

T4 SOLAR SERVICES

■ 206/23, Gaurav Tower, PVR Complex, Vikaspuri, New Delhi - 110018+91 93102 13245

✉ support@t4solar.in | ■ www.t4solar.in

SUPPORT POLICY

1. Purpose

This Support Policy defines the level of service and assistance provided to customers who purchase solar products from TATA Power Solar (brought to you by T4 Solar Services).

2. Scope

This policy applies to all customers who have purchased solar panels, inverters, batteries, and related components through authorised sales channels.

3. Customer Support Channels

Customers may contact us through Phone: +91 93102 13245, Email: support@t4solar.in, Website: www.t4solar.in, or request On-site support (by appointment).

4. Support Services Provided

Pre-Installation Support: site survey, load assessment, and system design consultation. Installation Support: guidance through authorised technicians only. Post-Installation Support: troubleshooting, warranty claims handling, performance monitoring support. Maintenance Support: preventive visits (if under AMC), cleaning recommendations.

5. Response Times

Email/Phone queries: acknowledged within 24 business hours. On-site visits (Delhi NCR): within 2-3 working days. On-site visits (outside Delhi NCR): within 7 working days, subject to location.

6. Exclusions

Support does not cover damage caused by third-party equipment, improper handling, unauthorized system modifications, or products not purchased from TATA Power Solar (under T4 Solar Services).

7. Annual Maintenance Contract (AMC)

Customers may opt for AMC for extended support, including scheduled preventive maintenance, priority service response, and extended system performance monitoring.

8. Escalation Matrix

If issues remain unresolved: Step 1 – Sales Team (sales@t4solar.in), Step 2 – Service Manager (support@t4solar.in), Step 3 – Company Director (asmin@t4solar.in).

Issued by: T4 Solar Services