

## Warranty Certificate

### Services

In the unlikely event if you are facing a problem that has not been sorted out by troubleshooting, Complaints may be logged at [cpervices@chadhapower.com](mailto:cpervices@chadhapower.com)

### Warranty

**CHADHA POWER (SA) (PTY)** warrants its Luminous products to be free from defects in materials and workmanship for a period of 1 year from the date of delivery 6 months on batteries. This obligation is limited to service any instrument to part returned to the Company or Authorised Service Centre under a written intimation and which to the company's satisfaction is found defective. The company reserves the right to decide as to whether the repair work should be carried out in the Company's Service Centre or at site or at any other place. The freight incurred for to and for dispatch of the defective material will be borne by the customer, and the transit risk for material will rest with the purchaser.

The warranty does not extend to any parts of the instrument which have been subjected to misuse or accident. Further, this warranty does not extend to any instrument which has been tampered by any agency not authorised by the company.

The warranty covers all parts for a period of 12 months from the date of initial delivery/dispatch of the instrument if used within its specifications. The warranty for the replaced components will lapse along with that of the main instrument. **CHADHA POWER (SA) (PTY)** reserves the right to make changes in design and specifications without notice and without any obligation to install such changes on units previously supplied.

In no event **CHADHA POWER (SA) (PTY)**, Its distributors/Dealers be liable for consequential or incidental damages or for any expenses incurred by the buyer or user, due to use or sell of products sold by **CHADHA POWER (SA) (PTY)** directly or through its Authorised distributors or any third party.

Until superseded otherwise or contractual form this warranty is made especially in lieu of all other liabilities and obligations on part of **CHADHA POWER (SA) (PTY)** title to the instrument passes to the buyer upon delivery to the common carrier.

### **SERVICE WITHOUT ANY COST, CHARGES APPLICABLE ONLY FOR SPARES & CONSUMABLES**

**IMPORTANT:** In the event of an instrument requiring service at our Authorised Service Centre, the following procedure should be adopted.

1. The instrument must be securely packed, preferably in its original packing.
2. The instrument should be dispatched on freight-prepaid basis duly insured.
3. One of our Service/Sales Executives should be informed of the Goods Receipt No. and date of despatch along with the name of the carrier.

4. The above procedure should only be adopted on the advice of one of our Services/  
Sales Executive or Dealer.
5. We reserve the right to change the consignee for any damage incurred during  
transit.
6. Any Luminous UPS/ Inverter connected directly to a Distribution Board will require a  
Certificate of compliance to be submitted with the claim.

**FOR CHADHA POWER (SA) (PTY)**