

# **YASKAWA** **SOLECTRIA SOLAR**

## **WARRANTY POLICY**

Revision L

### **Grid-Tied Photovoltaic Inverters, Combiners, Monitoring and Accessories**

© 2017, Yaskawa-Solectria Solar

## Product Warranty & RMA Policy

**Note: This policy supersedes all previous revisions of the warranty policy as long as it does not remove any warranty coverage available at time of purchase.**

### 1. Warranty Policy

#### 1.1 Warranty Registration:

It is important that Yaskawa-Solectria Solar (known as “Solectria Renewables, LLC”, “Solectria Renewables”, “Solectria”, “Solectria, a Yaskawa Company” or “Yaskawa-Solectria Solar”) maintains updated information about the product location. Please visit <http://solectria.com/support/inverter-registration/> and complete the information requested for each product. This will assist in making any warranty claims on the product. The Warranty Policy is stated below.

##### 1.1.1 Definitions:

Standard Limited Warranty: The initial warranty period provided for the product.

Extended Limited Warranty: A purchased warranty for a number of years after the expiration of the Standard Limited Warranty. Coverage is the same as the Standard Limited Warranty.

##### 1.1.2 Yaskawa-Solectria Solar Company Warranty Coverage:

Yaskawa-Solectria Solar Limited Warranties are provided by Yaskawa-Solectria Solar and cover defects in workmanship and materials. Yaskawa-Solectria Solar’s price for the products is based on inclusion of these limited warranty provisions and disclaimers. In the event of a conflict between the terms of this Limited Warranty and any terms and conditions proposed by purchasers of Yaskawa-Solectria Solar’s products, these Limited Warranty provisions shall govern the parties’ obligations with respect to warranty coverage for defective products.

Product Description	Standard Limited Warranty	Extended Limited Warranty
PVI 1800, PVI 2500 (discontinued product)	5 years (60 months)	Not Available
PVI 3000S, PVI 4000S, PVI 5000S, PVI 5300, PVI 6500, PVI 7500 (discontinued product)	10 years (120 months)	Not Available
PVI 3800TL, PVI 5200TL, PVI 6600TL, PVI 7600TL	10 years (120 months)	Not Available
PVI 10KW, PVI 13KW, PVI 15KW (discontinued product)	5 years (60 months)	Not Available
PVI 14TL, PVI 20TL, PVI 23TL, PVI 28TL, PVI 36TL, PVI 50TL, PVI 60TL, XGI 1000	10 years (120 months)	Up to additional 10 years available (15 year maximum warranty)
PVI 50KW, PVI 60KW, PVI 75KW, PVI 85KW, PVI 100KW	5 years (60 months)	Up to additional 15 years available (20 year maximum warranty)
SGI 225, SGI 250, SGI 266, SGI 300, SGI 500, SGI 500PE, SGI 500XT, SGI 500XTM, SGI 750XTM	5 years (60 months)	Up to additional 15 years available (20 year maximum warranty)

SolrenView DAS hardware, AIR	5 years (60 months)	Not Available
STRCOM, DISCOM 3R, DISCOM 4, DISCOM 4M, DISCOM 1500, ARCCOM	5 years (60 months)	Not Available
Rapid Shutdown Combiner (RSD)	10 years (120 months)	Not Available
Revenue Grade Meters	1 year (12 months)	Not Available

### 1.1.3 Warranty Start Date:

The warranty begins on the date of shipment to the end user, or no later than 4 months from the date of shipment by Yaskawa-Solectria Solar for stocking distributors only.

### 1.1.4 Duration of Extended Warranty Period:

If a warranty extension has been purchased, the term is defined as an extension beyond the initial Standard Limited Warranty period. For example, if Standard Limited Warranty is 5 years and a 5 year extension is purchased, the term becomes 10 years (120 months) from date of shipment.

If Yaskawa-Solectria Solar 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 repair of the product or replacement shipment to the customer, whichever is greater.

Yaskawa-Solectria Solar's obligation to repair or replace a defective product under this warranty is contingent upon Yaskawa-Solectria Solar receiving full and timely payment for the warranted products and associated shipping charges. Yaskawa-Solectria Solar Warranty Coverage is voidable, at Yaskawa-Solectria Solar's sole option, if full payment for products and associated shipping charges are not received in full and in a timely manner by Yaskawa-Solectria Solar.

### 1.1.5 Standard or Extended Limited Warranty Coverage:

Yaskawa-Solectria Solar will, at its sole option, repair or replace the defective product free of charge, provided that Yaskawa-Solectria Solar is notified of the product defect within the Warranty Period for the product, and provided that Yaskawa-Solectria Solar establishes the existence of such a defect and that it is covered by the Limited Warranty.

Yaskawa-Solectria Solar will, at its sole option, use new and/or reconditioned parts in performing warranty repair and/or replacements. Yaskawa-Solectria Solar reserves the right to use parts or products of original or improved design in the repair or replacement of the product. All replaced products and all parts removed from repaired products become the property of Yaskawa-Solectria Solar.

Yaskawa-Solectria Solar will attempt to repair the unit within a reasonable time period. No provision will be made for reimbursement of lost energy production.

