



Renewable Energy Division
WARRANTY TERMS AND CONDITIONS

Thank you for purchasing the Aurora® product, one of the most advanced grid-tied photovoltaic inverters available on the market today.

POWER-ONE INC. WARRANTS THAT THIS PRODUCT SHALL BE FREE FROM MANUFACTURING DEFECTS, SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

STANDARD WARRANTY: Seller warrants Products manufactured by it and sold through authorized sales channels to be free from defects in materials and workmanship, and to function as designed, as follows:

- a) For Central inverters sold and installed in North America, Europe and Asia sixty-six (66) months from date of invoice by Seller or its authorized sales channel. If within such period any such equipment shall be proved to Seller's satisfaction to be non-conforming, such equipment shall be repaired or replaced at Seller's sole option. This warranty shall not apply (a) to equipment not manufactured by Seller, (b) to equipment that has been repaired or altered by other than Seller so as, in its sole judgment, to affect the same adversely, or (c) to equipment that has been subjected to negligence, accident, or damage by circumstances beyond Seller's control, or improper operation, maintenance or storage, or to other than normal use or service.
- b) For String inverters sold and installed in North America one hundred and twenty six (126) months, in Europe and Asia one hundred and twenty six (126) for 3phase inverters and sixty-six (66) for single phase inverters from date of invoice by Seller or its authorized sales channel. If within such period any such equipment shall be proved to Seller's satisfaction to be non-conforming, such equipment shall be repaired or replaced at Seller's sole option. This warranty shall not apply (a) to equipment not manufactured by Seller, (b) to equipment that has been repaired or altered by other than Seller so as, in its sole judgment, to affect the same adversely, or (c) to equipment that has been subjected to negligence, accident, or damage by circumstances beyond Seller's control, or improper operation, maintenance or storage, or to other than normal use or service.
- c) For equipment, components, parts, and accessories manufactured and sold by Seller, the warranty obligations of Seller shall continue for twelve (12) months from the date of purchase.
- d) With respect to equipment, components, parts or accessories not manufactured by Seller, the warranty obligations of Seller shall in all respects conform and be limited to the warranty actually extended to Seller by its supplier.
- e) Replacement Products provided pursuant to this warranty may be new or reconditioned, at Seller's sole option. The warranty obligations of Seller with respect to any such replacement Product shall be coterminous with the original warranty term for the specific Product it is intended to replace.
- f) The foregoing warranties do not cover:
 - I. damage resulting from acts of god, including but not limited to storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding, etc.;
 - II. damage resulting from improper or noncompliant use, installation, commissioning, start up or operation, including but not limited to damage resulting from inadequate ventilation and circulation resulting in minimized cooling and natural air flow, damage resulting from abnormal amounts of pollution, dirt or dust intrusion into the Product, and damage resulting from installation in a corrosive environment;
 - III. damage during transportation;
 - IV. damage resulting from unauthorized repairs or repair attempts;
 - V. reimbursement for labor, transportation, removal, installation, temporary power, loss of production (including any rebate, refund, or other benefit associated therewith), or any other expenses that may be incurred in connection with repair or replacement;
 - VI. consumable components of any Product, including but not limited to fuses, filters, fans, etc.;
 - VII. aspects of any Product not affecting its function, including but not limited to cosmetic aspects, such as damaged or illegible type plates.
- g) **OPTIONAL WARRANTIES (For additional information about optional warranties and their coverage, please visit www.power-one.com/support):**
 - I. **Option 1- Extended Warranty:** If agreed between the parties in a written addendum hereto, the standard warranty will be extended by an additional five (5), ten (10), fifteen (15) or twenty (20) years from date of invoice for an additional fee as noted in such addendum. Any additional terms applicable to such extended warranty shall be as set forth in the applicable addendum.
 - II. **Option 2-Special Warranty (Central Inverters Only):** If agreed between the parties in a written addendum hereto, the standard warranty will be adjusted, for an additional as noted in such addendum, to cover reimbursement of the uptime availability of power production lost as noted in such addendum at the rate of 97, 98 or 99.5% over the life of the warranty period including extended warranties. Any additional terms applicable to such special warranty shall be as set forth in the applicable addendum. This warranty does not change or affect the allocation of risk or loss during shipment.
 - III. **Option 3-Extended Warranty-Preventative Maintenance Agreements:** If agreed between the parties in a written addendum hereto, additional preventative maintenance services may be available for Products covered by the Contract. Any additional terms applicable to such preventative maintenance services shall be as set forth in the applicable addendum.

