

# WARRANTY

## LIMITED WARRANTY - Morningstar Solar Charge Controllers and Inverters

All Morningstar *Professional Series*<sup>TM</sup> products, except the SureSine<sup>TM</sup> inverter, are warrantied to be free from defects in materials and workmanship for a period of FIVE (5) years from the date of shipment to the original end user. Warranty on replaced units, or field-replaced components, will be limited only to the duration of the original product coverage.

Morningstar *Essentials Series*<sup>TM</sup>, and SureSine<sup>TM</sup> inverter, products are warrantied to be free from defects in materials and workmanship for a period of TWO (2) years from the date of shipment to the original end user. Warranty on replaced units, or field-replaced components, will be limited only to the duration of the original product coverage.

Morningstar will, at its option, repair or replace any such defective units.

### CLAIM PROCEDURE:

Before requesting warranty service, check the operator's manual, including any troubleshooting section, to verify product failure. To begin the warranty replacement process, contact your authorized Morningstar distributor or dealer for assistance with troubleshooting and, if necessary, obtaining an RMA number.

An RMA number must be issued by Morningstar prior to return of any unit(s) under this warranty.

Required RMA information:

- (A) purchase location - business or company name - and date
- (B) full model and serial numbers (SN is 8-digits on unit bar label)
- (C) failure behavior, including LED indications
- (D) array configuration, panel Pmax, Voc, Vmp, Isc, and nominal battery voltage; these specifications are needed to receive assistance.
- (E) multi-meter available (for field troubleshooting)

If the dealer is contacted, and is not able to assist with warranty claim, contact Morningstar Tech support at [support@morningstarcorp.com](mailto:support@morningstarcorp.com). Provide proof of date and place of purchase, and all details listed in preceding paragraph.

### WARRANTY EXCLUSIONS AND LIMITATIONS:

This warranty does not apply under the following conditions:

- Damage by accident, negligence, abuse or improper use
- PV or load currents exceeding the ratings of the product
- Unauthorized product modification or attempted repair
- Damage occurring during shipment
- Damage resulting from acts of nature such as lightning, weather extremes, or infestation

**(Cont.)**

## **LIMITED WARRANTY - Morningstar Solar Charge Controllers and Inverters**

### **Page 2**

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, EXPRESS OR IMPLIED. MORNINGSTAR SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. No Morningstar distributor, agent or employee is authorized to make any modification or extension to this warranty.

MORNINGSTAR IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWN-TIME, GOODWILL OR DAMAGE TO EQUIPMENT OR PROPERTY.

Morningstar Corporation  
8 Pheasant Run, Newtown, PA 18940 USA  
(215) 321-4457

[www.morningstarcorp.com](http://www.morningstarcorp.com)  
[support@morningstarcorp.com](mailto:support@morningstarcorp.com)