



## Chloride Exide Policy on Customer-Self Installation Solar Products

### 1. Purpose

The policy outlines the terms and procedures for supporting customers who have purchased solar products from Chloride Exide but opted to carry out their own installation. It ensures customers understand the conditions under which warranty and after-sales support will be provided.

### 2. Scope

The policy applies to all Chloride Exide customers who have purchased solar equipment but did not engage Chloride Exide or its authorized installation partners for installation.

### 3. Policy Statement

Chloride Exide is committed to supporting all customers by honoring valid product warranties and offering professional diagnostic and repair services, even when installation is done by third parties, provided the following conditions are met.

### 4. Warranty Terms for Self-Installed Solar Products

- **Product Warranty Coverage:**

Chloride Exide will honor the product warranty **only if**:

- The product was installed by a **certified solar technician**.
- The installation adheres to **Chloride Exide's installation standards**.
- The issue is clearly identified as a **manufacturer-related fault**.

- **Exclusions:**

The product warranty will be void if:

- Installation was carried out by an uncertified individual or company.
- The product has been misused, altered, or damaged due to poor installation.
- The root cause is determined to be related to site conditions or improper integration with other components.
- If the solar products were not under yearly service maintenance

### 5. Diagnostic Service Procedure

- Customers with self-installed systems can request a **diagnostic service call-out**.
- A **non-refundable call-out fee** must be paid **in full** before the visit is scheduled.



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- Chloride Exide will carry out a **site inspection and system diagnostic**, and share a **written report** within **48 hours** of the site visit.
  - The report will include:
    - Identified problems
    - Root cause analysis
    - Recommended corrective actions

## **6. Repair and Rectification**

- If the customer opts to proceed with the Chloride Exide recommendation:
  - A **detailed quotation** will be issued.
  - **Full payment** of the quotation must be received before commencement of any repair or upgrade works.
  - All rectification works conducted by Chloride Exide will come with a **1-year workmanship warranty**.

## **7. General Terms**

- This policy does not affect statutory consumer rights.
- Chloride Exide reserves the right to amend this policy as needed, and to decline service in cases of safety risks, evidence of tampering, or hostile site conditions

## **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) | Ceol           | 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**

#### **Kenya**

##### **Customer Support Center**

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