

## **SRM LFP Limited Warranty Terms & Conditions**

The SRM LFP Lithium Inverter and Battery System is manufactured to high quality standards and is warranted by **SRM Infotech** against manufacturing defects in materials and workmanship under normal operating conditions. The lithium battery carries a **5-year limited warranty**, and the inverter carries a **3-year limited warranty** from the date of purchase or installation, whichever is earlier. This warranty is applicable only to the original purchaser and is non-transferable unless approved in writing by SRM Infotech.

To activate the warranty, the customer must register the product online by scanning the QR code or visiting the official SRM Infotech website and provide the required purchase and product details. SRM Infotech reserves the right to reject any warranty claim if the product is not registered or if a valid purchase invoice, serial number, or warranty details cannot be verified.

This warranty covers only manufacturing defects in the lithium battery, Battery Management System (BMS), inverter electronics, and other internal components. During the warranty period, SRM Infotech shall, at its sole discretion, repair the defective product, replace the defective component, or provide a replacement product or refurbished unit of equivalent specifications. Repair or replacement under warranty shall not extend or renew the original warranty period.

This warranty does not cover any damage resulting from misuse, negligence, improper installation, incorrect wiring, reverse polarity, overloading, short circuits, voltage fluctuations, power surges, lightning, fire, flood, earthquake, water ingress, corrosion, rust, rodent or insect damage, accidental damage, transportation damage, unauthorized repairs, tampering, modification of hardware or software, removal or alteration of the serial number or warranty seal, or use of the product beyond its rated capacity. Damage caused by the use of incompatible equipment, poor earthing, non-standard electrical installations, or operation outside the specified environmental conditions is also excluded from warranty coverage.

For optimum performance and warranty protection, the product should be installed by SRM Infotech, an authorized dealer, or a qualified electrician. Any failure or damage arising due to improper installation, incorrect electrical connections, inadequate ventilation, or non-compliance with the installation instructions shall not be covered under warranty. The customer is responsible for ensuring that the product is operated in accordance with the user manual and maintained under recommended operating conditions.

Lithium batteries naturally experience gradual capacity reduction over time depending on usage patterns, charging cycles, operating temperature, and environmental conditions. Normal reduction in battery capacity, backup time, or performance due to ageing shall not be considered a manufacturing defect and is therefore excluded from warranty coverage. Variations in backup time caused by connected load, charging conditions, or operating environment are also not covered.

Before approving any warranty claim, SRM Infotech reserves the right to inspect the product, installation site, photographs, videos, or any other supporting evidence required for technical evaluation. The company may initially provide technical assistance through telephone or WhatsApp support, followed by video diagnosis if required. If the issue cannot be resolved remotely, the customer may be requested to bring the product to an authorized service centre for inspection and repair. On-site service, where available, shall be provided solely at the discretion of SRM Infotech and may be subject to service availability and location.

Transportation of the product to and from the authorized service centre shall be the responsibility of the customer unless otherwise agreed by SRM Infotech. Any damage occurring during transportation due to improper packaging or handling shall not be covered under warranty. In cases where no manufacturing defect is found after inspection, inspection charges, transportation charges, and service visit charges may be applicable.

Under no circumstances shall SRM Infotech be liable for any indirect, incidental, special, or consequential losses, including but not limited to loss of business, loss of profits, loss of data, damage to connected appliances, inconvenience, or any other financial loss arising from the use or failure of the product. The maximum liability of SRM Infotech under this warranty shall be limited to the original purchase price of the product.

SRM Infotech reserves the right to use new, repaired, refurbished, or equivalent replacement parts during warranty service. Product specifications, designs, firmware, warranty policies, and service procedures may be modified or updated without prior notice. All decisions regarding warranty eligibility, repair, replacement, or rejection of claims shall be made solely by SRM Infotech and shall be final.

This warranty shall be governed by the laws of India, and any disputes arising out of or relating to this warranty shall be subject to the exclusive jurisdiction of the competent courts at **Faridabad, Haryana**.

### **Customer Care**

**SRM Infotech**  
SCF-3, 3rd Floor, Ashoka Enclave Part-2, Sector-37, Faridabad – 121003, Haryana  
**Customer Care:** +91-9625644423  
**Website:** [www.srminfotech.in](http://www.srminfotech.in)