

ESENZ – TERMS AND CONDITIONS

ESENZ INNOVATIONS PVT LTD
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TERMS AND CONDITIONS AND IMPORTANT NOTES

WARRANTY TERMS

- e-SenZ Manufactured Devices/Products like Data Loggers, power Limiter, Wireless solutions and esenz manufactured devices (apart from SPDS and Surge shield) comes with 1 year of complete replaceable warranty from the date of installation or 3 months from date of Invoice, whichever is earlier. Post which it shall be serviced warranty, where in the device will have to be sent to Bangalore esenz HO for servicing. Please refer to the warranty terms document.
- Third party items like Sensors, Power SPD, converters and MFM meter or other Bought out material/Accessories: - Sensors, Antenna, Adapter and all other accessories: -1 year or Third-party warranty from original equipment manufacturer. No additional warranties are given or implied beyond the manufacturer's warranty.
- Any kind of physical damage or damage due power surge, mishandling, onsite damage, short circuiting, lightning, water ingress or any natural calamity, or rising from the faulty and incorrect use of the product will not be covered under warranty and process on a chargeable basis.

DATA TRANSFER AND ANNUAL PORTAL CHARGES

- Portal charges per annum for each esenz unit towards data & server handling, email reporting and Online support in case of troubleshooting. The first year's charges are included in the cost. From second year beginning, the charges will have to be paid upfront for continuation of logging into portal and receiving/Transmission of the data. If the portal is not renewed within 3 months of portal expiry, then the date of renewal of the portal will be considered from the very next day of the last expiry date, irrespective of the payment date. There Shall be annual increment on portal charges at (10% escalation YOY)
- Data transmission by FTP and APIs to third party SERVER will be on an additional charge basis

ASSUMPTIONS, EXCLUSIONS AND IMPORTANT NOTES

- RPR/RPD should be installed at the Sites with Zero export and DG sync functionality for additional safety backup. Plant should be charged electrically before onsite or online support including termination of communication cables and devices like Inverters, MFM, DG etc. are all in running condition and have datasheets and Modbus Mappings of the same. All Devices being connected to esenz should compulsorily have MODBUS RTU protocol and working SR485 PORT, IN case of TCP/IP protocol, a converter TCP-485 converter is available.

- Any change or Customization in esenz Portal or dashboard for Individual requirement will not be provided , nor will any changes to the UI will be done .However we are open to the feedbacks to include any new functionality or design, which shall be beneficial and generic to all our customers, still esenz shall have the final say whether to incorporate the same or not .
- Reinstallation of existing devices from one site to another site will be done on a chargeable basis and the data of earlier installations will be lost in the process.
- Device once Installed will not be returned back nor exchanged
- Prices may vary depending on the Site Conditions, Site capacity, Number of Inverters, Number of DGs, NO of parameters being Monitored and any special circumstances
- Any kind of ONSITE support required will have to be informed at least 7 days in advance and the cost of the same will be shared separately
- After portal expiry, data will be stored on the backup drive for 3 months & after that, it will automatically be deleted from the database & server, post which esenz shall not be held responsible for data loss or be asked to provide the historical data for the same
- Once portal subscription is expired access will automatically disable & any loss due to this will be the sole responsibility of the user/client/plant owner.
- Monitoring and controlling the solar plant will be provided only for the sun hours' duration, (24-hour data won't be available by default, if required 24-hour data, then it will be provided on additional chargeable basis which shall be increased in the portal charges.
- Controller response time will depend on the inverter, distance, cable, number of Inverters, etc., and hence we are not responsible for any loss or malfunctioning due to response time. Sudden variation and fluctuations in load always hamper controlling and leads to small power export or malfunctioning. So, any such incidents or loss due to this are not dependent on us, and we shall not be held responsible for this or for loss in generation due to curtailment and nor for a small amount of power fed back, which may happen due to response time of inverters.
- esenz uses Server services from the dominant Global market leaders who guarantee maximum runtime and the security of the server, however minor downtimes will have to be borne by customer due to unforeseen circumstances and updates.
- Material is sent by DTDC courier, The material shall be booked to the delivery address provided in the PO, but the doorstep delivery shall not be guaranteed in the cases of remote location or where the courier service is not available , in such cases the material shall be delivered to the nearest Courier HUB , from where the same shall be collected by the customers team. Any request for an urgent delivery will not be entertained. IN case of wrong address or the material is not collected by customer the material will be sent back to esenz HO and redelivery charges on actual will be applicable
- ESENZ is not liable for the loss in generation due to curtailment or a small amount of power fed back. Which may happen due to inverter response time, unavailability of load during curtailment, Sudden variation and fluctuations in load or any changes in the setting in the devices at site done once the site is live with power limiting

We take all reasonable precautions to safeguard your data and have its backup. However, by using our services, you acknowledge and agree that Esenz Innovations PVT LTD shall not be held responsible or liable for any direct, indirect, incidental, consequential, or special damages arising out of or in connection with the loss, corruption, or unauthorized access to any data. It is the user's responsibility to maintain appropriate backups of all important information and data. We shall not be held liable for any data loss, monitoring downtime, reporting delays, or access issues arising from unforeseen circumstances beyond our control. These may include—but are not limited to—natural disasters (e.g., floods, earthquakes, lightning), power outages, hardware or software failures, cyberattacks, acts of terrorism, internet disruptions, or government-imposed restrictions.