



Warranty and Return Information

Limited Warranty

This Limited Warranty is provided by XSLENT Energy Technologies, LLC ("XET") and covers defects in workmanship and materials in your XPX C1000 unit. The warranty period for material defects and workmanship is ten (10) years from date of purchase. You require proof of purchase to make warranty claims.

This Limited Warranty is transferable to subsequent owners but only for the unexpired portion of the Warranty Period. Subsequent owners also require proof of purchase.

XET Obligations

XET will, at its option, repair or replace the defective product free of charge, provided that you notify XET of the product defect within the Warranty Period, and provided that XET through inspection establishes the existence of such a defect and that it is covered by this Limited Warranty.

XET will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. XET reserves the right to use parts or products of original or improved design in the repair or replacement. If XET repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or ninety (90) days from the date of the return shipment to the customer, whichever is greater. All replaced products and all parts removed from repaired products become the property of XET.

XET covers both parts and labor necessary to repair the product, and return shipment to the customer via a XET-selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii are excluded. Contact XET Customer Service for details on freight policy for return shipments outside of the contiguous United States and Canada.

Customer Service

If your product requires troubleshooting or warranty service, contact your merchant. If you are unable to contact your merchant, or the merchant is unable to provide service, contact XET directly at:

Contact Method	Contact Information
Facsimile	408.354.9803
e-mail	support@xetsolar.com



Direct returns may be performed according to the XET Return Material Authorization (RMA) policy described in your product manual. Use the XET website (www.xetsolar.com) to see if your product can be repaired at one of these facilities.

What proof of purchase is required?

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 XET. Proof of purchase may be in any 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 dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- ◆ The dated invoice or purchase receipt showing the product exchanged under warranty

What does this warranty not cover?

This Limited Warranty does not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. This warranty does not apply to and XET will not be responsible for any defect in or damage to:

1. 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.
2. The product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the XPX C1000 product specifications including high input voltage from batteries, generators, or lightning strikes.
3. The product if repairs have been done to it other than by XET or its authorized representative.
4. The product if it is used as a component part of a product expressly warranted by another manufacturer.
5. The product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed.

Disclaimer

Product

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY XET IN CONNECTION WITH YOUR XET PRODUCT AND IS, 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, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY 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 XET 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 MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

Exclusions

If this 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.

Limitations on Use

Please refer to your product manual for limitations on uses of the product.

SPECIFICALLY, PLEASE NOTE THAT THE XPX C1000 SHOULD NOT BE USED IN CONNECTION WITH LIFE SUPPORT SYSTEMS OR OTHER MEDICAL EQUIPMENT OR DEVICES. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, XET MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE USE OF THE XPX C1000 IN CONNECTION WITH LIFE SUPPORT SYSTEMS OR OTHER MEDICAL EQUIPMENT OR DEVICES.

Return Material Authorization Policy

Before returning a product directly to XET you must obtain an RMA number and the correct factory "Ship To" address by using our website (www.xetsolar.com). Products must also be shipped prepaid. Product shipments will be refused and returned at your expense if they are 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.

When you contact XET by e-mail or facsimile to obtain service, please follow the RMA procedures and be prepared to supply:

- ◆ The serial number of your product
- ◆ Information about the installation and use of the unit



- ◆ Information about the failure and/or reason for the return
- ◆ A copy of your dated proof of purchase

Return Procedure

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:
 - ◆ The RMA number supplied by XET clearly marked on the outside of the box.
 - ◆ A return address where the unit can be shipped. Post office boxes are not acceptable.
 - ◆ A contact telephone number where you can be reached during work hours.
 - ◆ A brief description of the problem.
3. Ship the unit prepaid to the address provided by your XET customer service representative.

If you are 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.

Out of Warranty Service

If the warranty period for your XPX C1000 has expired, if the unit was damaged by misuse or incorrect installation, if other conditions of the warranty have not been met, or if no dated proof of purchase is available, your product may be serviced or replaced for a flat fee.

To return your XPX C1000 for out of warranty service, contact XET Customer Service for an RMA number and follow the other steps outlined in “Return Procedure” on the Company’s website www.xetsolar.com.

Payment options such as credit card or money order will be explained by the Customer Service Representative. In cases where the minimum flat fee does not apply, as with incomplete units or units with excessive damage, an additional fee will be charged. If applicable, you will be contacted by Customer Service once your unit has been received.