

FUJIYAMA POWER SYSTEMS LIMITED

AFTER-SALES SERVICE POLICY

1. PURPOSE

The purpose of this After-Sales Service Policy is to ensure timely, efficient, customer-focused, and sustainable support for all products supplied by Fujiyama Power Systems Limited ("the Company"). This policy establishes standards and procedures for installation, warranty support, repairs, complaint handling, replacements, and customer service activities while supporting the Company's commitment towards responsible business conduct and sustainability.

2. SCOPE

This policy applies to:

- All products sold by Fujiyama Power Systems Limited.
- All customers, distributors, dealers, channel partners, and end users.
- All service requests received during and after the warranty period.
- All customer complaints and grievances relating to products and services.

3. SERVICE COMMITMENT

Fujiyama Power Systems Limited is committed to:

- Providing prompt and professional after-sales support.
- Resolving customer complaints within defined timelines.
- Maintaining transparency in service communication.
- Ensuring availability of technical assistance and spare support.
- Enhancing customer satisfaction through continuous improvement.
- Delivering services in a fair, ethical, and customer-centric manner.

4. WARRANTY POLICY

The warranty applicable to products is governed by the warranty terms and conditions issued by Fujiyama Power Systems Limited from time to time.

Warranty coverage is subject to:

- Compliance with product operating instructions.
- Proper installation and usage.

- Availability of valid proof of purchase.
- Exclusions and limitations specified in the warranty terms.

Any repair, replacement, or service under warranty is carried out in accordance with the applicable warranty policy of the Company.

5. COMPLAINT REGISTRATION PROCESS

Customers may register service complaints through any of the following channels:

- Toll-Free Customer Support Number
- Official WhatsApp Support Number
- Online Complaint Registration Form available on the Company Website
- Email Support
- Authorized Dealer / Distributor

The customer must provide the following details at the time of complaint registration:

- Customer Name
- Contact Number
- Product Name and Model
- Invoice Number
- Serial Number
- Nature of Complaint
- Installation Location / Site Address
- Photographs or videos of the issue, if required

Upon successful registration of the complaint, a Complaint Reference Number / Ticket Number is generated for tracking purposes.

Customer Grievance Management

All customer complaints and grievances are logged, tracked, investigated, and resolved through the Company's complaint management system.

The Company maintains records relating to:

- Complaints received
- Complaints resolved
- Resolution timelines
- Repeat complaints

- Customer feedback and satisfaction levels

Such information may be reviewed periodically by management and used for continuous improvement and reporting purposes.

5A. ACCESSIBILITY OF CUSTOMER SUPPORT

The Company makes reasonable efforts to ensure that customer support services remain accessible through multiple communication channels including telephone, WhatsApp, email, website-based complaint registration systems, dealers, distributors, and service centers.

The objective is to provide convenient and efficient support to customers across different regions.

6. RESPONSE AND RESOLUTION TIMELINE

Activity	Timeline
Complaint Acknowledgment	Immediate
Site Visit (if required)	Within 48- 72 hours
Resolution / Closure	Subject to issue complexity and spare availability

7. INSTALLATION AND COMMISSIONING

Where applicable, installation and commissioning are carried out by authorized personnel of Distributor/Dealer.

The customer must ensure:

- Proper site readiness
- Power supply availability
- Safe operating environment
- Necessary approvals and access permissions

8. SERVICE SUPPORT DURING WARRANTY

During the warranty period:

- Service labor charges are free of cost.
- Defective parts covered under warranty are repaired or replaced at no cost.
- Consumables and non-warranty items are chargeable.

9. PAID SERVICE SUPPORT

After expiry of the warranty period, the following are chargeable as per prevailing Company rates:

- Service engineer visit charges
- Spare parts cost

10. SPARE PARTS AVAILABILITY

Fujiyama Power Systems Limited shall make reasonable efforts to maintain spare parts availability for products for a period of 5 years from the date of sale or product discontinuation.

Availability may vary depending upon product lifecycle and supplier support.

11. CUSTOMER INFORMATION PRIVACY

Customer information collected during product registration, warranty claims, complaint handling, installation, and service activities is treated as confidential.

The Company:

- Use customer information only for legitimate business purposes.
- Restrict access to authorized personnel.
- Protect customer information from unauthorized disclosure.
- Comply with applicable legal and regulatory requirements relating to information security and data protection.

12. REPLACEMENT POLICY

Product replacement may be considered only in cases where:

- Repair is technically not feasible.
- Repeated failures occur due to manufacturing defects.
- The issue is approved by authorized management.

Replacement decisions are solely at the discretion of Fujiyama Power Systems Limited.

13. CUSTOMER RESPONSIBILITIES

Customers are responsible for:

- Proper operation and maintenance of products.
- Following operating manuals and safety instructions.
- Allowing access for inspection and service activities.

- Using recommended consumables and accessories.
- Reporting issues promptly.
- Following guidelines relating to safe operation, maintenance, storage, and disposal of products and associated components wherever applicable.

14. RESPONSIBLE PRODUCT USAGE AND ENVIRONMENTAL COMMITMENT

The Company encourages customers to:

- Use products in accordance with operating instructions.
- Adopt energy-efficient operating practices wherever applicable.
- Undertake preventive maintenance for optimum product performance.
- Dispose of batteries, electronic components, packaging materials, and other waste responsibly in accordance with applicable environmental regulations.
- Utilize authorized service channels for repair and replacement activities.

These initiatives support sustainable consumption and responsible product stewardship.

15. SERVICE LIMITATIONS

Fujiyama Power Systems Limited shall not be liable for indirect or consequential losses, production losses, business interruption, improper use of products, or delays caused by force majeure events.

16. ESCALATION MATRIX

Level

Service Engineer (District wise)

Service Coordinator (District/state wise)



Escalation manager (State wise)



Senior Escalation Manager (State wise)



National Escalation Manager (Pan India)



Service Head (Pan India)



General Service Manager (Pan India)

17. SERVICE PERFORMANCE MONITORING

The Service Department periodically monitors:

- Number of complaints received
- Number of complaints resolved
- Average complaint resolution time
- Customer satisfaction levels
- Repeat service requests
- Product quality concerns identified through customer feedback

The results may be reviewed by management for operational improvement.

18. POLICY REVIEW AND AMENDMENTS

This policy is reviewed periodically by management to ensure alignment with:

- Customer expectations
- Business objectives
- Regulatory requirements
- Quality and service standards

The Company reserves the right to amend, modify, or withdraw this policy at any time.

19. APPROVAL

This policy is approved by the management of Fujiyama Power Systems Limited and comes into effect from 24 August 2026.