### 1.1.6 For three-phase, central inverter models (PVI 10KW- 15KW, PVI 50KW- 100KW, SGI 225-500PE, SGI 500XT and SGI 500-750XTM):

Within the Continental United States and Canada: The warranty covers parts, travel and labor necessary to repair the product and shipment of parts to and from the customer via a non-expedited surface freight selected by Yaskawa-Solectria Solar.

Outside of the Continental US: For Alaska, Hawaii and all other installation locations Yaskawa-Solectria Solar will supply necessary parts and labor as needed for warranty repairs; however, travel costs and shipment of parts are not included. Yaskawa-Solectria Solar will only provide non-expedited freight shipping of parts to freight forward within the Continental United States. The warranty does not include customs fees, broker fees or other taxes that may be imposed by any government agency

**1.1.7 For three-phase, transformerless inverters (PVI 14-60TL) and (XGI 1000) and single-phase, transformerless inverters (PVI 3800TL-7600TL):**

Within the Continental United States and Canada: The warranty covers replacement inverters or parts necessary to repair the product and shipments of parts or replacement inverters to and from the customer via a non-expedited surface freight selected by Yaskawa-Solectria Solar.

Outside of the Continental US: For Alaska, Hawaii and all other installation locations Yaskawa-Solectria Solar will only cover the cost of shipment of product to and from a freight forward within the Continental United States. The warranty does not include customs fees, broker fees or other taxes that may be imposed by any government agency.

**1.1.8 For String Combiners (all models), External SolrenView Hardware, Accessories**

Within the Continental United States and Canada: The warranty covers replacement items or parts necessary to repair the product and shipments of parts or replacements to and from the customer via a non-expedited surface freight selected by Yaskawa-Solectria Solar.

Outside of the Continental US: For Alaska, Hawaii and all other installation locations Yaskawa-Solectria Solar will only cover the cost of shipment of product to and from a freight forward within the Continental United States. The warranty does not include customs fees, broker fees or other taxes that may be imposed by any government agency.

## **2.0 Obtaining Service:**

**2.1.1 For three-phase, central inverter models (PVI 10KW- 15KW, PVI 50KW- 100KW, SGI 225-500PE, SGI 500XT and SGI 500-750XTM):**

If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer or place of purchase or they are unable to provide service, contact Yaskawa-Solectria Solar directly at the number listed on the website in the customer service section for your product.

The end user/customer site must allow full access to the equipment for Yaskawa-Solectria Solar to provide on-site service. Access includes removal of snow/debris and opening of locked gates. Yaskawa-Solectria Solar may send personnel to a jobsite or contract authorized, trained service personnel to service/replace components. For locations where our technician is not in direct view of the public or in a remote location where if a safety incident could occur without notice we require additional personnel to be on site for safety. This must be provided by the

customer/installer at no charge to Yaskawa-Solectria Solar. If customer/installer is unable to provide additional person service may be delayed or denied.

Reimbursement for contracted services: Yaskawa-Solectria Solar must authorize payment for designated service personnel before work is performed. If work is performed before authorization is given then reimbursement may not be provided. This authorization will cover a predetermined reimbursement amount.

**2.1.2 For three-phase, transformerless inverters (PVI 14-60TL) and (XGI 1000) and single-phase, transformerless inverters (PVI 3800TL-7600TL):**

If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer or place of purchase or they are unable to provide service, contact Yaskawa-Solectria Solar directly at the number listed on the website in the customer service section for your product.

Yaskawa-Solectria Solar supplies replacement inverters on an exchange basis, you may receive a refurbished “like new” that is functionally equivalent to the inverter being replaced. The defective inverter must be returned to Yaskawa-Solectria Solar within 20 days following exchange. Failure to return the unit will result in a charge to the recipient. Yaskawa-Solectria Solar may require a credit card to hold for charging in the event the inverter is not returned.

Reimbursement for contracted services: Yaskawa-Solectria Solar must authorize payment for designated service personnel before work is performed. If work is performed before authorization is given then reimbursement may not be provided. This authorization will cover a predetermined reimbursement amount.

**2.1.3 For String Combiners (all models), External SolrenView Hardware, Accessories**

If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer or place of purchase or they are unable to provide service, contact Yaskawa-Solectria Solar directly at the number listed on the website in the customer service section for your product.

Yaskawa-Solectria Solar supplies replacement equipment on an exchange basis, you may receive a refurbished “like new” that is functionally equivalent to the equipment being replaced. The defective equipment must be returned to Yaskawa-Solectria Solar within 20 days following exchange. Failure to return the unit will result in a charge to the recipient.

There is no reimbursement for labor on non-inverter issues or for troubleshooting.

**2.2 Information required for any claim:**

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 Yaskawa-Solectria Solar.

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 or Yaskawa-Solectria Solar can locate our records if a valid serial number of the product is provided.

