

## Limited Warranty

Renogy is a visionary technology leader on a mission to dramatically broaden the accessibility and adoption of innovative clean energy around the globe. Every day, we actively work to broaden people’s ability to choose, purchase, utilize and enjoy the benefits of renewable, clean energy products.

You’re completely covered with Renogy industry-leading products and worry-free warranty. Renogy customer service team is located both locally and global-wide and works tirelessly to ensure your energy solution is operating at its peak performance, and any problem you may have can be resolved in a timely manner.

We want you to be confident that you’re purchasing and installing the right solar energy solution. As a sign of confidence in our quality, we are pleased to grant you the following warranties for our products.

- [Limited Warranty on Batteries and Power Stations](#)
- [Limited Warranty on Solar Panels and Solar Kits](#)
- [Limited Warranty on Charge Controller, Inverter, Battery Charger](#)
- [Limited Warranty on IOT Monitors and Accessories](#)

### Part 1 Batteries and Power Stations

The products manufactured by Renogy (the “Warrantor”) are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the “Purchaser”). This limited warranty covers substantial defects in material or workmanship and performance.

If any Renogy product(s) fail to follow this Limited Warranty and any and all power loss is determined by the Warrantor’s technical support team then the Warrantor will either repair or replace the defective product(s) with a new or refurbished product(s). All replacements will be compatible with the original product(s) with an equal or even greater power rating (in some cases). If for any reason Renogy is unable to repair or replace the defective product(s) then a refund can occur.

#### 1. Prorated Warranty

Prorated warranted products manufactured by Renogy (the “Warrantor”) are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the “Purchaser”). This limited warranty covers substantial defects in material or workmanship and performance and follows the guidelines of the Limited Warranty with the addition of the following table detailing exchange costs for warranty replacements for prorated warranty items.

**\*Please Note:** Failure to properly install or operate the battery will void the warranty. Please refer to the product page on our website for detailed installation and operation instructions.

| Time        | Charge for Replacement |
|-------------|------------------------|
| 0-12 Months | No Charge              |



| Time            | Charge for Replacement   |
|-----------------|--|
| After 12 Months | $\text{Original Purchase Price} \times \left( 1 - \frac{\text{Remaining Warranty Period (in Months)}}{\text{Total Warranty Period (in Months)}} \right)$ |

**2. Material and Workmanship Warranty period for the following products after August 1st, 2015**

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| <p><b><u>GEL Battery</u></b><br/>           RNG-BATT-GEL12-200; RNG-BATT-GEL12-100; RNG-BATT-GEL12-160;<br/>           RNG-BATT-GEL6-260</p>  | <p>3-year material and workmanship warranty</p>          |
| <p><b><u>GEL Battery</u></b><br/>           RBT100GEL12; RBT200GEL12<br/>           RBT100GEL12B (The battery box is warranted separately for 1 year)</p>   | <p>2-year material and workmanship warranty</p>          |
| <p><b><u>AGM Battery</u></b><br/>           RNG-BATT-AGM12-100; RNG-BATT-AGM12-200; RNG-BATT-AGM6-260<br/>           RNG-BATT-AGM12-7; RNG-BATT-AGM12-9; RNG-BATT-AGM12-18<br/>           RBT100AGM12B (The battery box is warranted separately for 1 year)</p> | <p>2-year material and workmanship warranty</p>          |
| <p><b><u>LFP Battery</u></b><br/>           RBT100LFP12S; RBT100LFP12SH; RBT50LFP48S; RBT12400LFPL-SHBT<br/>           RBT12100LFP; RBT12200LFP; RBT12300LFPSH<br/>           RBT24100LFPSH; RBT24200LFPSH; RBT4850LFPSH</p>                                    | <p>5-year prorated material and workmanship warranty</p> |
| <p><b><u>LFP Battery</u></b><br/>           RNG-BATT-LFP-12-50; RNG-BATT-LFP-12-100; RNG-BATT-LFP-12-170<br/>           RBT100LFP12-BT; RBT200LFP12-BT<br/>           RBT2425LFP; RBT2450LFP</p>  | <p>3-year material and workmanship warranty</p>          |
| <p><b><u>LFP Battery</u></b><br/>           RBT12100LFP-BT; RBT12200LFP-BT</p>  | <p>7-year material and workmanship warranty</p>          |
| <p><b><u>Battery Box</u></b><br/>           RBB2431; RBB400</p>   | <p>1-year material and workmanship warranty</p>          |
| <p><b><u>Portable Power Station</u></b><br/>           RNG-ELM-LYCAN<br/>           RNG-CMP-T100; RNG-CMP-RPP<br/>           RNG-ELM-PHOENIX; R300PHXE<br/>           R100PHX; R200PHX; R300PH<br/>           RPS2220AA; RPS3250AA; RPS5080AA-PCS</p>           | <p>1-year material and workmanship warranty</p>          |



