

Powering Brighter Tomorrow

Photovoltaic Inverter Warranty (ENP-GU350K-G2 Series)

www.enprimo.in

1. Definitions:

- 1.1. The guarantor under this Limited Warranty is enPossibilities Pvt Ltd (hereinafter referred to as "enPossibilities").
- 1.2. "Product" refers to photovoltaic inverters and smart subarray control boxes, along with associated equipment, manufactured by enPossibilities and purchased by the end user from enPossibilities or its authorized third parties.
- 1.3. "Warranty" refers to the limited warranty service provided by enPossibilities for the Product covered by this document.
- 1.4. "End User" refers to the owner of the Product who is entitled to the warranty services under this warranty document.
- 1.5. "Manual" refers to the current installation, operation, and maintenance guidelines provided by enPossibilities for Products covered by this Warranty.
- 1.6. "Response Time" refers to the time between enPossibilities' formal acceptance of a claim request and the provision of service.
- 1.7. "Service" refers to the actions taken in response to a warranty claim request as stipulated in Clause 5.
- 1.8. "Site" refers to the location of the End-User's Product covered by this Warranty.
- 1.9. "Warranty Period" refers to the effective duration of the Product under this Warranty.

2. Product Warranty

This Warranty applies only to enPossibilities Products that meet the following conditions:

- (1) The Product is installed and operated in full compliance with all applicable technical specifications and certification requirements for India (hereinafter referred to as the "Designated Market");
- (2) The Product is of the model series designated for the Indian market.

The Warranty Period is as shown in the table below:

Product	Standard Warranty Period	Warranty Start Time Commences
PV Inverter (ENP-GU350K-G2 Series)	5 years	6 Months from the date of Supply or the date of installation, whichever is earlier
Smart Subarray Control Box PLC4000 / PLC4000P)	2 years	
ELogger-4000	2 years	
*This warranty excludes consumable components and wearing parts, which include, without limitation, fuses, dust filters, bolts, and nuts.		
*Warranty is valid for items supplied by enPossibilities only. Third-party items or any items not supplied by enPossibilities are not covered by this warranty.		
enPossibilities will generate a Warranty certificate for the project to the customer, set out in Appendix A.		

*Compliance Verification Requirement

For installations outside the Designated Markets, warranty eligibility requires:

- a) Prior submission of official or qualified third-party certification documents proving compliance with local technical regulations and requirements; and
- b) Written confirmation from enPossibilities validating such certifications and the applicability of this limited warranty

3. Warranty Extension

- 3.1. The PV inverter series is eligible for purchasing a warranty extension of up to 25 years, and the smart subarray control box for up to 10 years.
- 3.2. The Extended Warranty can be purchased from enPossibilities either at the time of the Product's original purchase or within (1) one year after the installation and commissioning. An extended warranty cannot be provided if the warranty period has expired.

4. Warranty Exclusions

- 4.1 Claim requests related to failures caused by the following factors are not covered under enPossibilities' warranty obligations:
- a) Force majeure (including but not limited to storm damage, lightning strike, overvoltage, fire, thunderstorm, flood, etc.);
 - b) Improper or non-compliant use. Improper installation, commissioning, startup, or operation (failure to follow the guidance detailed in the "Quick Installation Guide" and "User Manual" accompanying the Product);
 - c) Insufficient ventilation and circulation minimizing cooling and natural airflow;
 - d) Unauthorized alteration of original markings or the Quick Installation Guide;
 - e) Unauthorized repair attempts;
 - f) Unauthorized disassembly and reinstallation;
 - g) Normal cosmetic wear and tear, cosmetic or surface defects, dents, marks, or scratches that do not affect the Product's normal functionality;
 - h) The damage caused by defects in other non-enPossibilities-supplied components in the project system;
 - i) Products purchased from unauthorized dealers, distributors, or retailers;
 - j) The Product's original markings (including trademarks and serial numbers) have been damaged, altered, or removed;
 - k) The Product's serial number has been changed, tampered with, or cannot be clearly identified;
 - l) Damage or accidents caused by third-party actions or any other reasons beyond the Product's standard usage conditions and outside enPossibilities' control;
 - m) Product quality issues or malfunctions caused by reasons other than defects inherent to the Product itself;
 - n) Operational failures caused by extreme environmental factors exceeding the Product specifications;

5. Exchange Service Process

- 5.1 To initiate the warranty claim process, the Claimant should contact enPossibilities domestic technical support engineer by email at admin@enprimo.in
- 5.2 enPossibilities may require additional information regarding the claim, including but not limited to proof of purchase and/or delivery, proof of installation, serial number and model number, evidence supporting the claim basis (including pictures), and information helpful for troubleshooting.
- 5.3 enPossibilities will respond to the claim within 24 hours, either accepting the claim by emailing the Claimant a service ticket number, or rejecting the claim with reasonable justification. enPossibilities reserves the right to determine the solution for the claim.
- 5.4 If the Claimant has overdue unpaid amounts for purchased enPossibilities products or services, enPossibilities reserves the right to refuse service or require the Claimant to prepay a deposit before implementing the service solution.

