



SolarIQ, is a division of Dencor LLC

## Factory Warranty

**Note:** This description of SolarIQ's limited Factory Warranty is effective and supersedes all prior Factory Warranty rights of new purchasers after January 1, 2018.

### **5 Year Warranty**

A five year warranty applies to all SolMaestro and Hawk demand controllers and all other accessories and other items sold by Solar IQ. All claims in this category will require a proof of purchase receipt and date to qualify. Factory Warranty Period is 63 months from date of shipment. The SolarIQ Factory Warranty provides toll-free technical support, shipping costs, and repair or replacement part costs during the warranty period. Purchasing a warranty extension is dependent on availability. If a warranty extension is available, its duration will be determined by SolarIQ's current offering at the time of warranty extension purchase. Warranty extensions may only be purchased if a contiguous warranty period has been maintained.

### **Warranty Conditions**

If a device is determined to be defective during the SolarIQ Factory Warranty Period, one of the following services, as selected by SolarIQ, will be performed at no charge:

1. Exchange the defective device with either a new or like-new device that is functionally equivalent to the device being replaced; or
2. Repair the defective device at SolarIQ's facility; or
3. Refund the actual cash value, as determined by SolarIQ, of the defective unit (after the first two years

In the case of an exchange, the remainder of the eligible warranty will be transferred to the replacement device, or 90 days whichever date is later.

If the warranty applies, and if SolarIQ has a branch or service partner in the country where the device is operated, ground transportation costs are covered by SolarIQ. If the device is operated in a country where SolarIQ does not have a branch or service partner, SolarIQ will ship a replacement unit to the customer's designated freight forwarder location within the USA. The customer will be responsible for shipment to the final destination and for the return of the defective unit to their USA freight forwarder location. SolarIQ will cover ground transportation cost to and from the customer's designated freight forwarder.

In order to fulfill its obligations under this limited Factory Warranty, SolarIQ may require a copy of the purchase receipt, the warranty certificate, installation document, or evidence of the warranty extension.

End-user customers are encouraged to retain such documentation. The model/serial number must be included on the documentation provided in order to determine warranty entitlement.

### **Exclusion of Liability**

The SolarIQ's limited Factory Warranty does not cover failures or damages that occur due to:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, maintenance requirements and intervals
- Modifications, changes or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g. lightning, overvoltage, storm, fire)
- Cosmetic defects which do not directly influence energy production, or degrade form, fit, function.

**Additional claims due to direct or indirect damage, especially compensation claims for damages due to loss of profits, or revenue, or incurred costs arising from disassembly and mounting, are expressly excluded in the absence of a written contract agreement with SolarIQ.**

### **How to get Warranty Support**

SolarIQ products are designed and built for reliability. In the unlikely event of a failure, please contact your reseller. In the event that the reseller is not available, contact the SolarIQ Technical Service Line at 1-888-398-8962 or email [Support@smartsolariq.com](mailto:Support@smartsolariq.com) where a SolarIQ Technical Support Representative will assist you.

Proper diagnosis may require a qualified service technician to be at the SolarIQ device location. The onsite service technician may be asked to take voltage measurements and provide perform other diagnostics.

Additional information will be required such as:

- Model number
- Serial number
- Job site name
- Original date of installation
- PV array configuration (if applicable)
- Description of any modifications that have been performed on the inverter

If the onsite repair technician is unwilling or unable to assist SolarIQ in the fault diagnosis process, the customer may be charged an inspection fee plus shipping costs if no trouble is found when the device is tested by the SolarIQ Service Repair Department.

### **Replacement Procedure and Conditions**

SolarIQ will provide standard ground shipping. If expedited shipping is requested, the shipping costs will be billed to the customer.

SolarIQ does not provide new replacement equipment to distributors or installers who exchange new equipment from their stock to customers in the field at their own discretion.

Unresolved or pending financial issues between the customer and SolarIQ at the time of trouble call reporting will have to be resolved before material exchange can occur.

Customer-modified equipment does not qualify for the advanced replacement exchange warranty process and must be returned to the SolarIQ depot for repair.

Unless the modification created the failure, customer-modified equipment is covered under the above described SolarIQ warranty conditions on a repair/return basis only.

Customer or their installer is expected and requested to repack the defective equipment in the same shipping box used to ship the replacement, and manually apply the SolarIQ-provided return shipping label(s) to the box of the equipment to be returned. SolarIQ will not reimburse shipping costs if the SolarIQ-provided return shipping label is not used.

If the end-user chooses to have the equipment repaired and returned, SolarIQ will send an empty shipping box and shipping call tag if the original packaging is not available. The returned unit will be repaired and returned to the end-user.

**Solar IQ Support line: 888-398-8962**