WARRANTY POLICY

Revision U

Grid-Tied Photovoltaic Inverters, Combiners, Monitoring and Accessories

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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 Product Information

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 have the location, model, serial numbers, and case number readily available. The Warranty Policyis 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.

DISCONTINUED Product Description	Standard Limited Warranty
PVI 1800, PVI 2500	5 years (60 months)
PVI 3000S, PVI 4000S, PVI 5000S, PVI 5300, PVI 6500, PVI 7500	10 years (120 months)
PVI 3800TL, PVI 5200TL, PVI 6600TL, PVI 7600TL	10 years (120 months)
PVI 10kW, PVI 13kW, PVI 15kW	5 years (60 months)
PVI 20TL, PVI 23TL	5 years (60 months)
PVI 14TL, PVI 28TL	10 years (120 months)
XGI 1000-60/60, -60/65, -65/65	10 years (120 months)
Central Inverters: PVI 50KW, PVI 60KW, PVI 75KW, PVI 85KW, PVI 100KW	5 years (60 months)
Rapid Shutdown Combiner (RSDCOM)	10 years (120 months)
SGI 225, SGI 250, SGI 266, SGI 300, SGI 500, SGI 500PE, SGI 500XT	5 years (60 months)
SGI 500XTM, SGI 750XTM	5 years (60 months)
SolrenView DAS hardware, AIR	5 years (60 months)
STRCOM, DISCOM 3R, DISCOM 4, DISCOM 4M, DISCOM 1500, ARCCOM	5 years (60 months)

CURRENT Product Description	Standard Limited Warranty
PowerRack Configurations	**5 years (60 months)**
PVI 25TL-480, PVI 25TL-208, PVI 36TL, PVI 50TL, PVI 60TL	**10 years (120 months)**
XGI 1500-125/125, -125/150, -150/166, -166/166, -175-480, -200/200-480, -225-600, -250/250-600, -166/166-3S, -125/125-3S, 175-480-DCG, 200/200-480-DCG, 225-600-DCG, 250/250-600-DCG	**5 years (60 months)**
CR-1500, CA-1500 Combiners	**5 years (60 months)**
Revenue Grade Meters	**1 year (12 months)**
PVS-500 and ACS-500 Storage System Components: ACC-1500-500, DCR-1500-500, DCR-1500-375/250, DCB-1500-500, PVS-500-RK (3rd Party Equipment not Included)	**5 years (60 months)**

CURRENT Product Description	Limited DOA Warranty
XGI 1500 Spare Parts Kit, PVS-500 Inverter Spare Parts Kit	**5 years (60 months)**

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

Note: an extended warranty for the XGI 1500 inverter can only be purchased at the same time as the XGI 1500 inverter. If a warranty extension has been purchased, the term is defined as an extension beyond the initial Standard Limited Warranty period. For example, if the 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 warranty does not include inverter compatibility nor interoperation functionality of Rapid Shutdown devices not manufactured by Yaskawa Solectria Solar unless they are specifically identified as approved by 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 inverter model XGI 1500, including the 6-Pack Rack, PowerRacks and PVS-xxx and ACS-xxx energy storage configurations

For user-serviceable parts -- fans, AC contactors and MOVs -- the warranty covers replacement parts necessary to repair the product and shipments of parts to and from the customer via a non-expedited surface freight selected by Yaskawa Solectria Solar. For non-user-serviceable parts, 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 only cover the cost of shipment of product to and from 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.

1.1.9 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.

1.1.10 For Spare Parts Kits (UUX002142, UUX002238, UUX002239)
Within the Continental United States and Canada: The warranty covers replacement items or parts that are defective on arrival (DOA) or non-functional upon delivery via a non-expedited surface freight selected by Yaskawa Solectria Solar. Once the spare part is installed in the equipment, it will fall under the remaining warranty of the equipment.

