5-YEAR WARRANTY STATEMENT & CLAIM PROCEDURE

UNHCR Pakistan Solar Street Light Project - ITB-3486

MCL Solar / Zhongshan Chengyu New Energy Technology Co., Ltd. confirms a 5-year manufacturer warranty for the offered All-in-One Solar Street Light, model MCL-7070-60LED-30W, commencing from the Bill of Lading (B/L) date, covering manufacturing and product-quality defects under normal installation and use.

WARRANTY SUPPORT PROCEDURE

1. With the bulk shipment, MCL Solar will include a reasonable quantity of commonly used spare parts and replacement components for local after-sales support.
2. If any lamp does not work properly during the warranty period, the local agent / end user provides the product identification, installation location, fault description, photos and short videos.
3. MCL Solar technical staff will conduct remote diagnosis to identify whether the issue relates to the LED board, MPPT controller, LiFePO4 battery, microwave sensor or another component.
4. After the faulty component is identified, the corresponding spare / replacement component can be changed locally. The product uses a modular design, so most cases do not require the complete lamp to be returned to China.
5. MCL Solar will provide technical guidance, troubleshooting support and replacement instructions whenever required.

LOCAL SERVICE ARRANGEMENT

A complicated technical laboratory is not required at the initial stage. Basic diagnostic tools, locally available spare parts and a trained technician are generally sufficient for normal warranty service. MCL Solar will support the local team remotely for diagnosis and parts replacement.

CLAIM RESPONSE PRINCIPLE

Warranty cases will be reviewed based on the submitted photos, videos and fault information. For confirmed manufacturing / quality issues within the warranty scope, MCL Solar will arrange the corresponding technical solution and replacement component support according to the confirmed diagnosis.

AUTHORIZED BY
Peter Pei / PEI DAQUAN
General Manager
MCL Solar / Zhongshan Chengyu New Energy Technology Co., Ltd.

