Warranty: Sol-Ark 8K Hybrid Inverter

5-Year Limited Warranty for SOL-ARK (Portable Solar LLC) Products. Sol-Ark provides a Five-year (5) limited warranty ("Warranty") against defects in materials and workmanship for its Sol-Ark products ("Product"). The term of this Warranty begins on the Product(s) initial purchase date, or the date of receipt of the Product(s) by the end user, whichever is later. This must be indicated on the invoice, bill of sale from your installer. This Warranty applies to the original Sol-Ark Product purchaser and is transferable only if the Product remains installed in the original use location. Please call Sol-Ark to let us know if you are selling your home and give us name and contact of the new owner.

10 Year Extended warranty if purchased bares same rules, except for the Time the warranty is in effect; which will be 10 years from date of purchase or the date of receipt of the Product(s) by the end user, whichever is later.

The warranty does not apply to any Product or Product part that has been modified or damaged by the following:

- Installation or Removal (examples: wrong voltage batteries, connecting batteries backwards, damage due to water/rain to electronics, preventable damage to solar wires.)
- Alteration or Disassembly
- Normal Wear and Tear
- Accident or Abuse
- Unauthorized Firmware updates/software updates or alterations to the software code
- Corrosion
- Lightning; unless using EMP hardened system, then Portable Solar will repair product
- Repair or service provided by an unauthorized repair facility
- Operation or installation contrary to manufacturer product instructions
- Fire, Floods or Acts of Nature
- Shipping or Transportation
- Incidental or consequential damage caused by other components of the power system
- Any product whose serial number has been altered, defaced or removed
- Any other event not foreseeable by Portable Solar, LLC

Sol-Ark (Portable Solar LLC) liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product, at Portable Solar LLC discretion. Sol-Ark does not warrant or guarantee workmanship performed by any person or firm installing its Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of Products or parts of Products.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO SOL-ARK (PORTABLE SOLAR LLC) PRODUCTS. SOL-ARK EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS. SOL-ARK ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACEMENT IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY AND EXCLUDES ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF IT IS MADE AWARE OF SUCH POTENTIAL DAMAGES.

Return Policy - **No returns will be accepted without prior authorization** and must include the Return Material Authorization (RMA) number. Please call and talk to one of our engineers to obtain this number at 972-575-8875.

Any product that is returned must be brand new, in excellent condition and packaged in the original manufacturer's carton with all corresponding hardware and documentation. Returns must be shipped with prepaid freight and insured via the carrier of your choice to arrive back at Portable Solar within 30 days of your initial delivery or pick-up. **Shipping charges will not be refunded**.

All returns are subject to a 35% restocking fee. **No returns will be accepted beyond 30 days of original delivery.** The value and cost of replacing any items missing (e.g. parts, manuals, etc.) will be deducted from the refund. If you have any questions regarding our return policy, please email us at sales@sol-ark.com or call us at the number above during regular (M-F) business hours.

Sol-Ark 8K Install Operational Verification Checklist Questionnaire must be filled out, signed, and dated to secure full warranty coverage.