

## **Service Policy for Lithium Batteries (EV Applications)**

Policy Reference No - Lithium Batteries / 24-25/ 1.0

### **Purpose:**

The primary purpose of this agreement is to clearly define the matters related to warranty policy of Lithium Battery products to be ordered by the Buyer from "M/s.Neuron Energy Pvt Ltd (NEPL)" directly or through a certified dealer ("Authorized Dealer").

### **Scope:**

The scope of service policy is to Cover the M/s.NEPL Service Operation procedures and Company Service Norms to be followed.

### **Pre-sale:**

1. Training on all range of Products for all Service Personnel.
2. Familiarize prospective channel partners with Battery & Company's Service policies processes while they start business with the Company.
3. Channel Partner to carry out visual inspection and ensure material received is in good condition. Channel Partner to carry out pre dispatch inspection of the batteries and ensure all accessories (if applicable) are available with the Battery for hassle free installation.
4. Maintain the batteries in good condition i.e., FIFO & Standard Stacking of Batteries etc. Standard stacking qty. Mentioned upon the packing of each Battery.

### **A At the time of sale**

1. Maintain the sale register of Serialized Battery Sr.No / Barcode scanning data.
2. For all Batteries it is mandatory to mention Batteries Sr.No on the Sale invoice - Channel Partner should demonstrate product's features, maintenance tips along with warranty terms to end user.

### **B. Installation**

Installation of battery shall be in the scope of Dealer/Retailer/Customer whosoever who is selling the battery to the end user. Channel Partner Shall install the battery in proper way, serviceable place & do proper selection settings as per application. battery should be fitted through proper mounting arrangement. Be responsible to ensure batteries are properly installed.

### **1. Warranty Registration Process:**

Registering of product for warranty will help the customer to avail **Paper-Less** & hassle-free service support, for availing Paper Less Warranty support, Battery needs to be registered with company within 15 days of purchase either by Customer / Channel partner as per the following procedure.

### **2. Warranty Document of Lithium Battery for E-Auto/E-Rickshaw & E- Scooter/ E-Cycle Application:**

#### **Product:**

The following limited warranty terms and conditions apply exclusively to the product Supplied to your Company.

### **Application & Warranty Period:**

Warranty herein is applicable for usage of Lithium battery in **3 wheeler application (E-Auto & E-Rickshaw) and 2 wheeler application (E-Scooter & E-Cycle)** in the geographical territories of India. The Warranty Period is applicable as mention in **the original purchase invoice date to the original purchaser of the Products or rated cycle life of 1000 full cycles of the Products, whichever is earlier.**

### **Persons Entitled to make Warranty Claim:**

Warranty claims may only be made by the original purchaser of the Products, or a person to whom the title has been transferred. Any claim made must include **Original Invoice and Service Record**. Such claims should be made directly or to the certified dealer ("Authorized Dealer"). Submission of tampered or overwritten documents/battery pack BMS will validate the warranty claim.

### **Product Warranty:**

M/s NEPL guarantees that the Products will be free of defects including but not limited to workmanship, design or manufacturing related defects caused by seller and warranty shall be provided in accordance with the mutually agreed specification. The Product Warranty is not intended to be a durability warranty as it would depends on end-user conditions, usage shall tend to be variable in nature. Buyer is deemed to have read, understood and agreed to these conditions at the time of purchase.

### **Performance Warranty:**

M/s NEPL warrants rated cycle life of 1000 full cycles, provided it is operated under the following indicated use and service conditions:

<b>Item</b>	<b>Value</b>
Operating conditions	90% DOD, 0.3C Charge Current, 1C Discharge
Maximum discharge cycles per day	01
Continuous discharge current	0.8C, Max 1C for 10 seconds – For all models
Continuous charge current	0.3C, Max – For all models
Operating Temperature	0 degrees to 55 degrees (Charge), -10 to 50 degrees (Dis-charge)
Storage Temperature	Recommended: ~25 degrees, Max up to 35 degrees upto 30 days

### **Notification of Products Defect:**

In case of a fault or deteriorating product's performance; Buyer shall log the complaint at M/s. NEPL service support Centre either through Toll free voice call or over email within a reasonable time period not exceeding three (3) days. NEPL Service team Personnel upon receipt of the complaint will Response with in 8 working hour & if required attend such complaints within 24-48 hours and together with customer help, find the root cause of such issue. For defects covered under the Warranty, service personnel will do necessary repair and/or replacement and will also get detailed monitoring data stored in BMS for records.