### **2.3 What does the warranty not cover?**

Yaskawa-Solectria Solar 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 Yaskawa-Solectria Solar 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 including extreme temperatures that exceed the specified ranges in the operation manual;
- b) The product, if it has been subjected to fire, water, corrosion(including rust), biological infestations, acts of God or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Yaskawa-Solectria Solar product specifications including high input voltage from generators or lightning strikes;
- c) The product, if repairs have been made to it other than by Yaskawa-Solectria Solar or its 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 Yaskawa-Solectria Solar);
- g) The product, if damaged by customer connections or any items installed by customer or installation company including third party monitoring;
- h) Any installation and operation beyond the scope covered by relevant safety regulations (UL1741, NFPA 70, etc.);
- i) Third party monitoring equipment;
- j) Failure to perform Preventative Maintenance may void the warranty;
- k) External transformers for the XTM product are excluded from the Yaskawa-Solectria Solar warranty as they are warranted by the transformer manufacturer.

### **3. 0 DISCLAIMER**

**YASKAWA-SOLECTRIA SOLAR LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY YASKAWA-SOLECTRIA SOLAR IN CONNECTION WITH YOUR YASKAWA-SOLECTRIA SOLAR 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 OF MERCHANTABILITY OR CONDITION OR QUALITY OF THE PRODUCT, ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF DISTRIBUTOR OR DEALER/INSTALLER ABILITY, ALL OF WHICH ARE EXPRESSLY DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW.**

**ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF DISTRIBUTOR OR DEALER / INSTALLER ABILITY, 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, TO THE FULLEST EXTENT PERMITTED BY LAW.**

**IN NO EVENT WILL YASKAWA-SOLECTRIA SOLAR, 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, INCLUDING LOSS OF USE AND INTANGIBLE HARM OF ANY KIND, AND ANY PHYSICAL DAMAGE OR OTHER DAMAGE ARISING FROM OR AS A RESULT OF ANY USE, MISUSE OR ABUSE OF THE PRODUCT, OR THE INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT, REGARDLESS OF WHETHER SUCH INSTALLATION, INTEGRATION OR OPERATION WAS PERFORMED PROPERLY OR IMPROPERLY.**

Yaskawa-Solectria Solar 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, the applicable law may not permit exclusion of implied warranties. To the extent permitted by the applicable law such warranties are limited to the duration of this Limited Warranty. Some jurisdictions do not allow any limitations on the duration of an implied warranty, or exclusions on implied warranties, 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, YASKAWA-SOLECTRIA SOLAR**

- (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 USERS' RISK.**

**WARNING: LIMITATIONS ON USE**

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

**4.0 Return Material Authorization Policy**

Please review our Return Merchandise Authorization Policy below.

**4.1 Obtaining a required Return Material Authorization for Purchased Products:**

Before returning a product directly to Yaskawa-Solectria Solar 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. Refer to the terms and conditions statement provided when the item was purchased for details. Restocking fees may apply.

**4.2 Information Yaskawa-Solectria Solar needs when you are obtaining service RMA for Purchased Products:**

- 1) The model name and serial number of your product
- 2) The reason for return

**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 Yaskawa-Solectria Solar 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 Yaskawa-Solectria Solar 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.

**4.3. Warranty Replacement Returns Policy**

**RETURN POLICY**

- 1) All component replacements sent are due to a Warranty Replacement and a Defective component is expected to be return to Yaskawa- Solectria Solar.
- 2) Customer/ Technician who calls in an inverter for a Warranty Replacement using the same defective serial number more than once to obtain more than one replacement will be subject to the full amount of the unit shipped.
- 3) Yaskawa- Solectria Solar is responsible for covering the shipping cost of the returning component as long as shipping is scheduled/ created by our Returns Department, with the exception of International Shipments
- 4) Yaskawa- Solectria Solar will NOT reimburse any and all charges for a customer shipping a component back at their own expense.
- 5) Customer must provide a tracking number for all shipments covered at their expense.
- 6) International return shipments are covered under warranty. All customs, duties and fees are the responsibility of the customer.
- 7) The defective component(s) must be returned to Yaskawa - Solectria Solar within 20 days upon receipt as stated on your Warranty Policy. If component(s) is not returned within 20 days the owner will be invoiced for the cost of the those inverters.

**INSTRUCTIONS FOR RETURNING COMPONENTS**

Upon receiving your replacement components please complete the following steps.

- 1) Package Components for Return Shipment
- 2) Pack all returning components and inverters into the packing which the RMA unit shipped in.
- 3) If the unit shipped by UPS
  - a. Locate the return label that was included with the packing slip on the package. If no label is found email The Returns Department (returns@solectria.com) for replacement label.

- b. Affix this new label to the outside of the packaging being sure to cover the original shipping label.
  - c. Return package to UPS to be shipped to Yaskawa -Solectria Solar.
- 4) If the unit shipped by truck freight
- a. Secure all parts to the pallet the replacement inverter was sent in. Record the number of components and number of pallets (if more than one) to be returned to Yaskawa -Solectria Solar.
  - b. Send the following information to The Returns Department (returns@solectria.com).
    - i. Number of components
    - ii. Number of pallets
    - iii. Complete address where pallets will be picked up
    - iv. Any shipping/ scheduling restrictions
    - v. Please specify if a lift gate is required for pickup
  - c. The Returns Department will email a Bill of Lading (BOL) with date and time of pick up.