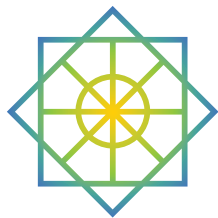

Warranty Guide



PV Booster™
Rooftop Tracker

Purpose of this Document

Unexpected events will happen. Our objective is to make sure that you and your customer are protected in any situation. PV Booster comes complete with a standard 10-year limited warranty, to ensure peace of mind for your solar investment. The following section includes the terms and conditions for your warranty and a step-by-step process replacing defective parts and/or reimbursing the Purchaser for the labor required to repair or replace the defective part.

PV Booster Limited Warranty

Terms and Conditions

Edisun Microgrids, Inc. (“Edisun”) warrants that its PV Booster solar tracker product (the “Product”) installed at the location specified above will be free from defects in material and workmanship under normal installation, operating and service conditions in the United States and Canada for a period of 10 years (the “Warranty Period”) from the date of sale (on the order document) to the original purchaser or assigns (the “Purchaser”). In the case of multiple shipments under the same order document, the Warranty Period will expire 10 years after the last delivery of Products under the same order document. This Limited Warranty is subject to the terms and conditions set forth herein.

Scope

Edisun will, at its option, repair or replace the Product (or components, as needed), and reimburse the Purchaser for the approved labor costs related to the repair or replacement of the Product, provided that the Purchaser notifies Edisun of the claimed defect within the Warranty Period, and provided that Edisun is able to confirm the defect is covered under this Limited Warranty. Edisun’s only obligation under this Warranty is to repair or replace a defective unit or its components and shall never be obligated for monetary damages or losses or be subject to other type of legal remedies.

Without limiting the foregoing and as expressly defined in the PV Booster Labor Cost Absorption Declaration document, Edisun will not be responsible for any costs related to troubleshooting, removal, reinstallation, transportation, permits, or testing of for any repaired or replaced Product. Purchaser is responsible to return the defective component or Product, freight prepaid and insured. Edisun will bear the cost of shipping the repaired or replaced components or unit to the Purchaser. All returned components and Product will become the property of Edisun.

For warranty support, Purchaser must contact Edisun as provided below. Edisun will request information to confirm coverage and the failure, and in some instances, Edisun may require photographs, documentation, an inspection, or other measures to qualify the claim.

Exclusions

This Limited Warranty does not cover any damage, defects or failure of the Product or a component due to, caused by, or as a result of (a) improper assembly, installation, operation, maintenance, and handling of the Product or its components or any violation of federal, state and municipal codes related to the installation, service or use of the Product; (b) installation in environments for which the Product was not designed (including any pre-existing conditions of the install site known to Purchaser); or using the Product for purposes other than as intended; (c) negligence, abuse, accident, improper use, excessive corrosion, or other physical damage; (d) combining the Product with other components not intended or recommended for use with the Product; (e) structural or quality defects with the building or foundation upon which the Product is located; (f) excessive voltage or other extraordinary stress or operational demands; (g) unauthorized repairs, alterations, or modifications, or use of parts, except where performed or provided by Edisun or its authorized service technicians; (h) causes beyond Edisun' control including, but not limited to, fire, flood, wind, freezing, power failure, generalized corrosion, biological infestations, inadequate power supply, unusual atmospheric conditions, or acts of war or acts of God; (i) normal wear and tear or periodic or preventative maintenance; and (j) claims which are not reported timely and prior to expiration of the Warranty Period.

Warranty claims cannot be made where the serial number on the Product has been altered, removed or cannot be confirmed. Unless completed solely by Edisun, refurbished or reconditioned units are also not eligible for warranty service.

Please note that the Product is not intended for use in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, where the failure of the Product could lead to death, personal injury, or severe physical or environmental damage. Edisun makes no warranty or representation in connection with any use of the Product for such purposes.

Limitations and Disclaimers

THIS LIMITED WARRANTY IS BUYER'S SOLE AND EXCLUSIVE WARRANTY PROVIDED AND IS IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT OR ITS PERFORMANCE, INCLUDING WITHOUT RESTRICTION, ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OF NONINFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. THIS WARRANTY SHALL NOT BE ENLARGED BY REPRESENTATIONS OF THE PARTIES, COURSE OF DEALING, DESCRIPTIONS, TRADE USAGE, RENDERING OF TECHNICAL ADVICE, SERVICE, SAMPLES, MODELS OR OTHERWISE.

IN NO EVENT WILL EDISUN BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER CAUSED WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION, ANY ECONOMIC LOSSES OF ANY KIND, LOSS OR USE, LOSS OF PROFIT, OR ANY LOSS OR DAMAGE TO PROPERTY OR ANY PERSONAL INJURY OF ANY KIND.