### **Warranty Obligations:**

1. Liability shall be limited to repair/replacement of the Products to ensure trouble free operation. Under this, at its discretion repair the defective parts (if economically feasible) or replace the defective part free of charge. Reserves the right to use new and/or reconditioned parts for such repair/replacement.
2. The right to determine whether the Product needs repair, rectification or free replacement shall rest with M/s. NEPL. In the event determines that the defect does not exist or if existed was excluded from liability, Buyer is liable to reimburse all reasonable costs and expenses incurred to.
3. In case determines that defect in the Products is due to inappropriate use of the Products, but can be repaired, shall charge the Buyer reasonable rate including but not limited to cost of materials, cost of installation, cost of labor for repair, cost of shipping and service charges.
4. Replaced or repaired products shall be warranted for the remainder of the original Warranty Period. In any event, the replacement shall not justify the renewal of the term of performance warranty. After expiry of Warranty Period.
5. The defective Product arising out of the free replacement or pro-rata settlement under this warranty will become the property of M/s. NEPL and no scrap rebate will be given for it.
6. In the event of any particular battery model being phased out, M/s. NEPL reserves the right to provide another model of the similar capacity.
7. Under no circumstances shall be liable for any incidental, special or consequential damage including, without limitation, lost goodwill, lost revenues or profits, work stoppage, impairment of other goods, cost of removal and reinstallation of products, loss of use, injury to persons or property arising out or related to products. Total liability, if any, damages or otherwise, shall not exceed the invoice value one battery paid by the Buyer for the products or service(s) furnished, which is the subject of a single claim or dispute.

### **Exclusions of Warranty:**

Warranty will become void due to the following:

1. Any physical damage due to accident of the vehicle or otherwise.
2. Improper transportation, storage, installation, wiring, or handling.
3. Modification, alteration, disassembly, repair or replacement by any unauthorized personnel.
4. Incorrect use, or inappropriate operation or environment.
5. Continuous use of product more than the agreed operation ranges (State of Charge (SOC), Voltage, Current, Temperature, and Number of cycles).
6. Misuse, neglect, accident or abuse of the Product.
7. External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)
8. Use of an incompatible or any unauthorized charger for charging.
9. Bulging of battery cell doesn't cover under warranty.
10. Damage occurred due to force majeure / natural calamities.
11. Battery which are found to be in deep discharged condition are not considered under the manufacturing defect & for same the warranty get void.

**Typical conditions when the Warranty may become void:**

1. Continuous use or leaving the battery at very high temperature conditions of above 50 degrees (for example, strong direct sunlight or a vehicle in extremely hot conditions).
2. Short circuit, over-charge or over-discharge of the battery. Immersing the battery in water and sea water.
3. Reversing the positive and negative terminals.
4. Disassembling or attempt to modifying the cell.
5. Directly soldering the battery and piercing the battery with a nail or other sharp object.
6. Not using battery charger meant specifically for the purpose.
7. If found temper proof seal broken, Battery warranty will be null & void.
8. If motor rating of vehicle is not as per the specified application, Battery warranty will be null & void.

**Dispute Resolution:**

All disputes or differences arising out of use of the product shall have exclusive jurisdiction at the courts of India only.

Warranty period of Battery as well as warranty terms and conditions are applicable as mentioned on the respective Battery Warranty Cards.

Warranty period of Battery will be validated by any of the following methods in order of Priority:

Warranty period of battery as well as warranty terms and conditions are applicable as mentioned on the respective battery warranty cards.

