



SolrenView™ Hardware Limited Warranty Policy

Warranty Start Date: “Start Date” shall mean the earlier of (a) the date that data is first reported by end user to SolrenView.com or (b) 30 days after Solectria Renewables’ invoice for product.

Warranty Period:

External SolrenView gateways: SolrenView gateways, (except weather monitoring gateways), shall have a warranty of three (3) years from the Start Date if the customer has purchased a three (3) year monitoring package, or five (5) years from the Start Date if the customer has purchased a five (5) year monitoring package. Similarly, if extended year monitoring has been purchased, Solectria Renewables will warrant gateway hardware for the appropriate monitoring period.

Integrated SolrenView gateways: SolrenView gateways, (except weather monitoring gateways), that are mounted/integrated inside a three-phase inverter, shall have a warranty period equal to the warranty of the inverter (5, 10, 15, or 20 years).

SolrenView Weather & Weather with Wind gateways: Solectria Renewables warrants gateways with SolrenView Weather monitoring for a period of one (1) year from Start Date.

SolrenView 3rd party hardware: All 3rd party hardware, including meters, light sensor, wind direction sensor, temp sensors shall have a 1 year pass-through warranty as provided by the original equipment manufacturer

Scope of Warranty: During the warranty period, Solectria Renewables warrants that the product shall be free from defects in materials and workmanship under normal authorized use consistent with product installation and use guides. If Solectria Renewables repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. All warranties are null and void if full payment for products and associated shipping are not received in full and in a timely manner by Solectria Renewables.

Solectria Renewables will, at its option, repair or replace the defective product free of charge, provided that Solectria Renewables is notified of the product

defect within the product’s Warranty Period, and provided that Solectria Renewables, through inspection, establishes the existence of such a defect and that it is covered by the Limited Warranty.

Solectria Renewables will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. Solectria Renewables reserves the right to use parts or products of original or improved design in the repair or replacement. All replaced products and all parts removed from repaired products become the property of Solectria Renewables. Solectria Renewables will attempt to repair the unit within a reasonable time period - typically within a 20-business day turnaround from date of receipt of the product by Solectria Renewables. Actual delivery times may vary depending on location. Solectria Renewables does not reimburse for lost energy production.

Solectria Renewables covers both parts and labor necessary to repair the product, and return shipment to the customer via a Solectria Renewables-selected non-expedited surface freight within the contiguous United States and Canada. Alaska, Hawaii and the Rest of The World are excluded. Contact Solectria Renewables customer service for details on freight policy for return shipments outside of the contiguous United States and Canada.

Restrictions: Solectria Renewables Limited Warranties do not cover normal wear and tear of the product or costs related to the labor, installation, removal, temporary power or any other expenses in connection with repair or replacement. These warranties do not apply to and Solectria Renewables will not be responsible for any defect in or damage to:

- The product if it has been misused, neglected, improperly installed, physically damaged or altered either internally or externally, or damage from improper use or use in an unsuitable environment;
- The product if it has been subjected to fire, water, generalized corrosion, biological infestations, acts of God or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Solectria Renewables product specifications including high input voltage from generators and lightning strikes.
- The product, if repairs have been performed by Solectria Renewables; unless authorized in writing by Solectria Renewables.



- d) The product, if it is used as a component part of a product expressly warranted by another manufacturer;
- e) The product if its original identification (trademark, serial number) markings have been defaced, altered, or removed;
- f) The product if it has been damaged in shipping
- g) Any installation and operation beyond the scope covered by relevant safety regulations

Hardware Return Procedure: If your product requires troubleshooting or warranty service, contact Solectria Renewables customer service.

Before returning any product directly to Solectria Renewables you must obtain a Return Material Authorization (RMA) number and the correct factory "Ship To" address. Products must also be shipped prepaid. Product shipments will be refused and returned at your expense if they are not authorized, returned without an RMA number clearly marked on the outside of the shipping box, if they are shipped collect, or if they are shipped to the wrong location.

Information Solectria Renewables needs when you are obtaining service:

- 1) The model name and serial number of your product
- 2) Information about the installation and use of the unit
- 3) Information about the failure and/or reason for the return
- 4) A copy of your dated proof of purchase.

In any warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by Solectria Renewables. Proof of purchase may be in any one of the following forms:

- The dated purchase receipt from the original purchase of the product at point of sale to the end user, or
- The dated merchant invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty.

Replacement unit: Solectria Renewables will send a replacement unit if it is determined that the customer needs a replacement unit in advance of a repair of defective product (shipping cost covered by Solectria Renewables). The defective unit must be returned in the same packaging that the replacement unit was sent in.

Returning the failed unit: The failed unit MUST be returned to Solectria Renewables; it should NOT be

opened or altered. The failed unit must be shipped back to Solectria Renewables via prepaid freight. If the failed unit is not received by Solectria Renewables within 30 days of customer's receipt of a replacement unit, the customer will be required to pay for the replacement unit.

Shipping: Solectria Renewables will ship replacement products prepaid to customer.

Preparing the product for shipping

1) Package the unit safely, preferably using the original box and packing materials. Ensure that your product is shipped fully insured in the original packaging or equivalent. This warranty will not apply where the product is damaged due to improper packaging. See section above regarding obtaining service for procedure when Solectria Renewables sends a replacement unit in advance of defective material return.

2) Include the following:

- a. The RMA number supplied by Solectria Renewables, LLC clearly marked on the outside of the box
- b. A return address to which the unit can be shipped. Post office boxes are not acceptable.
- c. A contact telephone number where you can be reached during work hours.
- d. A brief description of the problem.

Ship the unit prepaid to the address provided by your Solectria Renewables customer service representative.

Returning a product from outside of the USA or Canada:

In addition to the above, you MUST include return freight funds and are fully responsible for all documents, duties, tariffs, and deposits.

Disclaimer: SOLECTRIA RENEWABLES LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SOLECTRIA RENEWABLES IN CONNECTION WITH YOUR SOLECTRIA RENEWABLES PRODUCT AND ARE, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE),



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IN NO EVENT WILL SOLECTRIA RENEWABLES, LLC, INCLUDING ITS SUPPLIERS, MANUFACTURERS, VENDORS, SUBCONTRACTORS, DISTRIBUTORS, DEALERS AND ANY OTHER AFFILIATES BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF ANY USE, MISUSE OR ABUSE, OR THE (IN-) CORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

Solectria Renewables neither assumes nor authorizes any other person to assume for it any other liability in connection with the repair or replacement or the Product.

Limitation of Liability: If your product is a consumer product, federal law does not allow an exclusion of implied warranties. To the extent you are entitled to implied warranties under federal law, to the extent permitted by applicable law they are limited to the duration of this Limited Warranty. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights, which may vary from state to state or province to province.

WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, UNLESS SPECIFICALLY AGREED TO BY IT IN WRITING, SOLECTRIA RENEWABLES (a) MAKES NO WARRANTY AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER

DOCUMENTATION PROVIDED BY IT IN CONNECTION WITH THE PRODUCT; AND

(b) ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSSES, DAMAGES, COSTS OR EXPENSES, WHETHER SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, WHICH MIGHT ARISE OUT OF THE USE OF SUCH INFORMATION.

THE USE OF ANY SUCH INFORMATION WILL BE ENTIRELY AT THE USER'S RISK.

WARNING: LIMITATIONS ON USE

Please refer to your product user manual for limitations on uses of the product. Specifically, please note that Solectria Renewables products are not intended for use in connection with life support systems and Solectria Renewables makes no warranty or representation in connection with any use of the product for such purposes.