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| RPS100150AA-PCS   |  |
| <b>Backup Power Box</b><br>RPB48350A-48LFPA12S; RPB48500A-48LFPA1SS | 3-year material and workmanship warranty |

### 3. **Exclusions and Limitations for Batteries**

Without the involvement of the Warrantor in the system design and the express written authorization from the Warrantor, the battery is not intended for use as the primary or backup power source for life support systems or other medical equipment, or any use where battery failure could lead to injury to or loss of life or catastrophic property damage. Use in this manner is at Purchaser's own risk. To the extent permitted by law, Warrantor disclaims any and all liability arising out of any such use. Further, Warrantor reserves the right to refuse to service any battery used for these purposes and disclaims any and all liability arising out of Warrantor's refusal to service.

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water (unless stated otherwise by the Warrantor to be waterproof), unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and force majeure including fires, floods, earthquakes, hurricanes, severe weather, wars, and acts of terrorism.

**For further clarity, the warranty is void in the following cases.**

The battery operates outside the temperature range as set forth in the user manual and/or datasheet.

The battery bank is configured with mixed makes and/or models, incorrect series and/or parallel

The battery terminals are not tightened to the specification as set forth in the user manual and/or datasheet.

The battery is charged with charging algorithms and/or charger settings that do not comply with the requirements as set forth in the user manual and/or datasheet.

The battery is not properly protected from inrush currents with circuit breakers, fuses, and/or disconnects.

The battery is directly connected to DC motors without appropriate safety protection, motor controllers, and motor voltage clamping systems.

The battery is left unattended for extended periods of time after depletion.





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The battery is not maintained or stored in accordance with the requirements as set forth in the user manual and/or datasheet.

The battery is subjected to excess vibration due to inadequate mounting.

The communication ports on the battery (if applicable) are damaged or altered.

The communication ports on the battery (if applicable) are not connected in accordance with the instructions as set forth in the user manual.

The battery is disassembled, altered, or repaired without express written authorization from the Warrantor.

In order to provide the warranty, Warrantor may require the ability to upgrade the battery firmware or provide data logged information. Any failure to install firmware upgrades when provided or to provide data logged information upon request will void the warranty.

If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s). The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages.

**Part 2 Solar Panels and Solar Kits**

**1. Material and Workmanship Warranty period for the following Solar Panels after Aug 1st, 2015:**

\*Excluding charge controller and wire defects.

| Product SKU | Material and Workmanship Warranty |
|-------------|-----------------------------------|
|-------------|-----------------------------------|



