

**1.0 PURPOSE:-** The purpose of this document is to provide a guidance for raising a request for service or replacement of Solar Photovoltaic (PV) Module under warranty.

**2.0 RESPONSIBILITY:-** Customer is solely responsible to submit their claim for service or replacing PV module within the Limited Product Warranty Period.

### **3.0 PROCEDURE:-**

#### **3.1 Gather Required Information:-**

To register complaint, customers must have valid justification of their claim and below prerequisite information before raising a warranty claim.

- i. Name & address of the end Buyer, installer & respective seller(s), name of dealer/ distributor and details of previous claims made, if any, and nature of such claims.
- ii. Invoice copy with corresponding Module serial numbers.
- iii. Module type, purchase order & installation agreement.
- iv. Installation test report conforming to IEC 62446/ IEC 60364-6.
- v. Copy of periodical maintenance reports as required/ recommended by regional regulations and legal requirements.
- vi. Acceptance protocol to handover site after the installation was completed and the system connected to the grid with all relevant measured system.
- vii. The address of place of installation in case it differs from the address of Buyer / end Buyer.
- viii. A short but clear description of the problem at hand and what is claimed, as well as a short description of the tests which may have already been performed with specified tools, as well as their results.
- ix. Number of affected modules and serial number of individual affected modules.
- x. High quality pictures of the defective PV-module which show the defect including pictures of the system and surrounding environment.
- xi. In case of low power output, information on PV module, inverter, the circuitry / power plant layout and clear pictures of surroundings showing shadow and/or the shadow drawing/layout if made in an industry standard software.
- xii. The requested warranty performance and reason of claim, etc.
- xiii. Other supplementary information requested by Waaree for RCA and further action based on specific claim.
- xiv. If buyer opts for drone based aerial thermography and approaches Waaree for warranty claim, they need to provide Waaree complete access to the web portal for clear and high quality visual and IR images of modules along with all supplementary information w.r.t. row location, module serial numbers, detected anomaly details, operating module temperature, delta temperature, ambient temperature, irradiation intensity etc.
- xv. Timely soiling loss measurement must be performed by the buyer and the details needs to be shared with Waaree along with module cleaning procedure, images and videos.
- xvi. Access to plant performance (SCADA) data may be required for assessing the implication of identified anomalies on the performance of modules and need to be shared with Waaree for processing the warranty claim.

**3.2 Contacting the Supplier/ Customer Service/ Sales & Marketing Representative/  
nearest Waaree Branch office to register claim:-**

- i. If the Buyer or permitted assigns of the Module(s) feels that they have a justified claim which can be covered under Warranty Statement, such person shall send a written notification within first 30 (Thirty) days after the discovery of the defect to register the warranty claim. Such written notification shall be sent either directly to Waaree at their registered office address: Waaree Energies Limited, 602, Western Edge-I, Off. Western Express Highway, Borivali (East), Mumbai, Maharashtra, India or by electronic mail to [waaree@waaree.com](mailto:waaree@waaree.com)/[Customercare@waaree.com](mailto:Customercare@waaree.com)/[cs@waaree.com](mailto:cs@waaree.com) or may write the same to an authorized Waaree sales representative or nearest Waaree Branch office.
- ii. Provide all the requested information as gathered in (step 3.1). The contact details can usually be found on the manufacturer's website or on the purchase receipt.
- iii. Whenever an anomaly or defect is detected in a PV module, it should be cautiously disconnected and stored in a secure location. Disposal or recycling of a module in its first few years of operation is not recommended, customers should consult the manufacturer before deciding on next steps.

**3.3 Acknowledgement:-**

- i. After receiving the concern from our Supplier/Customer Service/Sales & Marketing representative/nearest Waaree Branch office, the concern will be intimated to Module Technical Service team for further processing.
- ii. Module Technical Service team will verify and analyze the submitted data by the customer. If the submitted data is sufficient to make a conclusion. And if the submitted data is not enough to make a conclusion, technical team will ask the customer for additional supporting data. Once they receive the proper data, Waaree Energies Limited technical team make conclusion of their claim.
- iii. To make a conclusion Waaree Energies limited can may request relevant data more than once from the customer.
- iv. If the data is not sufficient to draw a conclusion, Waaree Energies Limited can conduct a site visit to analyze the issue at the customer's location and evaluate their claim.
- v. Customer must provide requested info to module manufacturer on priority basis. Hiding or rejecting requests due to confidentiality is not allowed. Failure to provide info may result in warranty claim being postponed/voided.

**3.4 Analysis Report/ Warranty Assessment report:-**

- i. Based on the data submitted by the customer, Waaree Energies Limited will prepare the analysis report/ Warranty Assessment report, including the details of the Cause of Defect (CoD) and the Root Cause Analysis (RCA) and warranty assessment report/conclusion.
- ii. In some case Waaree Energies Limited also provide on-site warranty assessment, whenever it is required to assess the technical issue of the Module(s).

**3.5 Warranty Replacement/claim settlement:-**

- i. If Waaree Energies Limited finds the customer claim to be justified and covered under warranty statement, Waaree Energies Limited will provide/inform to the Customer for service or replacing PV module.
- ii. Waaree Energies Limited warranty replacement is subject to availability of the modules. If a similar Waaree product is not available, Waaree Energies Limited reserves the right to Repair,

replacement, refund or supplementation of Module(s) of similar or better technical, quality or efficiency class and value.

**4.0 DOCUMENTATION INFORMATION REFERENCE FOR PRODUCT:-**

- i. Waaree Energies Ltd. "LIMITED WARRANTY STATEMENT".
- ii. Product technical Data sheet.
- iii. Contract Copy/agreement copy with Waaree Energies Limited.
- iv. Waaree Energies Limited issued invoice copy.
- v. Warranty Intake Form

**NOTE:** For additional information, do refer Waaree's Product Data sheets, Manuals and Warranty Statement.