



# STRCOM



## WARRANTY MANUAL

### Fused String Combiners



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Subject to Change

# Product Warranty & RMA Policy

## Warranty Policy

The Solectria Renewables Warranty Policy is stated below.

### **Solectria Renewables Warranty Coverage:**

Solectria Renewables Limited Warranties are provided by Solectria Renewables, LLC. ("Solectria Renewables") and cover defects in workmanship and materials..

### **Duration of a Solectria Renewables Warranty Period:**

The warranty period is 60 months from the date of purchase of the SRTC0M Fused String Combiners by the end user or 64 months after the delivery date from Solectria Renewables to distributor or dealer/installer, whichever is shorter. If a warranty extension has been purchased, the term is defined as extension beyond 60 months. For example, if a 5-year extension (to 10 years total) is purchased, the term becomes 120 months from date of purchase.

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.

Please contact Solectria Renewables Customer Service for further details on other products.

### **What will Solectria Renewables do?**

Solectria Renewables will, at its option, repair or replace the defective product free of charge, provided that you notify Solectria Renewables of the product defect within the Warranty Period for your product, 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 (there is no reimbursement 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 and Hawaii and 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.

### **Obtaining Service:**

If your product requires troubleshooting or warranty service, contact your distributor or dealer/installer. If you are unable to contact your distributor or dealer/installer, or the distributor or dealer/installer is unable to provide service, contact Solectria Renewables directly at the number listed on the website in the customer service section for your product.

Solectria Renewables may send personnel to a jobsite or contract with an area technician, installer or other authorized, trained service personnel to service/replace components.

Direct returns may be performed according to the Solectria Renewables Return Material Authorization Policy. Call for details.

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 distributor or dealer/installer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty.

Solectria Renewables provides trouble-shooting service Monday-Friday, 9am-6pm EST. Once a problem is identified, necessary replacement component(s) will be dispatched within 1-2 days to the jobsite or the designated service personnel's address or will be brought to the site by Solectria Renewables' personnel.

#### **What does the Solectria Renewables warranty not cover?**

Solectria Renewables Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. These warranties do not apply to and Solectria Renewables will not be responsible for any defect in or damage to:

- a) The product, if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) 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;
- c) The product, if repairs have been done to it other than by Solectria Renewables or authorized, trained service personnel;
- 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 (unless approved in writing by Solectria Renewables);
- g) Any installation and operation beyond the scope covered by relevant safety regulations (UL1741, NEC, etc.);

#### **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), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, DISTRIBUTOR OR DEALER/INSTALLER ABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF DISTRIBUTOR OR DEALER/INSTALLER ABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY.**

**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 of the Product.

#### **Exclusions of the Policy:**

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.

Please review our Return Merchandise Authorization Policy for returning product to Solectria Renewables.

## **Return Material Authorization Policy**

Please review our Return Merchandise Authorization Policy below after reviewing our Solectria Renewables Warranty Policy.

**Obtaining a required, Return Material Authorization:**

Before returning a 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 unauthorized, 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 names 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.

**Preparing the product for shipping:**

- 1) Package the unit safely, preferably using the original box and packing materials. Please 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.
- 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.