STANDARD WARRANTY TERMS & CONDITIONS

SOLAR PUMPS & PUMP CONTROLLERS

DOCUMENT NO.	MW-QMS-WAR-SOL	**REVISION**	00
ISSUE DATE	03 November 2026	**STATUS**	Draft for approval
WARRANTY BASIS	Manufacturing defects only	**PERIOD**	Five years for eligible MNRE/government-tender supplies, subject to applicable tender; other sales per accepted written order

SCOPE: For Mecwin-manufactured solar AC/DC submersible and surface pump motors, pump assemblies and associated MPPT/pump controllers identified on the invoice; whole-system and third-party obligations depend on accepted scope.

IMPORTANT For prospective B2B contracts only: full cleared payment is required for the voluntary no-charge warranty; an agreed payment more than 15 days overdue may terminate that voluntary warranty. Mandatory law, accepted tenders and previously contracted promises always prevail.

01. Applicability, document hierarchy and governing commitments

01.1 Scope of this published policy

This policy concerns only the voluntary commercial warranty offered by the Mecwin legal entity expressly named as seller on the invoice for goods specifically identified below. A product supplied by another Mecwin-group legal entity is governed by that entity's accepted written sales terms.

01.2 Hierarchy of terms

Applicable law and non-waivable statutory rights prevail first; mandatory regulatory / government scheme obligations and signed tender or project documents prevail next; then individually negotiated accepted purchase-order, supply-agreement and written warranty schedules; then this website policy. This policy cannot retrospectively reduce an express warranty already accepted at sale.

01.3 No certification assertion

Document identification, traceability, corrective-action and records concepts have been used for disciplined quality management. A reference to ISO 9001, AS/EN 9100 or IATF 16949 does not by itself represent that Mecwin, any product, or this document is independently certified.

02. Solar-specific product scope and period

02.1 Product definitions

Covered product families may include DC and AC submersible motors/pump sets, DC and AC surface pump sets, integrated BLDC/PMSM/IPM motor systems and Mecwin supplied MPPT/controller electronics. PV panels, structures, borewells, pipes, valves, cables and IoT items are covered only if and as identified in the specific written supply contract.

02.2 MNRE/government five-year scope

Where Mecwin is bound as a supplier under an MNRE/PM-KUSUM or government tender, applicable component warranty and/or maintenance obligations last five (5) years from the commencement event stated in that tender (often commissioning/installation). The tender must be read for the exact start date, beneficiary obligations, service centre availability, breakdown-response time and insurance.

02.3 Off-site commercial component remedy

For off-site component warranty transactions, manufacturing-defect repairs are performed at the designated authorised service facility or Bengaluru manufacturing plant. Customer bears retrieval, freight and return costs only when the binding tender or other terms permit this allocation.

02.4 Other retail/dealer sales

No universal five-year promise is made for non-MNRE supplies. Retail/dealer/export/industrial solar-pump warranty duration and inclusion of pump, controller or system shall be as specifically stated on the invoice, warranty card or accepted quotation. Do not infer an on-site system AMC from a component invoice.

03. Manufacturing defect standard and repair-only remedy

03.1 Defect standard

The voluntary warranty concerns defects in materials incorporated by Mecwin, production, assembly, workmanship, manufacturing process or failure to meet the mutually accepted manufacturing specification which were attributable to Mecwin when the goods were supplied. Mere failure in service, wear, customer dissatisfaction or performance outside the agreed envelope is not by itself evidence of a covered manufacturing defect.

03.2 Technical assessment and causation

Mecwin may inspect, electrically/mechanically test and where necessary dismantle the returned unit under controlled procedures. Findings shall distinguish manufacturing defects from overload, installation, handling, environmental, wear, integration, maintenance and third-party causes. Where investigation is inconclusive, Mecwin shall explain the tests and evidence relied upon.

03.3 Repairable units only

The normal voluntary commercial remedy is repair at the approved workshop for a technically and economically repairable unit, including necessary corrective workmanship and in-stock service parts, to restore the accepted product specification. There is no automatic entitlement to on-site service, refund, new unit, product upgrade, design change or replacement, except where mandated by law, tender or a signed contract.

03.4 Unrepairable goods and dispositions

If a product is not safely repairable because of major physical damage, destructive failure, irreversible potting/sealing, unsafe modification, missing identification or absence of qualified service components, Mecwin shall issue a reasoned written assessment. Any replacement, credit, engineering redesign or paid alternative requires separate written authorisation, unless law or contract requires a different remedy.

