



## **Limited Warranty**

We work hard to build the most reliable and durable solar products on the market. But sometimes the unexpected happens. So if there's an issue with your Point Zero Energy product, we'll make it right by repairing or replacing any defective or damaged product under warranty without charge.

All Point Zero Energy products come with Limited Warranties. These warranties will vary depending on the product. Please refer to the Warranty Details regarding your product's specific warranty below. Warranties are not transferable and are only valid for the original consumer. The sales receipt from the original consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period. By using Point Zero Energy products, you are bound by the terms under each product's warranty.

Please note that this warranty only covers shipping costs for customers residing in the contiguous United States and Canada.

### **WARRANTY DETAILS**

The products manufactured by Point Zero Energy are warranted to be free from defects in workmanship and materials under normal use and service. The Limited Warranty is in effect from the date of purchase by the original user (the "Purchaser") and extends only to the original Purchaser. If gifted, the customer must go through the original Purchaser in order to claim warranty. Any warranty claims are void if product is resold or purchased through an unauthorized source. Original sales receipt, or other reasonable documentary proof is required from the original purchaser.

This limited warranty covers defects in material or workmanship and performance. If any Point Zero Energy product(s) fail to follow this Limited Warranty and it is determined by Point Zero Energy's technical support team that any product(s) fail, then Point Zero Energy will either repair or replace the defective product(s) with a new or refurbished product(s). All replacements will be compatible with the original product(s) power rating. If for any reason Point Zero Energy is unable to repair or replace the defective product(s) then a refund can occur.

## Warranty period

Point Zero Energy offers Limited Warranties on the following products:

### Power Modules and Batteries

Titan power module	2 years
Titan Boost power module	5 years
Titan 240SP power module	5 years
Titan NMC expansion battery	5 years
Titan LFP expansion battery	5 years

### Solar Panels

100 watt Rigid solar panels	5 year material and workmanship 25 year 80% output warranty
200 watt Rigid solar panels	5 year material and workmanship 25 year 80% output warranty
200 watt Briefcase solar panels	5 year material and workmanship 25 year 80% output warranty

### Exclusions and Limitations

Without the involvement of Point Zero Energy in the system design and the express written authorization, the power module and/or battery is not intended for use as the primary or backup power source for life support systems or other medical equipment, or any use where battery failure could lead to injury to or loss of life or catastrophic property damage. Use in this manner is at Purchaser's own risk. Point Zero Energy disclaims any and all liability arising out of any such use. Further, Point Zero Energy reserves the right to refuse to service any battery used for these purposes and disclaims any and all liability arising out of Point Zero Energy's refusal to service.

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water, unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and forces of nature including fires, floods, earthquakes, hurricanes, severe weather, wars, acts of God and acts of terrorism.

### **General Conditions and Obtaining Warranty Service**

If the Purchaser experiences any defects in materials and workmanship under normal application, such as defects and/or failures due to manufacturing or due to materials, it is their responsibility to contact our customer service team via email at [support@pointzeroenergy.com](mailto:support@pointzeroenergy.com) or telephone at 208-722-1342. The technicians will offer steps and procedures to test the product(s), repair the product(s) or require the Purchaser to ship the product(s) to the technical support team if needed. Based on the outcome, the warranty service will then be in effect.

Any product(s) returned for valid warranty service shall be shipped at the expense of Point Zero Energy. The Purchaser must return the product(s) (or, if authorized by Point Zero Energy, the defective component parts), within fifteen (15) days after issuance of the warranty return request, in the product(s) original packaging or such packaging as may be designated or approved by Point Zero Energy. Point Zero Energy will be under no obligation to accept any returned product(s) that does not meet these requirements. Point Zero Energy will use all reasonable efforts within thirty (30) days of receipt of the defective product(s) to repair or replace such product(s). If a warranty claim is invalid for any reason, the Purchaser will be charged at Point Zero Energy's then-current rates for services performed and will be charged for all necessary repairs and expenses incurred by Point Zero Energy.

If Point Zero Energy determines that a warranty claim is valid, it will ship the repaired or replaced product(s) to the Purchaser at Point Zero Energy's expense. The Purchaser will be responsible for additional shipping costs out of the US.

If Point Zero Energy determines that the problem with the product(s) is not due to a manufacturing defect in Point Zero Energy workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by Point Zero Energy necessary to repair, replace and transport the product(s). Point Zero Energy will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages. Point Zero Energy shall accept no returns of product(s) without the previous written request.

Products that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced product(s) will abide to the original warranty period issued when first purchased. No employee, agent, dealer or any other person is authorized to give any warranties on behalf of Point Zero Energy, not expressly set forth in this limited warranty.

**POINT ZERO ENERGY MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOMER OR USAGE OF TRADE. LIMITATION OF LIABILITY UNDER NO CIRCUMSTANCES WILL RENOGY OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF POINT ZERO ENERGY OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither Point Zero Energy nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.