

# WARRANTY POLICY

1. All installed inverters, pv modules, lithium batteries enjoy special warranties of free services/replacement as long as your home/commercial/industrial premises having our installations are working effectively according to international/local engineering standards and regulations.
2. All installed inverters, pv modules, lithium batteries tag: "on your request" enjoy no special warranties.
3. All solar systems not managed according to our specifications with damaged or repair needs shall be repaired (if possible) or replaced at the owner's expenses.
4. PV modules must be cleaned by the owner at least two times a year for peak performance.
5. All solar systems damage by the misuse or mismanagement or improper handling by uncertified technicians/professionals shall be repair/replaced at the expenses of the owner of the system.
6. All protection accessories and installation accessories that are damaged or need replacement shall be replaced by the owner.
7. Energy Storage Systems (BESS or any other) not used according to terms and conditions of load management shall void any warranties attached.
8. All damaged systems under repairs shall wait until repairs are concluded. No special privileges are enjoyed by any client.
9. Once a system is commissioned. The use has started and else any damage to major or minor components shall be replaced by the owner.
10. All solar system installed where the earthing system does not meet international standard will not enjoy special electrical protection system against lightening, thunder, grid surges, etc.
11. All solar product on request shall not enjoy any special attention or warranty from our company.
12. our company will not take responsibility as to the following malfunction:
  - a). Bad transportation, loading, unloading and storage.
  - b). Maintain, refit and setup the machine without our authorization.
  - c). Over-voltage and overload.
  - d). Any damages by force majeure.
  - e). Damage by misuse

## SOLAR SYSTEM USAGE POLICY

- ❖ Customers are advised not to add appliances beyond the recommended system capacity without prior consultation with **NEWDAWN AUTOMATION LIMITED**.
- ❖ System upgrades are available at any time as your energy requirements increase.
- ❖ Every installation includes professional site assessment, system design, installation, testing, commissioning, and user orientation.
- ❖ Warranty covers manufacturing defects only and is subject to **NEWDAWN AUTOMATION LIMITED's** warranty terms and conditions.

### Please note the following guidelines regarding our solar packages:

- The listed appliances are the recommended maximum loads for each package under normal operating conditions.
- High-power appliances such as electric irons, pumping machines, air conditioners, microwaves, and washing machines should be used only as specified for the selected package.
- Pumping machines and air conditioners should be operated during peak sunlight hours where indicated for optimum system performance.
- Simultaneous use of multiple high-power appliances may reduce battery backup time.
- Runtime is an estimated duration based on normal operating conditions and may vary depending on weather, battery state of charge, and actual power consumption.