04. Payment prerequisites and overdue-payment provisions

04.1 Full payment as prerequisite

For new business-to-business supplies expressly incorporating this policy before acceptance, Mecwin’s voluntary no-charge commercial warranty is conditional upon receipt and clearance of 100% of the invoiced amount for the affected supply, including applicable taxes and agreed charges. Part-payments, unauthorised set-offs, retention or deductions do not establish full payment unless expressly accepted in writing by Mecwin.

04.2 15-day overdue contractual lapse

Where the customer has expressly accepted this condition for a business-to-business purchase, if any sum due against the affected invoice remains unpaid for more than fifteen (15) calendar days after its contractually agreed due date, the voluntary contractual warranty for goods on that affected invoice automatically lapses on day sixteen (16), to the extent permitted by law, without a further reminder. Subsequent settlement does not automatically reinstate it; any reinstatement must be expressly confirmed in writing by an authorised Mecwin officer.

04.3 No change to payment due date

The original warranty period runs from the stated commencement event and is not extended because an invoice was financed, paid late, disputed, suspended or under collection. Mecwin may register and review a safety complaint during a payment dispute without conceding no-charge coverage.

04.4 Mandatory exceptions and fair application

These payment conditions do not displace statutory remedies, a legally permitted withholding right, a signed government tender, an accepted project milestone/retention arrangement, or any stronger written commitment. Payment records and invoice reconciliation shall be checked before an administrative warranty decision; a billing error shall not be treated as a customer default.

05. Written claims, documentary evidence and authorised communications

05.1 Exclusive service processing channel

For contractual warranty processing, submit a signed letter or email to service@mecwinindia.com. Claims, supporting records, RMA instructions, technical decisions, waivers, variations and final dispositions must be documented by email or an authorised written Mecwin document. Telephone discussions are for guidance only; WhatsApp messages, verbal statements and informal chats are not accepted as a variation or approval of warranty terms.

05.2 Essential proof required

Provide (a) original invoice/accepted purchase order and delivery document, (b) proof of cleared 100% payment or written approved payment exception, (c) serial number, nameplate and part/batch identification, (d) evidence the event and claim fall within the applicable warranty period, (e) clear date-stamped photographs/videos showing external condition, labels, packing and any damage, and (f) installation, operating, maintenance and event records reasonably necessary to assess the cause.

05.3 Manufacturing-defect substantiation

Describe why a manufacturing or assembly defect is suspected and provide available test values, logs, continuity readings, photographs, inspection findings or a competent engineer’s preliminary report. The customer is not expected to prove the internal root cause before factory examination; Mecwin will make a documented technical finding after suitable inspection. A self-declaration alone does not establish a manufacturing defect.

05.4 Missing, altered or misleading information

Mecwin may request reasonable additional information and put the commercial claim on hold while material records are unavailable. Tampered nameplates, altered serial numbers, fabricated evidence, incomplete as-found history or destruction of relevant evidence may prevent an affirmative manufacturing-defect finding. Mecwin shall state any resulting rejection grounds in writing.

05.5 Safety notifications

Immediately stop use and communicate any suspected fire, electric shock, flight-critical, runaway, high-speed rotating machinery or other safety hazard. Safety reporting is accepted even when documentation, payment reconciliation or ordinary warranty eligibility is incomplete; this does not itself determine commercial liability.

06. Solar installation, operating limits and exclusions

06.1 Required records

Record installation and commissioning report, approved bore depth/static and dynamic water level, pump model/HP/head/flow, PV array stringing, MPPT parameters, earth resistance, controller fault codes, flow/load conditions and service history.

06.2 Hydraulic and mechanical misuse

Dry-running, silt/sand wear above specifications, poor borewell yield, collapsed bore, clogging, improper submergence, blocked discharge, cavitation, excessive head, undersized piping, corrosive/abrasive water or wrong motor/pump selection are not manufacturing defects.

06.3 Electrical and environmental misuse

Reverse polarity, inappropriate PV string voltage/current, undersized cable, improper earthing, lightning/surge without specified protection, incompatible grid or generator input, flooded or overheated controller, rodents and insect entry outside rated protection are excluded when causative.

06.4 Installation and access costs

Borewell pulling/lowering, cable/piping/valve work, crane, excavation, civil, PV panel cleaning, security, lost irrigation, water tank, trenching, site visits and dismantling/reinstallation are not included under the off-site component repair warranty unless law/tender/AMC provides otherwise.

