer must prepay all transportation, packing etc. charges.
- Upon customer request Crown Micro arrange to send back the equipment will do so at customer/ sender expense assumes no liability whatsoever for loss, error or damage to the equipment which may be cased during transportation.
- Door step service is not provided under this limited warranty.

3. Limited Liability/ Disclaimer.

Subject to the conditions set out below Crown Micro warrants that the goods will correspond substantially with their specification at the time of delivery and will be free from material defects.

3.1 in the event of damages related to the cause listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Crown Micro's warranty obligations:

- a. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding etc.)
- b. Improper or noncompliant use.
- c. Improper installation, commissioning, start up or operation not followed the guide line detail in the installation/ user manual.
- d. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow.
- e. Installation in a corrosive environment.
- f. Unauthorized repair attempt, warranty seal broken, serial number omitted/ tempered.
- g. Defect because of water or any type of liquid or any type of insect or reptile.
- h. Supply voltage out range respect to specification. From Solar, utility or battery.
- i. Any type of burning, damages, surge, spick etc.

- 3.2 This warranty does not cover cosmetic or superficial defects, marks or scratches, connectors, software accessories supplied with product.
- 3.3 Only product ingress protection level 65/66, replacement of defective board(s) or complete product. May be charged, fault because of not followed the installation instructions provided in user manual.
- 3.4 For EES; 7 years of performance warranty: will (i) retain seventy percent (70%) of its Usable Energy for seven (7) years from the Warranty Start Date; or (ii) reach 6000 cycles, whichever comes first, on the condition that the Product is operated under a normal use followed by the manual provided

Crown Micro shall be under no liability under this warranty (or any other warranty condition) if the total price for the goods has not been paid by the due date for payment.

If the entire device is replaced under warranty, the remaining of the warranty period will be transferred to the replacement product. If the product components are replaced or repaired under warranty, the components used will be covered by the same remaining of the warranty period as the repaired product.

The final decision on any dispute will be made by the authority of Crown Micro.