LUMINOUS

SOLAR & NON-SOLAR BATTERY WARRANTY CARD

For Complaints Contact Us On

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DEFINITIONS - SOLAR & NON-SOLAR APPLICATIONS

1. SOLAR APPLICATION

A battery shall be considered to be used in a Solar Application when it is connected to a system in which solar photovoltaic (PV) energy is used as a charging source for the battery, either directly through a solar charge controller or through a compatible solar/hybrid inverter or other power-conversion equipment.

- Off-Grid Solar: Solar PV contributes to battery charging and the system can operate independently of the utility grid.
- Hybrid Solar: Solar PV and utility grid and/or another permitted charging source may both be available for battery charging.
- Solar Backup System: Solar PV contributes to battery charging even where the battery is primarily used for backup power.

2. NON-SOLAR APPLICATION

A battery shall be considered to be used in a Non-Solar Application when it is used for backup/energy-storage duty and solar PV is not connected as a charging source to the battery system. Typical examples include Home UPS/Inverter backup and utility-grid charged inverter systems using a compatible inverter/charger.

IMPORTANT CLASSIFICATION PRINCIPLE

Where solar PV contributes to charging of the battery, the installation shall be considered a Solar Application, irrespective of whether grid charging is also available. A grid-tied PV system that does not charge the battery does not, by itself, make a separately grid-charged backup battery a Solar Application.

3. APPLICABLE CAPACITY RATING

The same battery models may be offered with both C10 and C20 capacity ratings. For product application and warranty interpretation, the C20 capacity rating shall apply to Non-Solar applications, while the C10 capacity rating shall apply to Solar applications.

Application	Applicable Capacity Rating	Typical Charging Source
NON-SOLAR	C20	Utility/Grid through compatible inverter/charger
SOLAR	C10	Solar PV through compatible solar/hybrid charging system; grid may also be available

Application classification is determined by the actual installation and use of the battery, not merely by the equipment description on the sales invoice.

WARRANTY PERIOD

LPTI240H LPTI260H LPTI280H	0-60 months from date of sale or 63 months from date of manufacturing, whichever is earlier	Free Replacement
LPTT12100H LPTT12120H LPTT12135H LPTT12150H LPTT12165H LPTT12200H	61 to 72 Months	New battery at 25% discount on prevailing maximum retail price.
LPTT12100L LPTT12150L LPTT12180L LPTT12200L LPTT12250L	0-36 months from date of sale or 39 months from date of manufacturing, whichever is earlier	Free Replacement
	37 to 48 Months	New battery at 25% discount on prevailing maximum retail price.
	49 to 60 Months	New battery at 20% discount on prevailing maximum retail price.

Application Classification & Warranty Eligibility: The same battery is offered with both C10 and C20 ratings. For warranty purposes, C10 rating shall be applicable for Solar applications and C20 rating shall be applicable for Non-Solar applications. Warranty eligibility shall be determined based on use of the correct C-rating for the relevant application (Solar or Non-Solar). Use of the battery beyond these defined Solar and Non-Solar applications shall not be covered under warranty.

WARRANTY TERMS & CONDITIONS

A. WARRANTY ELIGIBILITY & IDENTIFICATION

1. Warranty validity and battery identity shall be established from the applicable purchase invoice together with the battery identification/serial marking on the battery. Altered, defaced, removed, mismatched or tampered identification or purchase documentation may invalidate the claim.
2. Warranty is applicable only to the original purchaser and is non-transferable.
3. Warranty covers eligible manufacturing defects in material or workmanship during the applicable warranty period and settlement scheme shown on Page 4, subject to these terms.

B. USE, INSTALLATION & CHARGING CONDITIONS

1. Warranty shall not apply to failure caused by misuse, mishandling, incorrect installation/connection, physical damage, unauthorised repair/modification, opening or tampering, fire, theft, accident or abuse.
2. Use compatible and adequately sized inverter/charger/solar charge controller with the Company's recommended charging voltage, current and temperature-compensation settings. Failure caused by incorrect charging profile, inadequate charging, chronic undercharging or overcharging is not a manufacturing defect.
3. The battery system shall be correctly sized/configured for the load. Failure attributable to an undersized bank, incorrect series/parallel connection, unsuitable interconnections, mixing batteries of different model/capacity/age/condition, or system-caused battery imbalance is not covered.
4. For Solar applications, the PV array and charging system shall be adequately sized to restore the battery to the recommended state of charge. Chronic undercharging due to inadequate solar generation or system sizing is not a manufacturing defect.
5. Repeated discharge below the recommended cut-off, prolonged operation/storage in a discharged state, or failure to recharge promptly may cause irreversible sulphation and is not a manufacturing defect.

C. MAINTENANCE & PHYSICAL CONDITION

1. For flooded batteries, maintain the electrolyte at the specified level and top up only with recommended battery-grade distilled/demineralised water. Contamination, abnormal specific gravity or dry-out caused by improper maintenance is not covered.
2. Breakage or damage to the container, cover, terminals, vent plugs or other parts due to external impact, improper handling, installation or unauthorised service is not covered.

3. Factory-fitted Vent (Transportation) plugs must be replaced with float indicators during installation. Operation with vent plugs can restrict the gassing path and may cause abnormal functioning, bulging or explosion; warranty shall be void where the battery is operated with these plugs fitted.