Customer will be informed to pay Rs. 1200 to 1500/- visit charge if case found out of warranty as per company norms and D.O.P. for testing / checking of battery.

**3. Complaint registration / login and Service Support Process**

For Service Support, OEM / Channel Partner / Customer can lodge their Service Request / Escalation through following resources.

Problem observed in system	First Customer or Dealer need to log in a compliant at Customer Care Toll Free No - <b>18001022139</b> Through Call on Mobile No: <b>+91 9321825132</b> Through e-mail: <b>service@neuronenergy.in</b>
Minimum required information	<b>Customer Name</b> <b>Address, City</b> <b>Contact No</b> <b>Battery Serial No</b> <b>Invoice No</b> <b>Invoice Date</b> <b>Battery Snap</b> are mandatory while logging any complaint at Customer Care

#### 4. Attending of complaints

Point of Attending Complaint	1. Online support will be provided first 2. Complaint shall be attended at customer point directly by Service Engineer if required with full support from Dealer / End user
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#### 5. Transit damage:

- A. Transit damage should be reported within 7 days by the Direct Billing Partner / channel partner by mentioned on LR/ invoice at the time of receiving the batteries, logistic will inform to service to verify the same & submit inspection report on need basis, such claim will be settled / debited through logistic / commercial team either by providing replacement or through sales return / credit note.
- B. Battery physical damage / Packing Box case which are not reported on LR/ invoice but informed to service department within 7 days will be thoroughly checked / reviewed for reconsideration and resolution by service department.
- C. Physical Battery / Packing Box damages cases which are not reported on LR/ Invoice and also not informed to service within 7 days from the date of receipt by the direct billing partner will be replaced on chargeable basis by service department.

Category	Responsibility	Requirements
Company Warehouse / C&F to Direct Billing / Channel Partner	Company	Shipment to be checked at the time of receiving and any damage information should be written on invoice / LR copy of the receiver.
Direct Billing / Channel Partner to Retailer/ Customer	Direct Billing / Channel Partner	Direct Billing/ Channel Partner is responsible for the sale delivery of Battery to retailer / customer.
Retailer to Customer	Retailer	Retailer is responsible for the safe delivery of battery to the customer.

#### 6. Shortage / Mismatch:

Shortage/ Mismatch of battery has to be reported by channel partner / Customer by mentioning on LR copy at the time of receiving the batteries with duly signed and stamped and reported within 7 days from the date of receipt by the direct billing / Channel partner / Customer will be inspected by service team. Such cases will be settled by logistic / Commercial department by providing battery or credit note as seemed appropriate.

Category	Responsibility	Requirements
Company Warehouse / C&F to Direct Billing / Channel Partner	Company	Shortage/ Mismatch cases reported within 7 days from the date of receipt by the Distributor will be inspected by service. Such cases will be settled through logistics/Commercial department by providing battery or credit note. In case reported shortage beyond 7 days will be provided by service on chargeable basis.
Direct Billing / Channel Partner to Retailer/ Customer	Direct Billing / Channel Partner	Direct Billing / Channel Partner is responsible for resolution. Service will support on chargeable basis.
Retailer to Customer	Retailer	Retailer is responsible for resolution. Service will support on chargeable basis.

## 7. **Replacement procedure & mandatory documents required:**

Once the replacement is approved by the Service team or by any of the NEPL HOD, following documents are required while processing replacements,

- A. Photocopy of customer's GST purchase bill having battery serial no.
- B. Photocopy of company sales invoice for unsold / transit damage cases.
- C. Original warranty card dully filled wherever applicable.
- D. For replacement of battery, customer will provide the faulty battery before replacement.
- E. Since the battery pack is repairable & on receipt of the battery at our service center, looking to the problem reported / condition of the battery pack. We will be taking 3 to 5 days to analysis / repair the same. (Here we always try to return the service batteries within 15 days but considering the location the days may vary).

Note: To & Fro transportation & battery charging charges applicable for all deep discharge batteries on account of Customer / Channel Partner / OEM.