06.5 Government AMC safeguard

Where Mecwin is the tender vendor responsible for comprehensive maintenance, preventive visits, response windows, beneficiary service, breakdown resolution and required insurance/monitoring cannot be transferred to farmers or excluded through this website text. Government tender/SIA requirements have priority.

07. Product preservation, return authorisation and two-way transport

07.1 No unapproved shipment

Obtain a written Return Material Authorisation (RMA), reference number, packing direction and approved destination before shipping. Do not send wet, energised, contaminated, hazardous or unprotected components. Never return live batteries, charged capacitors or pressurised assemblies unless Mecwin expressly authorises the safe method.

07.2 Customer pays inbound and outbound freight

For the voluntary commercial repair-only warranty, the customer arranges and pays the full cost of safe dismantling, retrieval where applicable, packaging, insured inward freight to the nominated Mecwin service centre or Bengaluru plant, and outward return freight after repair or evaluation. Risk of transport damage and transit insurance rests with the party contractually responsible for carriage. Mecwin will provide shipping details after issuing the RMA.

07.3 Tender and legal precedence

The customer-pays-both-ways principle applies only where lawful and consistent with the signed transaction. Where MNRE, government, consumer, airline/defence contractual or other mandatory obligations allocate service logistics differently, those commitments prevail.

07.4 Condition on arrival

Use rigid shock-protective packaging, moisture protection, connector caps, anti-static measures for electronics, labels and suitable load restraints. Return goods complete and substantially in as-failed condition; packing damage, missing components or unauthorised dismantling is documented separately. Mecwin is not responsible for damage introduced during unsafe customer-arranged transport.

07.5 No unapproved field intervention

Removal, repair, rewinding, firmware flashing, electrical rework, resealing or component substitution by unauthorised persons that causes or obscures the reported failure is excluded. Where dismantling is necessary for safety or investigation, first obtain an approved procedure where reasonably practicable.

08. OEM component end-of-life, obsolescence and service feasibility

08.1 Upstream discontinuation

Motors, controllers and assemblies may incorporate third-party connectors, integrated circuits, drivers, modems, sensors, bearings, power devices, semiconductors, wireless modules or specialised materials. The original manufacturer may issue an end-of-life/end-of-support notice, cease production, lose an approval or permanently discontinue supply.

08.2 Documented parts-unavailability process

When an authorised OEM component is genuinely unavailable, Mecwin will record the part identification, OEM discontinuation/availability evidence, reasonable sourcing attempts and safety/compatibility assessment of alternatives. Mecwin need not install an unapproved, counterfeit, unqualified or non-interchangeable replacement merely to restore functionality.

08.3 Limitation for new negotiated commercial orders

For new business-to-business transactions expressly incorporating this condition, Mecwin does not guarantee indefinite availability of obsolete OEM components or maintenance of legacy firmware, cellular networks and platform protocols. If a safe and approved repair is genuinely impossible due to documented upstream obsolescence, Mecwin may issue a written non-repairable disposition and propose a separately priced redesign, available substitute, upgrade or credit arrangement where agreed.

08.4 Non-excludable obligations preserved

OEM obsolescence by itself does not extinguish any mandatory statutory remedy, binding performance guarantee, recall/safety obligation, accepted project supply commitment or separately contracted lifetime/long-term spare-parts promise. For supply programmes requiring service longevity, the parties should agree a last-time-buy, alternate-part, lifetime stock or redesign plan at ordering.

09. Inspection, chargeable work, repair results and warranty duration

09.1 Written receipt and evaluation

Mecwin records the RMA, arrival condition, identifying details, payment review, inspection findings and disposition. Inspection lead time depends on safe receipt, relevant data, test-rig availability, specialised diagnosis and agreed programme priorities; no fixed turnaround time is promised unless separately agreed.

09.2 Non-covered or not-reproducible complaint

Where no attributable manufacturing defect is found, the claim is outside period, or damage results from excluded conditions, any diagnostic, dismantling, reassembly, consumables, storage, disposal, packing or repair charge will be separately quoted before chargeable work proceeds. Refusal of a paid quotation does not create a free replacement entitlement.

09.3 No automatic reset of period

Authorised repair does not restart or extend the original warranty period. Repaired parts remain covered for the unexpired original period to the extent agreed, unless a longer mandatory or separately written repair warranty applies. Any replacement offered as a discretionary commercial concession carries only the expressly stated written coverage.

09.4 Serviceable design and recoverability

A free workshop repair is offered only where an approved technical method can restore conformity and the product is reasonably safe to re-use. Non-repairable sealed/potted or damaged products require separate disposition under the accepted contract and applicable legal rights.