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| <p>RNG-240P;<br/> RNG-250D; RNG-250P; RNG-255D<br/> RNG-260D; RNG-260P;RNG-270D; RNG-270P; RNG-270P-S;RNG-280D<br/> RNG-300D; RNG-300P;RNG-310P<br/> RNG-320P; RNG-320D; RNG-320D-H<br/> RSP405D-BB-108; RSP405D-BB<br/> RSP450D-120; RSP450D-BK-120<br/> RSP550D-144;RSP450DT-120;RSP550DT-144<br/> RNG-100D; RNG-100D-S; RNG-100D-SS<br/> RNG-100D-R; RNG-100D-R-BK; RSP100D-BK; RNG-150D<br/> RNG-160D-SS;RNG-175D; RSP175D-SQ72<br/> RNG-190D;RSP200D;RSP220DT;RSP115DT<br/> RNG-210D;RSP100DC;RSP250DCT;RSP320DT-BK;RSP130DCT</p>   | <p>10-year<br/> material and<br/> workmanship<br/> warranty</p>  |
| <p>RNG-10D; RNG-10D-SS<br/> RNG-20D; RNG-30D; RNG-30D-SS; RKIT30DST<br/> RNG-50D; RNG-50D-SS; RNG-50P<br/> RNG-80D-SS; RNG-100MB; RNG-100P;<br/> RNG-160P; RNG-50DB-H; RNG-100DB-H; RNG-160DB-H; RNG-175DB-H;<br/> RSP100DL-36;<br/> RSP200DB-72; RNG-50MB-ME; RNG-KIT-STCS60D<br/> RNG-KIT- STCS100D; RNG-KIT-STCS100D-NC;<br/> RNG-KIT-STCS100D-VOY20;<br/> RNG-KIT-STCS200D-VOY20; RSP200SC;<br/> RNG-KIT-STCS100MB; RNG-KIT-STCS100MB-NC<br/> RNG-KIT-STCS100MB-VOY20; RNG-KIT-STCS200MB;<br/> RNG-KIT-STCS200MB-NC;<br/> RNG-KIT-STCS200MB-VOY20;<br/> RSP200SCR100DAUR;<br/> RSP400LSC;RSP220LSC;RPP220LSC-VOY20;RSP150MCB-BB-T;RSP150MCB-BB-P</p> | <p>5-year<br/> material and<br/> workmanship<br/> warranty</p>   |
| <p>RPP30EF-SE</p>  | <p>1.5-year<br/> material and<br/> workmanship<br/> warranty</p> |
| <p>RPP100EF-SE;RPP200EF-SE</p>   | <p>2-year<br/> material and<br/> workmanship<br/> warranty</p>   |
| <p>RNG-30D-C; RNG-30D-R<br/> RNG-KIT-STCSLW-50MB-10CC;<br/> RNG-KIT-STCSLW-50MB-NC;<br/> RNG-KIT-STCSLW-100MB-10CC;<br/> RNG-KIT-STCSLW-100MB-NC;<br/> RSP80EF; RSP120EF; RSP220EF;RSP400SB</p>  | <p>1-year<br/> material and<br/> workmanship<br/> warranty</p>   |



**2. Performance Warranty period for the following Solar Panels after August 1st, 2015:**

\*Excluding charge controller and wire defects.

\*The power output will be measured under Renogy standard measurement conditions.

| Product SKU   | Performance Warranty   |
|---|--|
| RNG-10D; RNG-10D-SS; RNG-20D; RNG-30D; RNG-30D-SS<br>RNG-30D-C; RNG-30D-R; RKIT30DST; RNG-50D<br>RNG-50D-SS; RNG-80D-SS; RNG-100D; RNG-100D-S<br>RNG-100D-SS; RNG-100D-R; RNG-100D-R-BK<br>RSP100D-BK; RNG-100MB; RNG-150D; RNG-160D-SS<br>RNG-175D; RSP175D-SQ72; RSP200D; RNG-250D<br>RNG-255D; RNG-260D; RNG-270D; RNG-280D; RNG-300D; RNG-320D;<br>RNG-320D-H; RSP405D-BB-108;RSP405D-BB<br>RSP450D-120; RSP450D-BK-120-; RSP450DT120<br>RSP550DT-144<br>RNG-50P; RNG-100P; RNG-160P; RNG-240P; RNG-250P<br>RNG-260P; RNG-270P; RNG-270P-S; RNG-300P; RNG-310P RNG-320P<br>RNG-50MB-ME; RNG-KIT-STCS60D<br>RNG-KIT-STCS100D; RNG-KIT-STCS100D-NC<br>RNG-KIT-STCS100D-VOY20; RNG-KIT-STCS200D-VOY20;RSP200SC;<br>RNG-KIT-STCS100MB; RNG-KIT-STCS100MB-NC<br>RNG-KIT-STCS100MB-VOY20<br>RNG-KIT-STCS200MB;RNG-KIT-STCS200MB-NC<br>RNG-KIT-STCS200MB-VOY20;R100DAUR;RSP100DC;<br>RSP250DCT;RSP320DT-BK;RSP130DCT;RSP150MCB-BB-T;RSP150MCB-BB-P | 5-year 95% output warranty<br>10-year 90% output warranty<br>25-year 80% output warranty |
| RSP400LSC;RSP220LSC;RPP220LSC-VOY20;  | 10-year 80% output warranty  |
| RNG-50DB-H; RNG-100DB-H; RNG-160DB-H; RNG-175DB-H;<br>RSP100DL-36; RSP200DB-72  | 5-year 90% output warranty   |