SOFTWARE: Any software, in whatever form that is provided with Product manufactured by Seller, is licensed to Buyer solely pursuant to standard licenses of Seller or its supplier, which licenses are hereby incorporated by reference. Seller does not warrant that such software will operate error free or without interruption, and warrants only that during the warranty period applicable to the Product that the software will perform the essential functions necessary for the normal and customary operation of the Product. If such software fails to conform to such warranty, Seller will, at its option, provide an update to correct the non-conformance or replace the software with the latest available version containing a correction. Seller shall have no obligation to provide updates or revisions for any software.

LIMITATIONS: These disclaimers and limitations of remedies apply to all warranties offered to Buyer and to all orders. THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER STATUTORY, EXPRESSED OR IMPLIED WARRANTIES (EXCEPT WARRANTIES OF TITLE), INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Except as may be expressly provided in an authorized writing by Seller, is not subject to any other obligations or liabilities whatsoever, other than as stated above with respect to Product sold or services rendered by Seller. Notwithstanding anything to the contrary herein contained, NEITHER SELLER NOR ANY OF ITS CONTRACTORS OR SUPPLIERS OF ANY TIER, SHALL BE LIABLE IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE FOR LOST TIME, LOST PROFITS, OR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER. The remedies of Buyer are exclusive and the total cumulative liability of Seller, its contractors and suppliers of any tier, with respect to the Contract or anything done in connection therewith, such as the use of any Product covered by or furnished under the Contract, whether in contract, in tort (including negligence or strict liability) or otherwise, shall not exceed the price of the Product, part, or service on which such liability is based.

INTELLECTUAL PROPERTY: As to Standard Products furnished by Seller, Seller shall defend any suit or proceeding brought against Buyer so far as based on a claim that such Product infringes any copyright, trademark or patent of the United States. This obligation shall be effective only if Buyer is current on all payments then due hereunder and if Seller is notified promptly in writing and given authority, information, and assistance at Seller's expense for the defense of the same. If the use of such Product by Buyer is enjoined in connection with such a suit, Seller shall, at its expense, and at its sole option, either (a) procure for Buyer the right to continue using such Product (b) modify such Product to render it non-infringing (c) replace such Product with non-infringing Product, or (d) refund the purchase price (less depreciation) and the transportation and installation costs of such Product. Seller will not be responsible for any compromise or



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settlement made without its written consent. The foregoing states the entire liability of Seller for patent, trademark or copyright infringement, and in no event shall Seller be liable if any infringement charge is based on the use of Product for a purpose other than that for which it was sold by Seller.

PROCEDURE FOR MAKING A WARRANTY CLAIM: Please contact Power-One Service, see contacts details in below section, to initiate a Warranty Claim Process. Warranty claims will be honored only if a Return Merchandise Authorization (RMA) number is obtained by the installer or distributor prior to making the claim. The returned product must be accompanied by a valid RMA. Claims made and Products returned without a valid RMA will not be accepted. Products must be returned in the original packing or in packing that provide at least as good of protection against damage during shipment. Returned Products damaged during shipment are not covered by this warranty and Power-One Inc. assumes no liability for such Products.

CONTACTS: Call Centers are available from Monday to Friday during office hours only.

- Aurora® Power Service (USA) 877-261-1374
- Aurora® Power Service (France) 00 800 00 28 76 72
- Aurora® Power Service (Germany) 0800-2200211
- Aurora® Power Service (Italy) 00 800 00 28 76 72
- Aurora® Power Service (Spain) 00 800 00 28 76 72
- Aurora® Power Service (Middle East) 00 800 00 28 76 72
- Aurora® Power Service (Australia) +61 2 9735 3111
- Aurora® Power Service (China) +86 755 2988 5888
- Aurora® Power Service (Singapore) +65 6896 3363
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