## 8. **Buy Back:**

Since our battery packs are of superior quality supporting with smart bms basis there is no such policy of taking back of old supplied batteries. In case of batteries having any production / quality issued basis on mutual discussion old batteries will be taken back & against the same new batteries will be supplied of same model.

Note: Battery problem should be reported within a week from the date of receipt of batteries.

## 9. **In case of Fire Incident:**

Once the fire occur the source is not tracible basis not possible for anyone to find out the reasons of the fire. Proper team will be formed to examine the incident. On a goodwill relation we will be supporting with the battery pack. Following data will be required to analysis the same.

1. Fire incident to be reported on the same day or the next day.
2. Battery purchased detail with battery serial no.
3. If the fire is extinguished by fire department, then a letter of same will be shared once received.
4. Past Vehicle / Battery - repair / service record.
5. Any past accidental report of the vehicle.

On the conclusion from Vehicle manufacturer, Battery manufacturer, Service analysis report and other gathered data further assistance will be provided.

**10. Complaint resolution:**

- A. If battery found with manufacturing defect after complete testing and charging as per company norms, claim will be recommended for replacement.
- B. Customer will be informed for nearest channel partner for replacement of the battery if available & to register the case for claim.
- C. If battery replacement is approved then same will be replaced in 4 to 7 working days.

**Service Setup & Infra-structure**

Network (Service Support): M/s. NEPL having good set of fully trained Service Engineers & External Engineers across pan India for providing a quality service support to all our esteem customer.

**11. Reverse Logistics Protocol**

One side freight expense will be paid by M/s NEPL on door delivery basis other than the batteries found in deep discharge condition.

**12. Types of service category wise:**

100% onsite response and testing of battery by Company Engineer / Technician.

Battery Type	Type of service	Service Support by Service Engineer
All Lithium Batteries	On customer site	Response & testing

**13. Out Of Warranty Charges:**

Company Service Centre is liable to charge following amount as visit charges from the customers in case the Battery is out of warranty or warranty void circumstances. All Charges are inclusive off all Taxes.

Battery	For 2W Visit Charges/Unit	For 3W Visit Charges/Unit	Repair cost would be extra at actuals, if repairable.
All Lithium Batteries	Rs. 1200/-	Rs. 1500/-	Criteria – Cells / BMS

## Annexure-1

### Battery warranty adjudication procedure

Sr.No	Particulars	Description	Warranty Status
1	Warranty Period	Actual Warranty from Warranty registration or from the date of purchase to end user or with grace period as mentioned beyond the month of manufacturing / company date of sale whichever is earlier, if document not received then it will be verified by decoding of Battery Serial Number only.	Consider
2	Documents/ Technical	Warranty Card / customer purchase invoice is not available but battery is under warranty from the month of mfg. and customer & Battery registered under "Warranty registration". Claim Found Genuine after verification.	Consider
		Warranty card / Invoice is tempered (Invoice no, Battery serial no, Date of sale etc.)	Not consider
		Transit damage reported to the service dep't within 7 days from the date of receipt by Distributor & duly mentioned on LR copy	Consider
		Battery serial no. / MFG code tampering.	Not consider
		Battery used in wrong application.	Not consider
		Battery technically found ok as per its specification.	Test Pass OK same back

### Safety, Storage and handling Information

- Carefully remove the Bubble wrap from the pallet. The packages are situated on a pallet on which it can be transported via forklift from location to location.
- The Tray Assembly box should be upright. Do not stack or place upside down when storing the Tray Assembly boxes.
- Do not stack more than Two Tray Assembly boxes.
- Storage humidity must be less than 60% RH. Capacity degradation will occur depending on storage time.
- Before dispatching the battery to customer, kindly get the same 100% charged.
- Don't Carry OFF board charger in Vehicle during Driving.
- Please remove the battery before washing the Vehicle.
- Only use the charger provided by NEPL. Do not use other chargers.
- If the same found at customer location, no warranty will be given on the product to the customer.



