

WARRANTY TERMS OF SERVICE

Installation Terms of Service:

- For sites that require scaffolding for panel installation on roofs, the customer will bear the cost of the scaffold rental.
- For installations that require an enclosure for the inverters and batteries with their installation accessories, the customer will bear the cost for the enclosure.
- Our installation takes 3 - 5 working days. However, larger installations from 10KVA and above would take 7-10 working days.
- The customer will bear the cost for additional installation accessories for installations that require more than the predetermined and initial estimated installation accessories.
- Troosolar or its affiliates will not take responsibility for any pre-existing electrical issues beyond our installations.

WARRANTY POLICY

OEMs Partnership Warranty Policy

- **Solar Inverters:** 2-year warranty for manufacturing defects.
- **Lithium Batteries:** 5-year warranty for manufacturing defects.
- **Solar Panels:** 12-year warranty covering manufacturing defects.
- **Charge Controllers:** 1-year warranty covering manufacturing defects.
- **Solar Street Light:** 5-year warranty covering manufacturing defects.
- **All-in-one Solar Systems:** 5-year warranty covering manufacturing defects.

Installation Warranty

- **Post-Installation Maintenance:** 1-year warranty support after installation.
- For any issue related to our installations— such as system defects, malfunctions, or required repairs— Troosolar's technical team will respond within 72 hours of being notified to address and resolve the problem.

TERMS AND CONDITIONS

1. The warranty above applies only to solar products and installations performed by Troosolar and its authorised installers.
2. Warranty claims are subject to inspection and verification by our technical team.
3. Unauthorised tampering immediately voids the warranty.

4. The Warranty covers the replacement of the defective part and not the replacement of the entire system.
5. If the customer decides that the system be taken to the service centre for repairs, or replacement of defective parts or components, they will bear the cost of logistics.
6. All installations carried out by Troosolar come with a one (1) year installation warranty. During this period, any repairs or issues directly related to the installation will be resolved at no cost to the customer if such issues were not caused by the action or omission of the customer.
7. In the event of a disconnection from Troosolar's meter, an inspection shall be conducted within twenty-four (24) hours. The customer shall be responsible for the cost of such inspection and reconnection where the disconnection is due to, but not limited to, the following:
 - Late or overdue payments.
 - Tampering, interference, or unauthorised disconnection of Troosolar's meter or equipment.
 - Bypassing, altering, or attempting to bypass the meter or payment system.
 - Unauthorised access to Troosolar's installations, panels, batteries, or wiring.
 - Physical damage to the meter, cabling, or system caused by the customer, their household members, tenants, or agents.
 - Refusal or obstruction of Troosolar personnel during scheduled maintenance, inspection, or disconnection activities.
 - Use of the system beyond the agreed capacity or in a manner inconsistent with the terms of use.

If the disconnection arises from a system defect attributable to Troosolar, no inspection fee shall be charged to the customer.

8. Warranty on the Inverter is limited to repairs and replacement of service parts as deemed necessary after a thorough inspection/assessment has been done by Troosolar.
9. Where a customer wants an outright replacement of the Inverter during the warranty period, and upon inspection and satisfaction by us that its failure was not a factory error, the customer will bear the cost of inflation, installation, and any other cost the company deems fit for the new Inverter.
10. Warranty on panels does not cover defects which include, but are not limited to, usage, customer error, or movement of panels from the previously installed roof to a new one without the professional help of our technical staff.
11. Warranty on Panels does not also cover the falling or damage of panels that are occasioned by Force Majeure or Acts of God and Humans, which include but are not limited to heavy winds, rainfall, floods, lightning strikes, earthquakes, landslides, fire outbreaks, explosions, labour strikes, armed conflicts, war, terrorism, civil disruption,

labour-strikes etc.

12. Warranty does not cover defects resulting from usage.
13. Customers are advised to review the job done by our team immediately after their panels have been installed, and are also advised to report any errors to our dedicated Customer Service Team for us to assess/inspect the site.
14. Where a customer does not raise a complaint within the first week after a Solar Panel installation has been completed, we will not be liable for any roof damage.
15. Kindly note that NO Customer Error is covered by Warranty. Determination of what applies as Customer Error will be at our discretion.
16. Provision of Stop-Gap products to customers will be at our discretion and not at the instance of the Customer.
17. Warranty does not cover products that are not installed by our professional team.
18. Warranty on batteries does not cover defects occasioned by external factors such as overcharging or undercharging. Bulging or swelling of batteries is directly due to overcharging, which is considered an external factor. Our professional team will analyse the batteries to check for overcharging and undercharging before any repair or refund is processed.
19. Battery Warranty will be voided if:
 - The product has been tampered with.
 - If our product is exposed to earthing leakages.
 - The battery is found to be physically damaged.
 - Customers employ the services of external technicians that are not staff of Troosolar, to do any other work on our products after full installation has been done by our staff.
 - Customers add extra load to what was previously installed by our Technical Staff
 - Battery terminals are tampered with.
 - Public power supply instability or surge is prevalent.
 - The battery is blasted due to the blockage of vent plugs in case of flooded batteries
 - If the battery is misused or negligence by the customer, or the product is deployed for any other use than the prescribed use.
 - If the product is exposed to fire, earthquake, flood, strong winds, heavy rainfall, lightning, or any other acts of nature.
 - Batteries are not installed in racks/pallets.
 - If the product is improperly installed, except by our staff.
 - If batteries are overloaded.
 - The battery is not getting a daily constant charge of 6-8 hours in the absence of Solar panels.
 - Documents needed for replacement are not provided.

PLEASE NOTE THE FOLLOWING:

1. Heat-generating appliances such as pressing irons, electric cookers, kettles, water heaters, etc., are generally not recommended for use on systems below 3KVA; however, this does not apply to larger system capacities.
2. The cost of logistics for sites outside our city of location will be covered by the client. Installation and Logistics fees are non-refundable.
3. Consumers will bear 100% of any loss incurred after employing the services of an External Technician for maintenance, repairs, or addition of load to the systems already installed by our Technical Staff.
4. There are clear provisions for refunds and returns where necessary.
5. Due to economic realities, we reserve the right to vary prices of products and services to reflect market realities at the time.
6. We also reserve the right to vary or add to the terms of our warranty as we deem necessary without prior warning. Please do well to check our website www.troosolar.com for current updates.
7. In case of a technical emergency, please call this Open Customer Care Line: +234 907 666 1602, WhatsApp +234 907 714 1837, or email us at support-troosolar@3gatesenergy.ng.