10. Standard claim workflow and close-out controls

10.1 Step 1 — Written notification

Email service@mecwinindia.com with subject “WARRANTY CLAIM | [Vertical] | [Invoice] | [Serial]”. Include the complete evidence package, failure date, safety risk classification and responsible contact. The service telephone +91 9741229797 may be used for practical guidance, not for making or varying contractual promises.

10.2 Step 2 — Eligibility and RMA

Mecwin checks the seller entity, accepted warranty schedule, invoice and due date, payment status, warranty window, serial/lot traceability and required safety documents, then issues the RMA/approved receiving location in writing or explains missing evidence.

10.3 Step 3 — Inspection and disposition

Following receipt, Mecwin documents as-received condition, testing, root-cause assessment and repairability. Mecwin sends a written decision: accepted manufacturing defect / outside voluntary terms / more information or tests required / quoted paid repair / non-repairable disposition.

10.4 Step 4 — Repair, shipment and record closure

Approved repairs undergo applicable inspection and functional retesting; corrective records, repaired serial tracking and the agreed collection/return freight instruction are sent by email. A signed or acknowledged close-out record should be retained with the RMA.

11. International/export transactions — pre-negotiated free spares

11.1 Export arrangement

For direct international/export supplies across this business vertical, the standard arrangement is only the quantity and types of free spare components expressly pre-negotiated and recorded in the export quotation, purchase order or supply agreement. It is not a return-to-India repair warranty, whole-product replacement warranty, field-service warranty or refund undertaking.

11.2 No unagreed spares

No free spare quantity, allocation period, availability, freight-paid shipment or additional technical support is implied where it is absent from the signed export commercial documents. Spares are subject to agreed Incoterms, shipment, customs, sanctions, export-control, approval and destination-law obligations.

11.3 International mandatory rights

The export arrangement does not waive mandatory rights or liabilities imposed by law that governs the relevant transaction, or any express contractual commitment already granted.

12. Liability, complaints, dispute records and law

12.1 Commercial-risk allocation

To the extent permitted by applicable law and only for claims governed by a valid business-to-business agreement, Mecwin excludes incidental, indirect or consequential commercial losses including lost production, downtime, anticipated profit, contract penalties, lost missions, installation loss and third-party charges, unless expressly accepted in the contract. No exclusion applies where law prohibits it.

12.2 Statutory and safety rights

Nothing in this policy excludes liability for injury or property harm where prohibited, product-liability claims, mandatory consumer rights, fraud, gross misconduct where non-excludable, or any statutory product safety, recall, corrective-action or regulatory reporting obligation. A customer cannot be required to waive access to a competent court, consumer commission or other statutory authority.

12.3 No oral modification

Only an authorised signatory of the invoicing Mecwin legal entity may grant a deviation through a signed written amendment. Dealer, installer, salesperson or field technician statements do not alter warranty rights unless the seller has expressly authorised them in writing. This does not invalidate evidence of a valid legal representation or mandatory consumer protection.

12.4 Complaint escalation and record trail

A customer disputing a technical decision should email service@mecwinindia.com quoting the RMA and enclosing contrary technical evidence. Mecwin should provide a written reasoned response and, where warranted, quality escalation or joint/independent assessment. Commercial dispute venue and governing law follow the signed contract and mandatory jurisdictional rules.

12.5 Prospective effect and severability

This policy is intended for transactions accepted on or after the stated effective date; prior promises continue according to their terms. An unlawful or unenforceable clause is limited to the minimum necessary extent without negating other lawful clauses.

13. WARRANTY SERVICE CONTACT & DOCUMENT CONTROL

13.1 Official warranty email

service@mecwinindia.com

13.2 Service telephone

+91 9741229797 (practical guidance only; written email required)

13.3 Approved return location

The address and receiving person will be communicated in each written RMA. Default Bengaluru facility reference: Mecwin Infinity Tech Park, #42/2, Opp. Machohalli Lake, K.G. Lakkenahalli Road, Machohalli Village, Dasanapura-2 Hobli, Bengaluru North Taluk, Bengaluru 560091, India

13.4 Approval / issue control

Prepared by: Service & Quality | Reviewed by: Commercial & Legal | Approved by: Authorised Signatory | Approval / effective publication date: _____

13.5 Controlled revisions

Revision 00 — Initial comprehensive issue proposed 03 November 2026. This document is not operative until approved and incorporated into the relevant transaction.