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

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 Warranty Coverage Limitations

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 repairs are performed by authorized, trained service personnel, without approval by Yaskawa Solectria Solar before any work begins. Spare parts kit parts will not be replenished if repair is not previously approved by Yaskawa Solectria Solar.

e) The product, if it is used as a component part of a product expressly warranted by another manufacturer;

f) The product, if its original identification (trademark, serial number) markings have been defaced, altered, or removed;

g) The product, if it has been damaged in shipping (unless approved in writing by Yaskawa-Solectria Solar);

h) The product, if damaged by customer connections or any items installed by customer or installation company including third party monitoring;

i) Any installation and operation beyond the scope covered by relevant safety regulations (UL1741, NFPA 70, etc.);

j) Third party monitoring equipment;

k) Failure to perform Preventative Maintenance may void the warranty;

l) External transformers for the XTM product are excluded from the Yaskawa Solectria Solar warranty as they are warranted by the transformer manufacturer.

m) Consumables like fuses, DC MOV boards, and AC MOV boards, as they are not included under the warranty.

n) Paint and powder coating, as they are not covered under this warranty.

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 WARRRANTY 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 PERMITED 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 PHYSICALDAMAGE 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 lifesupport 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 as warranty should be used for the inverters the case was opened, components should not be used for other systems or charges may apply.
2) All warranty parts sent are required to be returned unless specified by the returns department that they can be disposed of. All inverters (except non-warranty), DMGIs and Cores are required to be returned. Disposal of these items can result in invoicing for the products.
3) The defective/unused component(s), must be returned to Yaskawa Solectria within 30 days of receipt, as stated on your Warranty Policy. If component(s) are not returned within 30 days the individual/company requesting the warranty replacement component(s) will be invoiced for the cost of the unreturned component(s). If our technician delivers the parts to the location the return of these items are the responsibility of the technician. Parts delivered directly to the customer are the customer's responsibility.
4) Requests from individuals or companies for warranty replacement of defective components previously replaced under our warranty policy will be honored, provided the warranty remains in effect. All returned items **MUST** have the RMA number clearly marked on the exterior of the return packaging.
5) Yaskawa Solectria is responsible for shipping costs associated with the return of component as long as the following conditions are met:
    a. The shipment is scheduled/ created by the Yaskawa Solectria Returns Department.
    b. The costs are NOT related to duties, taxes, or fees.
    c. IMPORTANT: Yaskawa Solectria Solar will NOT reimburse customers shipping component(s) at their own expense.
    d. Customer must provide a tracking number for all shipments covered at their expense.
    e. Yaskawa Solectria is not responsible for lost shipments, stolen shipments, damage to components during shipment due to improper packaging, improperly labeled shipments, return of defective material not authorized by Yaskawa Solectria, or shipments that were not notified to our Returns Department.

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 30 days upon receipt as stated on your Warranty Policy. If component(s) is not returned within 30 days the owner will be invoiced for the cost of the inverters.

INSTRUCTIONS FOR RETURNING COMPONENTS

Upon receiving your replacement components please complete the following steps.

1) Packing components for return shipment:

a. Pack all returning components into the original packaging the replacement component(s) shipped.

NOTE: If the original packaging is lost or damaged, equivalent packaging must be used to ensure the safe transport of the return components. Damage as a result of improper packaging may result in a charge.

b. Note the disposition of the part;
   - defective
   - good-unused
   - good-used

c. **IMPORTANT:** Clearly label the exterior of the packaging with the RMA number(s).

2) **Shipping via UPS**.

a. Email the Returns Department at returns@solectria.com for an RMA number and a return label.
b. Affix the label to the outside of the packaging being sure to cover the original shipping label.
c. Return package to UPS for shipment to Yaskawa Solectria.

3) Shipping via Truck Freight

a. Secure all component(s) on pallet(s). Ensure the equipment is boxed. Items returned without being enclosed in a box will be returned. Record the component(s) and number of pallets (if more than one) to be returned to Yaskawa Solectria Solar.
b. Email the following information to the Returns Department at returns@solectria.com.
   - Number of components
   - Number of pallets
   - Complete address where pallets will be picked up
   - Any shipping/ scheduling restrictions
   - 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 as well as provide an RMA for the return of the products.