D. WARRANTY ASSESSMENT & SETTLEMENT

1. Normal deterioration in battery performance/capacity due to ageing, usage and accumulated charge-discharge cycles shall not by itself constitute a manufacturing defect.
2. During assessment, the Company/authorised service provider may request relevant installation/application information, including charging equipment, battery-bank configuration and operating/charging parameters.
3. The suspected battery shall be presented to an authorised service centre/dealer. Warranty eligibility shall be determined after inspection/testing under the Company's applicable service/warranty evaluation procedure. The Company may recharge, repair or rectify the battery before deciding replacement eligibility.
4. A repaired/replacement battery shall carry only the unexpired portion of the original warranty. A defective battery surrendered against replacement becomes Company property and no scrap/rebate value is payable.
5. If the model is discontinued or unavailable, the Company may provide an equivalent model of comparable capacity/specification, subject to the applicable settlement terms.
6. The Company's determination of failure and warranty applicability shall be based on inspection and test results, subject to applicable law.
7. Any dispute shall be subject to the jurisdiction specified in the Company's final approved warranty policy and applicable law.

BATTERY CARE, SAFETY & DISPOSAL

BATTERY CARE TIPS

- Keep the battery top clean and dry. Use a moist cotton cloth; avoid wool, silk or synthetic material that may generate static electricity or sparks.
- Apply a thin film of petroleum jelly externally on terminals/cable clamps. Do not use grease. Keep terminals clean, dry and tight.
- Maintain electrolyte at the indicated level. Top up only with recommended battery-grade distilled/demineralised water. Do not add acid, electrolyte, mineral/tap water or other liquids.

- Electrolyte water level reduces during normal service. Check it periodically, top up when required and do not overfill.
- Use a correctly matched inverter/charger/solar charge controller and follow the recommended operating and charging settings.
- Keep the battery upright, clean, dry and well ventilated, with unobstructed heat and gas dissipation.

CAUTION / PRECAUTIONS

Lead-acid batteries contain lead and sulphuric acid and generate hydrogen gas during charging. Handle, use and dispose of them responsibly.

- Keep sparks, cigarettes, open flames and other ignition sources away. Hydrogen can form an explosive mixture.
- Do not place tools or metallic objects across battery terminals; this may cause a short circuit.
- Avoid contact of sulphuric acid with skin, eyes and clothing. Use appropriate personal protective equipment.
- Observe correct polarity and switch off connected equipment/charger before connecting, disconnecting or servicing.
- Keep batteries away from children. Do not tilt, puncture or intentionally damage the battery.
- Do not drain, remove or dispose of electrolyte. Electrolyte handling must be carried out only by trained/authorised personnel.
- Do not dismantle, repair or internally service the battery yourself. Use trained/authorised service personnel.

DISPOSAL & RECYCLING

- Used lead-acid batteries must be routed through an authorised collection/recycling channel in accordance with the applicable Battery Waste Management Rules, 2022, as amended from time to time.
- Do not discard with household/municipal waste, abandon, burn, break open or hand over to an unauthorised person.
- Return the used battery to a dealer, producer-authorised collection channel or authorised/registered recycler. Preserve take-back/exchange documentation where provided.

- Lead and sulphuric acid are hazardous. Responsible collection and recycling recover useful materials and help prevent soil and water contamination.



Do not
DISPOSE



Save the Environment
by RECYCLING



Save the Environmen
by Planting TREES



Clean & Green
ENVIRONMENT

BATTERY LIFECYCLE / SERVICE RECORD

A. INSTALLATION / SYSTEM DETAILS

Application:☐ Solar ☐Non-Solar	**Installation Date:_____**
Charging Equipment Make:_____	**Model:_____**
Type: ☐Inverter/Charger ☐Solar Charge Controller ☐Other	**Rating:_____VA/W/A**
Battery Bank: Qty_____ Configuration _____S x ____P	**PV Array Rating (Solar):_____Wp**

B. SERVICE RECORD

Date	SG C1	SG C2	SG C3	SG C4	SG C5	SG C6	Batt. V	Charge V/A	Temp °C	Status R/C/D	Elect. Level	Water Y/N	Code	Remarks	Sign

Status: R-Rest | C-Charging | D-Discharging Codes: A-Electrolyte low | B-Charging system/settings | C-Wiring/connection | D-Recharge required | E-Terminal/clamp/cable | F-Bank imbalance | G-OK | H-Other (see remarks)

C. REPLACEMENT HISTORY

Original Battery Serial No.	Replacement Model	Replacement Battery Serial No.	Replacement Date	Claim / Service / Challan No.	Authorised Service Stamp / Sign

Note: This record supports installation, service and replacement history. Customer, purchase and dealer-sale details are intentionally not repeated here. Warranty eligibility remains subject to the applicable warranty terms and the Company's service/warranty evaluation procedure.

NOTE- Download and print this warranty card for manual recording of service details.

CUSTOMER SUPPORT & SERVICE ASSISTANCE
FOR COMPLAINTS / CUSTOMER SUPPORT

LUMINOUS CARE
EXPERT SOLUTION. EVERLASTING SUPPORT.

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UNDER WARRANTY

- **WARRANTY REGISTRATION**
- **COMPLAINT REGISTRATION**

OUT OF WARRANTY

- **ANNUAL MAINTENANCE CONTRACT***
- **BATTERY MAINTENANCE***

Important: Keep the product type/model and battery serial number available while registering a complaint or service request.

Register the purchase/warranty through the Company's applicable registration process to facilitate warranty service and complaint handling.

*Out-of-warranty services are subject to availability and the Company's applicable service terms/charges.

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