

SERVICE AND WARRANTY

1. The Service & Maintenance provided by HiveSolar shall commence from the date of Invoice / purchase of the Product by the customer and valid for a period of 5 Years Only.
2. In the Case of Solar Inverters and Panels, detailed terms of warranty are mentioned on the Warranty Card / Certificate and shall be provided along with invoice or shall be available from their respective Product websites .
3. Warranty Cards and Invoice copy shall be retained by Customer at all times and to be produced at the time of service / repair or replacement.
4. **For Complaint Registration** - Customer to register with our Company's Central number 0471-4000061 or 0471-4060061 or visit our website <https://www.hivesolar.com/soura> and register the same . A trouble shooting section shall also be made available for customer assistance.
5. Complaint can be registered on any day between 9:30 am to 6:00 pm except on Sundays and Public holidays. Invoice Number and relevant details shall be shared while registering the same.
6. Service personnel shall over phone try identify cause and troubleshoot the fault . Customer to assist with the same. Based on the outcome and severity of the issue, personnel shall schedule a site visit for corrective measures.
7. For any WIFI related issues , Customer may first refer the wifi troubleshooting section at <https://www.hivesolar.com/soura>
8. Repair or replacement of spares shall be carried out through Company's authorised Service Personnel \ Partners. The Company reserves the right to reject any service if it is found tampered or misused .
9. Breakages of panels are not covered under Warranty.
10. For Trouble Free Operation, Customer shall ensure the following . We recommend qualified electricians or technicians to carry out these routine inspections .
 - Surroundings of Inverter and Safety devices installed shall be kept clean and safe.
 - Ensure Solar Panels are safe from any falling debris .
 - Ensure Solar Panels are clean to ensure optimal generation of the Plant .
 - Inspection of Solar Panel Structure to avoid water logging or corrosion as a result.
 - Ensure consumer electricity meter-board is free from corrosion and integrity of service connections, this however should be carried out by certified electricians only. Loose connection or overheating of Service cables should be immediately informed to KSEB .

The above Conditions shall be governed by the laws of India and only courts at Trivandrum shall have exclusive jurisdiction.