6. Limited Warranty Coverage

- 6.1 If the Product fails during the Warranty Period, enPossibilities may, at its sole discretion, repair or replace the Product.
- 6.2 Any products qualified for exchange within the warranty period will be replaced by a new product of the same type or an equivalent product in performance and quality, at enPossibilities' discretion. If the original product type is no longer available, enPossibilities may, at its sole discretion, provide a replacement product that differs in size, appearance, model number or power level, provided that such replacement product will be of equivalent or superior specifications and technically compatible with any other products provided by enPossibilities.
- 6.3 Upon completing repair or replacement, enPossibilities may require the return of the defective Product (or components). The Claimant shall safely store the defective Product until transfer. enPossibilities shall assume all shipping costs and complete retrieval within 30 calendar days.
- 6.4 To fulfil its warranty obligations, enPossibilities will undertake one or more of the following actions based on the nature of the Product failure:
- (a) Dispatch replacement Products/components or on-site service personnel (enPossibilities employees, agents, or authorized contractors) to the project location where the failure occurred;
 - (b) Conduct investigation, diagnosis, and testing of defective Products/components (which may occur on-site, at enPossibilities' facility, or authorized third-party locations);
 - (c) Repair defective Products/components, or replace them with new or certified refurbished units equivalent in type and specification.
- 6.5 When enPossibilities replaces a defective Product, the remaining warranty period of the original Product will transfer to the replacement product. The warranty period won't be extended by any repair or replacement

7. Warranty Transfer

- 7.1 The warranty is transferable while the Product remains installed at its original location and within the Warranty Period. This means that when ownership of the Product changes, the new owner shall continue to enjoy the benefits of this Warranty. Furthermore, the new owner shall obtain the consent of the original Product owner and file a claim under this Warranty. If the Product is relocated to another site, written consent from enPossibilities for installation at the new location and a site inspection must be obtained before installation, regardless of whether the warranty is transferable to the new site. For the avoidance of doubt, enPossibilities shall not bear any costs associated with the reinstallation of the Product (e.g., installation, commissioning, enPossibilities site inspection, etc.).

8. Claimant Obligations

- 8.1 The Product must be used according to its intended purpose, within the specifications and environment stipulated in its user manual. Once any malfunction is discovered, best efforts must be made to protect the Product from further damage.
- 8.2 Upon arrival of enPossibilities' service personnel at the Site, the Claimant shall allow free access and grant permission for the performance of any on-site service. The Claimant shall also ensure the site is free of hazards or obstacles and comply with all safety precautions at the site. enPossibilities bears no responsibility if Product access cannot be provided at the agreed time. In such cases, enPossibilities shall be entitled to require the Claimant to pay any costs incurred due to rescheduling the site visit.
- 8.3 The Claimant shall ensure that the performance of third-party equipment or controllers does not negatively impact the on-site service.

9. Limitation of Liability

- 9.1 This Warranty constitutes the sole and exclusive remedy for claims made against enPossibilities concerning defective or non-conforming Products, and supersedes and excludes all other oral or written, express or implied warranties, conditions, guarantees, or representations related to the Product, including but not limited to any warranty of merchantability or fitness for a particular purpose.
- 9.2 enPossibilities hereby expressly excludes and disclaims all its other obligations or liabilities. Under no circumstances shall any claim, any Product failure, or breach of this Warranty render enPossibilities, its affiliates, employees, subcontractors, or suppliers liable for any indirect or consequential damages, or loss of use, related to warranty claims, including but not limited to loss of profits, loss of revenue, data loss, loss of production or loss of any related equipment, capital costs, cost of substitute equipment, facilities, services or substitute power, downtime costs, claims by third parties for such losses, or any other special, indirect, incidental, consequential, or punitive damages.
- 9.3 enPossibilities' total liability under this Warranty for any claim and expenses shall not exceed 20% of the total amount received by enPossibilities for the Product(s) involved in the claim.

10. Inspection Charge for Products Not Found Defective or Not Eligible for Warranty

If an allegedly faulty product is returned to enPossibilities pursuant to this Policy, and is found by enPossibilities to be free of defects that would qualify it for replacement under this policy, or if the limitation of liability is applicable as stated in Section 4, or if any other circumstances render this Limited Warranty not applicable, then enPossibilities reserves the right to apply a flat-rate inspection charge of 5,000 Rs (Within State) or 10,000 Rs (other State) per unit, plus shipping and packaging.

11. enPossibilities Contact

Address: No. 412 & 414, 4th Floor, Block-3 M3M Cosmopolitan,
Golf Course Ext. Road Sector-66, Gurugram, Haryana – 122101
Tel: +91 8448906172
Email: inservice@enpossibilities.com/admin@enprimo.in
Website: www.enprimo.in

Appendix A

Warranty Certificate

enPrimo/01042026001

Date:

Customer:

Product Owner:

Project

Contract:

Description of Goods, see list below:

Item NO	Description	Quantity
1	ENP-GU350K-G2	
2	ENP-GU330K-G2	
3	ENP-GU320K-G2	
4	ENP-GU300K-G2	

Subject: Conditional Warranty Certificate for the above Products

Dear Customer,

enPossibilities Pvt Ltd hereby provides a Warranty Certificate for your project (Name: xxxxx).

The warranty period for the "ENP-GUxxx" PV inverter is valid for 5 years, commencing from the date xxxxxx.

The warranty period for the "Smart Subarray Control Box" is valid for 2 years, commencing from the date xxxxxx.

Any repaired or replaced equipment/spare parts will inherit the remaining warranty date of the original equipment.