

SOLTARO LIMITED FACTORY WARRANTY

United Kingdom & Ireland - Inverters

Warranty Period:

The SOLTARO LIMITED ("SOLTARO" Company Registration Number: 9376563) Limited Factory Warranty covers defects in workmanship and materials of the following products for 10 years commencing on the earlier of (1) 6 months from the production (2) the installation of the product at the original end-user site:

- SOLTARO hybrid inverter: HYPER-2000, HYPER-3000, HYPER-3680, HYPER-4600, HYPER-5000;
- SOLTARO retrofit inverter: RETRO-2000, RETRO-3000, RETRO-3680, RETRO-4600, RETRO-5000;

Geographic Scope of Application:

The SOLTARO Limited Factory Warranty applies only to products installed in the United Kingdom & Ireland.

Warranty Coverage:

The SOLTARO Limited Factory Warranty covers the costs incurred for repairs and/or replacement parts during the defined warranty period as part of and in accordance with the conditions stipulated herein from the date the warranty period begins.

During the defined warranty period, if a device becomes defective, SOLTARO will, at its option, either:

- repair or replace the product free of charge, or
- issue a credit or refund for the product to the owner of the system in an amount up to its actual value

If SOLTARO selects to repair or replace the product, SOLTARO will, at its option, use new and/or reconditioned parts or products of original or improved design. If SOLTARO repairs or replaces a product, the Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or 90 days from the date of receipt of SOLTARO's return shipment of the repaired or replacement product, whichever is later. The Limited Warranty covers a replacement unit but does not include labor costs related to (1) un-installing the product or (2) if applicable, re-installing a repaired or replacement product.

Warranty Exclusions:

The SOLTARO Limited Factory Warranty does not cover damages that occur due to:

- Products that have been misused, neglected, tampered with, altered, or otherwise damaged, either internally or externally;
- Products that have been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the User Manual or applicable laws or regulations;

The SOLTARO Limited Factory Warranty does not cover damages that occur due to:

- Products that have been misused, neglected, tampered with, altered, or otherwise damaged, either internally or externally;
- Products that have been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the User Manual or applicable laws or regulations;
- Products that have been subjected to fire, water, generalized corrosion, biological infestations, acts of nature, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the products specifications, including high input voltage from generators or lightning strikes;
- Products that have been subjected to incidental or consequential damage caused by defects of other components of the system;
- Products that the original identification markings (including trademark or serial number) of such products have been defaced, altered, or removed;
- Products for which the Trip Point with either pre-loaded or pre-set functions has been altered, and such alteration of the Trip Point causes the product to malfunction, fail, or fail to optimally performance.
- The Limited Warranty does not cover cosmetic, technical or design defects, or shortcomings which do not materially influence or affect energy production or degrade form, fit, or function of the products.
- The Limited Warranty does not cover costs related to the removal, installation or troubleshooting of the owner's electrical systems.
- The Limited Warranty does not extend beyond the original cost of the products.

Procedure of SOLTARO Limited Factory Warranty:

The owner of the defected inverter must notify SOLTARO of a product defect within the defined warranty period. The owner must contact with its installer or SOLTARO technician and submit certain documents including, but not limited to, inverter information and the purchasing invoice, which must include the serial number of the device.

CONTACT:

service@soltaro.com.au

HEAD OFFICE

8 Mohr Street
Tullamarine, 3043
Victoria, Australia

UK

Kingfisher House
140 Nottingham Road
Long Eaton NG10 2EN
Nottingham, UK