**Part 3 Charge Controller, Inverter, Battery Charger**

**1. Material and Workmanship Warranty period for the following products after August 1st, 2015**

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| <b>Charge Controller</b><br>RNG-CTRL-PWM10DB; RNG-CTRL-PWM20DB; RNG-CTRL-WND30;<br>RNG-CTRL-WND30-LI; RNG-CTRL-VOY20; RNG-CTRL-VS-TS;<br>RNG-CTRL-CMD20; RNG-CTRL-CMD40; RNG-CTRL-CMD60 | 1-year material and workmanship warranty |
| <b>Charge Controller</b><br>RNG-CTRL-WND10; RNG-CTRL-WNDPG10<br>RCC10VOYP; RCC20VOYP; RNG-CTRL-ADV30-LI;<br>RCC20RVRE; RCC40RVRE;<br>RNG-CTRL-RVR20; RNG-CTRL-RVR30; RNG-CTRL-RVR40;    | 2-year material and workmanship warranty |



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| RNG-CTRL-RVRPG20; RNG-CTRL-RVRPG30; RNG-CTRL-RVRPG40;<br>RNG-CTRL-RVRPG60; RNG-CTRL-RVR60; RNG-CTRL-RVR100;<br>RCC10RVRB  |  |
| <b>Charge Controller</b><br>RCC60REGO   | 5-year material and workmanship warranty   |
| <b>Inverter</b><br>RNG-INVT-500-12V; RNG-INVT-1000-12V; RNG-INVT-2000-12V;<br>RNG-INVT-700-12V-P2; RNG-INVT-1000-12V-P2;<br>RNG-INVT-2000-12V-P2; RNG-INVT-3000-12V-P2;<br>R-INVT-PUH1-101235; R-INVT-PUH1-201235;<br>R-INVT-PUH1-301235;<br>R-INVT-PGH1-10111S; R-INVT-PGH1-20111S;<br>RIV1210P2-10S; RIV1220P2-10S;<br>RIV1210PU-126;RIV1220PU-126;RIV1230PU-126;<br>RIV2410P2-23S;RIV2420P2-23S;RIV2430P2-23S;RIV2410P2-10S;<br>RIV2420P2-10S;RIV2430P2-10S;RIV2410P2-12S;RIV2420P2-12S;RIV2430P2-12S; | 1-year material and workmanship warranty   |
| RIV1230PUH-126  | 2-year material and workmanship warranty   |
| RIV1230P2-126   | 3-year material and workmanship warranty   |
| RIV1230PG-126;RIV1220PU-235;RIV1220PU-245   | 5-year material and workmanship warranty   |
| <b>Inverter Charger</b><br>RNG-INVT-1000-12V-C;<br>R-INVT-PCL1-20123S; R-INVT-PCL1-20123S;<br>R-INVT-PCL1-20111S; R-INVT-PCL1-30111S;<br>RIV4835CSH1S   | 1-year material and workmanship warranty   |
| RIV2430HCS-2SS;RIV4850HCS-10S;RIV2430PCS-10S;RIV4835PCS-1SS   | 1.5-year material and workmanship warranty |
| <b>Inverter Charger</b><br>RIV1230RCL-1SS; RIV4835PCS-1SS   | 2-year material and workmanship warranty   |
| <b>Inverter Charger</b><br>RIV1230RCH-SPS<br>RIV1230RCH-2SS   | 5-year material and workmanship warranty   |
| <b>Battery Charger</b><br>RNG-BATT-ISO200;<br>RNG-DCC1212-20; RNG-DCC1212-40; RNG-DCC1212-60;<br>RNG-DCC1212-100  | 1-year material and workmanship warranty   |
| <b>Battery Charger</b><br>RBC20A1P;RBC10A2P;RBC30D1S;RBC50D1S;RBC40D1U;RBC20D1U;  | 2-year material and workmanship warranty   |
| RBC2125DS-21W   | 3-year material and workmanship warranty   |



