



Standard Limited Product Warranty – LATAM

NEP microinverters, macro-inverters™, rapid shutdown devices, accessories and data products

What does this warranty cover and how long does it last? This Limited Warranty is provided by Northern Electric Power Technology Inc. (NEP) and covers (a) defects in workmanship and materials, (b) and meeting the standards defined by the NEP product datasheet at time of delivery. This Warranty is for the original end user and installation location and must be facilitated by the original or NEP authorized installer. Warranty claims require proof of purchase and claims must follow the NEP RMA process in place at time of claim. The unexpired portion of this Limited Warranty is transferable to subsequent owners without notice to NEP.

The Warranty period starts upon the NEP confirmed activation date of the products on the NEP data monitoring platform (or the original NEP shipment date if monitoring is not activated), but no later than 6 months after the shipping date.

Microinverters, macro-inverters and PV panel level rapid shutdown devices limited warranty coverage is 12 years unless the original purchase is for the higher cost 25-year warranty option. Specific terms of implementation of such limited warranty are per this document and per the NEP RMA process at time of claim. Microinverters and macro-inverters™ not connected to NEP data monitoring platform for their full operating life shall have a six-year limited warranty period. Accessory items, transmitters, monitoring related devices and other equipment have a 2-year limited warranty period.

What will NEP do? During the warranty period, NEP will, at its option and per the terms of this warranty, repair the product, refund or replace the defective product with same or similar product, free of charge, provided that you notify NEP of the product defect within the warranty period, and provided that following the NEP RMA process establishes the existence of such a defect and that it is covered by this Limited Warranty.

NEP will, at its option, when repairing or replacing products, use new and/or reconditioned parts in performing warranty repair and building replacement products. NEP reserves the right to use parts or products of original or newer design in the repair or replacement. For the first ten operating years when NEP elects to repair or replace confirmed failures, such products will meet the primary original functions of the originally purchased products. For operating years ten through twenty-five, accounting for the practical expectation that new features, regulatory requirements, utility requirements and industry standards will mandate new features not included in the originally purchased products, NEP reserves the right to charge fractionally for enhanced features or alternatively to compensate proportionally for the product life not completed as a portion of the twenty five year warranty period (e.g. 20 year operating period equates to five year gap or 20% of the original purchase value). If NEP elects refund or partial refund compensation, such may be applied to the purchase of NEP upgrade replacement products. If NEP repairs or replaces a product, its warranty continues for the remaining portion of the original warranty period or 90 days from the date of the return shipment to the customer, whichever is greater. All NEP approved RMA units, returned products and all parts removed from repaired products become the property of NEP.

How do you get service? If your product requires troubleshooting or warranty service, contact your original supplier or installer. Alternatively, use NEP authorized service providers for professional field service. In any case, NEP may be contacted directly for technical support and guidance;

Email: support@northernep.com **Hotline:** 888-598-9901 **Website:** es-la.northernep.com

What does this warranty not cover?

Claims are limited to repair, replacement or reimbursement at NEP option, up to the purchase price paid for the product. NEP's maximum liability will be up to the original purchase price of the NEP confirmed failed units.

This Limited Warranty does not warrant uninterrupted or error-free operation of the product nor cover normal wear and tear or cosmetic variances 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 NEP will not be responsible for any defect in or damage to: a) 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; b) the product if it has been subjected to force majeure, fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the NEP product specifications including high input voltage from generators and lightning strikes; c) the product if repairs have been done to it other than by NEP or its authorized service centers (hereafter "ASCs"); d) the product if it is used as a component part of a product expressly warranted by another manufacturer; e) the product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed; f) the product if it is located outside of the country where it was purchased; and g) any consequential losses that are attributable to the product losing power whether by product malfunction, installation error or misuse; h) product used in a way that does not comply with the product manual, and i) products not paid for in full per the original NEP invoice.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY NEP IN CONNECTION WITH YOUR NEP 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 NEP BE LIABLE FOR: (a) ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, OR OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND, EVEN IF NEP HAS BEEN ADVISED, OR HAD REASON TO KNOW, OF THE POSSIBILITY OF SUCH DAMAGE, (b) ANY LIABILITY ARISING IN TORT, WHETHER OR NOT ARISING OUT OF NEP'S NEGLIGENCE, AND ALL LOSSES OR DAMAGES TO ANY PROPERTY OR FOR ANY PERSONAL INJURY OR ECONOMIC LOSS OR DAMAGE CAUSED BY THE CONNECTION OF A PRODUCT TO ANY OTHER DEVICE OR SYSTEM, AND (c) ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

THIS WARRANTY APPLIES TO NEP PRODUCTS PURCHASED, SHIPPED AND INSTALLED IN LATIN AMERICAN COUNTRIES EXCLUDING PUERTO RICO.