

SOLAR KIT WARRANTY INFORMATION

Thank you for choosing our solar kit. We strive to provide high-quality products and stand behind the performance of our components. This document outlines the warranty terms and conditions for ExpertPower's Solar Kit product line. Please carefully review the following warranty disclaimers as they differ between products. If you have any questions about these warranties, please contact our support team. For your safety and the optimal functioning of your electrical system, we strongly advise engaging a qualified professional for installation or consultation. Properly handling electrical connections and components demands a comprehensive grasp of electrical principles and adherence to local building codes, along with appropriate installation techniques. Employing a trained professional ensures accurate and secure installation, significantly reducing the risk of accidents and equipment damage.

1. Solar Panels

This warranty covers manufacturing defects and malfunctions under normal operating conditions. However, it does not cover damages resulting from customer abuse, improper installation, water damage, natural disasters, or any other conditions beyond our control. Additionally, please note that the warranty does not cover any decrease in performance over time due to normal wear and tear or gradual degradation of solar panel efficiency.

Solar Panels	Warranty Period (Years)
50W SunPower Flex Panel	2
100W SunPower Flex Panel	2
330W SunPower Flex Panel	10
100W Monocrystalline Solar Panel	1
210W Monocrystalline Solar Panel	1
540W Monocrystalline Solar Panel	12

2. Batteries

This warranty guarantees that the batteries will be free from defects in materials and workmanship under normal use. However, it does not cover damages caused by customer abuse, improper handling, overcharging, undercharging, water damage, fire, or any other circumstances beyond our control. Furthermore, the warranty does not extend to normal wear and tear, capacity loss over time, or gradual decrease in battery performance.

Batteries Continued...

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ExpertPower LiFePO4 Batteries	Warranty Period (Years)
12V LiFePO4 Series	2
12V LiFePO4 Bluetooth Series	2
12V LiFePO4 PRO Series	10
24V LiFePO4 Series	2
48V LiFePO4 Series	4

*Please see our full LiFePO4 Warranty and Return Information on our website at:
<https://www.expertpower.us/pages/warranty-information>

3. Inverter-Chargers

This warranty ensures that the inverter will be free from defects and faults in manufacturing. However, it does not cover damages resulting from customer abuse, improper installation, water damage, electrical surges, natural disasters, or any other conditions beyond our control. Moreover, the warranty does not cover any decrease in performance or efficiency over time due to normal wear and tear or changes in electrical grid specifications. ExpertPower reserves the right to review and test returned products for user or weather damage.

Inverter-Chargers	Warranty Period (Years)
12V 2KW Inverter-Charger	1
12V 3KW Inverter-Charger	1
24V 3KW Inverter-Charger	1
24V 5KW Inverter-Charger	1
48V 5KW Inverter-Charger	1
48V 6KW Inverter-Charger	1
48V 6.5KW Hybrid Inverter-Charger	2
48V 10KW Inverter-Charger	1

*Please see our full Inverter Warranty and Return Information on our website at:
<https://www.expertpower.us/pages/warranty-information>

3. Solar Charge Controllers

This warranty protects against defects in materials and workmanship. However, it does not cover damages caused by customer abuse, improper installation, water damage, electrical

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surges, lightning strikes, or any other circumstances beyond our control. Additionally, please note that the warranty does not extend to normal wear and tear or any decrease in performance over time.

Please understand that this warranty disclaimer is subject to the terms and conditions outlined in our product documentation. We reserve the right to assess and determine the validity of warranty claims based on these terms. To initiate a warranty claim, please contact our customer support team, provide detailed information regarding the issue, and proof of purchase.

Solar Charge Controllers	Warranty Period (Years)
10A PWM	1
20A PWM	1
30A PWM	1
20A MPPT	1
30A MPPT	1
40A MPPT	1
60A MPPT	1
120A MPPT	1

5. Retaining Packages/Boxes

We request that customers retain the original packaging and boxes for up to three months from the purchase date. This ensures a convenient and secure return process, should it be necessary for any reason covered by our warranty or return policy. Keeping the original packaging protects the product during transportation, prevents potential damages due to improper handling, and ensures the return of all original components, accessories, and documentation in a complete and organized manner. Failure to return items in their original packaging may result in a restocking fee of up to 20%.

6. Restocking Fee and Return Labels for Purchase Mistakes

If you need to return a product due to a purchase mistake, such as buyer's remorse or inappropriate choice, please note the following:

Restocking Fee: Items returned for reasons other than defects, damage, or mistakes in workmanship may be subject to a 20% restocking fee for returns in original packages and brand-new condition. A fee of up to 50% may apply for items returned damaged or in poor

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condition. This fee covers the costs associated with inspecting, processing, and restocking the returned item.

Return Labels: Return shipping costs for purchase mistakes are generally the responsibility of the customer. However, we offer the option to purchase return labels at a lower cost for added convenience. If returned for a refund, prepaid return shipping labels may be provided, with the label cost deducted from the refund.

Return for Exchange: we offer the option to provide return labels at a lower cost. We encourage careful review of product specifications, features, and compatibility before purchase. If you have any doubts or questions, our customer support team is available to assist you in making an informed decision.

RMA Guidelines: To qualify for warranty claims, please adhere to the following guidelines:

- Contact us to submit an invoice or receipt and receive a Return Merchandise Authorization (RMA).
- The claimed product must be in our possession for testing before issuing any refund, replacement, or discount.
- Products returned without initial authorization will not be processed, and the buyer will be responsible for associated shipping costs.
- It is recommended to ensure the package being sent back is well-protected to prevent shipping-related damages.

Non-defective products will be subject to the appropriate restocking/handling fee, with the buyer covering return shipping costs.

EXPERTPOWER®

For Questions & Support Visit us at:
www.ExpertPower.us

ExpertPower is available **Monday - Friday 9am - 1pm & 2pm - 6pm (PST)**. For quicker assistance please call us directly during our business hours or email our support team.



Contact Details

Call: (562) 630 - 3002
E-mail: support@expertpower.us



Our Address

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