**Part 4 IOT Monitors and Accessories**

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| <p><b>Monitoring &amp; Management</b><br/> RNG-CTRL-BT-1; RCM-BT1; RCM-BT2; RCM-HUB;<br/> RNG-CTRL-DM-1; RNG-TRCRMTR-MT-1;<br/> RNG-TRCRMTR-MT-5; RNG-TRCRMTR-MT-50; RMS-RVRE;<br/> RMS-DCDC; RBM500; RMS-LFPS; RNG-INV-T-C-RC;<br/> RMS-PGH; RMS2SRL-W</p>   | <p>1-year material and workmanship warranty</p> |
| <p><b>Smart Monitoring &amp; Management</b><br/> RMS-LP4-G2;<br/> RSHGWSN-W02W</p>  | <p>2-year material and workmanship warranty</p> |
| <p><b>Accessory</b><br/> RNG-CTRL-TS; RNG-VOY-TS; RTSCC; RTSDCC; RVSCC;<br/> RTSVOY;<br/> SOLAR CONNECTOR ASSEMBLY TOOL;<br/> RNG-TOOL-SD; RNG-TOOL-CR; RNG-TOOL-WS;<br/> RNG-TOOL-MM; RNG-TOOL-BOX; RNG-TOOL-V46;<br/> RSCB1.8M24; RSHPGZ01P; RSHMSZ03P; RSHDWZ03P;<br/> RSHSRZ02P; RCA1TP-L67; RCA02LB-67;<br/> RCA10LL-6767; RCA23LL-6767;<br/> RCA10LR-6745; RCA20LR-6745;</p>  | <p>1-year material and workmanship warranty</p> |
| <p><b>Power Cable &amp; Connector</b><br/> RNG-AK-10FT-10; RNG-AK-10FT-12; RNG-AK-20FT-10;<br/> RNG-AK-20FT-12; RNG-AK-30FT-10; RNG-AK-30FT-12;<br/> RNG-AK-40FT-10; RNG-AK-40FT-12; RNG-AK-9IN-12;<br/> RNG-BATTERYCB-12IN-4; RNG-BATTERYCB-14IN-4;<br/> RNG-BATTERYCB-16IN-4; RBCCB12IN1;<br/> REC1.5FT12PR; REC5FT10PR; REC5FT12PR;<br/> REC10FT10PR; REC10FT12PR; REC15FT10PR;<br/> REC15FT12PR; REC20FT10PR; REC20FT12PR;<br/> RNG-INVTCB-5FT-4; RIVCB2FT4; RIVCB3FT4;<br/> RNG-INVTCB-5FT-0000; RIVCB8FT1; RNG-TRAYCB-8FT-8;<br/> RNG-TRAYCB-8FT-10; RNG-TRAYCB- 8FT-12;<br/> RNG-TRAYCB-16FT-8; RNG-TRAYCB-16FT-10;<br/> RNG-TRAYCB-16FT-12;<br/> SOLAR CONNECTOR TO SAE ADAPTER 12 AWG CABLE<br/> PHOENIX SOLAR CONNECTOR TO 4.5MM DC ADAPTER<br/> RNG-PHOENIX-DC-DC; RNG-PHOENIX-CIG-DC;;<br/> RNG-LYCAN-RJ45;<br/> SOLAR CONNECTOR TO ANDERSON POWERPOLE<br/> ADAPTER CABLE<br/> RNG-LYCAN-XT90; RNG-CNCT-DC-BULB;<br/> RNG-LYCAN-ADS-ALGTR; RNG-LYCAN-CIG-ADS;<br/> RNG-ANLFUSECB;</p> | <p>1-year material and workmanship warranty</p> |





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| <p>RNG-TRAYCBDR-8FT-4; RNG-TRAYCB-ALGTR;<br/> RNG-RV1530-12IN-12-BL; RNG-RV1550-12IN-10-BL;<br/> RNG-RV3015-12IN-12-BL; RNG-RV3050-12IN-10-BL;<br/> RNG-RV5030-12IN-10-BL;<br/> RBARA23FT4; RBARA7FT4; RBARA1FT4;<br/> RADEC15FT4; RADEC4.5FT4;<br/> SOLAR CONNECTORS FOR SOLAR PANELS MALE &amp;<br/> FEMALE PAIR<br/> SOLAR Y BRANCH CONNECTORS MMF+FFM PAIR<br/> 3 TO 1 SOLAR BRANCH CONNECTORS MMMF+FFFFM PAIR<br/> 4 TO 1 SOLAR BRANCH CONNECTORS M MMMF+FFFFM<br/> PAIR<br/> RPC0108MP-75; RPC0506PS-7512; RPC0506PR-75;<br/> RPC1006PR-75; RPC0540SR-35; RPC0140SR-35</p> |   |
| <p><b>Protection Device</b><br/> RNG-CNCT-FUSE10; RNG-CNCT-FUSE15;<br/> RNG-CNCT-FUSE20; RNG-CNCT-FUSE30;<br/> RNG-ANL-FUSE20; RNG-ANL-FUSE30; RNG-ANL-FUSE40;<br/> RNG-ANL-FUSE60; RNG-ANL-FUSE100; RNG-SET-ANL20;<br/> RNG-SET-ANL30 ; RNG-SET-ANL40 ; RNG-SET-ANL60 ;<br/> RNG-SET-ANL100; SUNDCCB10MN1P; SUNDCCB16MN1P;<br/> SUNDCCB32MN1P; SUNDCCB50MN1P; SUNDCCB63MN1P;<br/> SUNDCCB160MC2P; RPD80NH00; RPD355NH2; RPD400NH2</p>   | <p>1-year material and workmanship warranty</p> |
| <p><b>Electrical Enclosure</b><br/> RPVCOM5SMN7P; RDCCBBMN5PMC2P<br/> REC400RSCB-4P; REC400RBCB-3P</p>   | <p>1-year material and workmanship warranty</p> |
| <p><b>Mount &amp; Bracket</b><br/> RNG-MTS-ZB; RNG-MTS-ACB; RNG-MTS-CB;<br/> RNG-MTS-SP100; RNG-MTS-WM;<br/> RNG-MTS-MPM4; RNG-MTS-MPM5; R-MTS-MPM;<br/> RNG-MTS-STM; RNG-MTS-TM100; RNG-MTS-TMB;;<br/> RNG-MTS-CE; RNG-MTS-QMSC</p>   | <p>1-year material and workmanship warranty</p> |

**General Conditions for Warranty Claims**

**For Workmanship and Material Warranty:** If the Purchaser experiences any defects in materials and workmanship under normal application, such as defects and/or failures due to manufacturing or due to materials, it is their responsibility to contact the Warrantor’s technical support team. The technicians will offer steps and procedures to test the product(s), repair the product(s) or require the Purchaser to ship the product(s) to the technical support team if needed. Based on the outcome, the warranty service will then be in effect.



This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser in order to claim warranty. Original order information is needed to claim warranty. If original order was shipped within the US, the Purchaser will be responsible for additional shipping costs out of the US. The Customer's sole and exclusive remedy and the entire liability of the Warrantor, its suppliers and affiliates for breach of the warranty is, either to replace the product(s) or component parts of the product(s) and in some cases refund the product(s) cost. This warranty does not cover labor. Products that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced product(s) will abide to the original warranty period issued when first purchased. No employee, agent, dealer or any other person is authorized to give any warranties on behalf of the Warrantor, not expressly set forth in this limited warranty.

### **Exclusions and Limitations**

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water (unless stated otherwise by the Warrantor to be waterproof), unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and force majeure including fires, floods, earthquakes, hurricanes, severe weather, wars, and acts of terrorism. If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s). The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages.

The warranty shall be asserted with the Warrantor in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. The Warrantor shall accept no returns of product(s) without the previous written request for this. The Warrantor will provide the Purchaser with an RMA number and the location to which the Purchaser must return the defective product(s) in an efficient time manner. Any product(s) returned for valid warranty service shall be shipped at the expense and risk of the Warrantor. The Purchaser must return the product(s) (or, if authorized by the Warrantor, the defective component parts), within **fifteen (15) days after issuance of the RMA number.**





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The Warrantor will be under no obligation to accept any returned product(s) that does not have a valid RMA number. All parts that the Warrantor replaces shall become the Warrantor's property on the date the Warrantor ships the repaired product(s) or part back to the Purchaser. The Warrantor will use all reasonable efforts within thirty (30) days of receipt of the defective product(s) to repair or replace such product(s). If a warranty claim is invalid for any reason, the Purchaser will be charged at the Warrantor's then-current rates for services performed and will be charged for all necessary repairs and expenses incurred by the Warrantor. If the Warrantor determines that a warranty claim is valid, it will ship the repaired or replaced product(s) to the Purchaser at the Warrantor's cost.

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