IN THE EVENT THE ABOVE REMEDIES FAIL, OR UNDER ANY OTHER THEORIES OF RECOVERY, EDISUN'S AGGREGATE LIABILITY, IF ANY, IN DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE PAID TO EDISUN FOR THE PRODUCT OR SERVICE WHICH GAVE RISE TO THE WARRANTY CLAIM.

PV Booster Labor Cost Absorption Declaration

Under our Warranty Plus program, Edisun will reimburse labor costs for the following PV Booster system components. These are maximum reimbursement values established by the required trade level and expected time to complete.

Subsystem	Item	Replacement Minutes per Unit	Reimbursement Value per Unit
Tracking Support Structure	Tripod	30	\$14.65
Tracker Control Unit	Actuator	20	\$10.67
Tracker Module Clamp	Tracker Module Clamp	10	\$5.35
Additional Components	Field Control Unit	60	\$32.01
Additional Components	Tracker Distribution Box	60	\$32.01

The following trades will be required to complete corrective maintenance activities. Edisun has established these national average labor rates according to the “Best Practices in Photovoltaic System Operations and Maintenance” document published by NREL¹.

Service Category	Mechanic	Master Electrician
Loaded Rate (\$/hour)	\$29.30	\$32.01
Scope of Work	Repair/replace of tracking mount components	Module replacement, inverter replacement, fuse/breaker replacement, conduit routing, wiring, ground-fault repair
Qualifications	50-hour OSHA Card; 2 to 5 years of experience	Electrical Contractor’s license for project jurisdiction; 50-hour OSHA Card; NABCEP PV Installer certification; experience in the design of medium-voltage electrical systems. 5+ years of experience with PV systems.

¹This report is available at no cost from the National Renewable Energy Laboratory (NREL) at www.nrel.gov/publications

How to file a warranty claim

In the event of a valid warranty claim, the Purchaser of the system should follow these simple steps.

1. Problem Identified

Operational abnormalities can be identified on PV Booster's control system, OnPoints™ or in-person during visual inspections. Abnormalities are flagged for service and displayed as shown in the hypothetical examples below.

The screenshot displays the PvBooster control system interface. At the top left, it shows system statistics: 3348 collectors in field, 6 have issues, 3348 in Auto, and 0 in Manual. It also displays GHI (W/m²): 583, Wind Speed (m/s): 2.18, Wind Speed 1 Min Max (m/s): 3.07, and Wind Speed 1 Min Avg (m/s): 2.44. A large red button labeled 'Stop All' is visible. Below this, there are filter options for 'Show Auto', 'Show Manual', 'Show Has Issue', and 'Show No Issue'. A 'Selection Summary' box shows: 3348 collectors selected, 6 have issues, 3348 in Auto, and 0 in Manual. A table lists TDBs and strings with their issue counts. A red box highlights 'TDB 5 1 issue' and 'String 3 1 issue'. Another red box highlights the 'Selection Summary' box. A third red box on the right highlights a specific PV booster on a rooftop.

Id	Mode	Status	HasIssue	Position
TDB 1				
TDB 2				
TDB 3				
String 1				
String 2				
String 3				
TDB 4				
TDB 5			1 issue	
String 1				
String 2				
String 3			1 issue	

OnPoint™ identifies the location of each PV Booster flagged for service by TDB, String, and unit's location in the string on the rooftop

2. Troubleshooting in the field

Troubleshooting in the field to determine the cause of failure may be required. In this case, PV Booster Technical Support may advise the Purchaser through the troubleshooting steps provided by Edisun.

3. File RMA

Should the problem persist, the Purchaser should file a Replacement Merchandise Authorization (“RMA”) to request Warranty Service and/or a replacement part. RMA should be submitted through our online web-portal or via email to support@edisun.com using the RMA form, and must include the following information:

- Name
- Company
- Affected Unity Serial #
- Corrective Activity
- Date of Service
- Photo links

Replacement requests will follow the standard process for verifying warranties outlined in Section 5 “Warranty Verification.”

4. Ship Failed Parts

Following corrective maintenance, carefully package and return failed components directly to Edisun using the digital shipping label emailed to the originator of the RMA request. PV Booster will pay the costs for the transport within the scope of the PV Booster warranty terms and conditions and will send a return-shipping label with all replacement product. The defective PV Booster parts or units being replaced should be sent immediately to the PV Booster Repair Center address included in the Claim Confirmation so that the cause of the error can be found and determination made regarding the warranty claim.

5. Warranty Verification

Edisun will confirm the receipt of the defective device electronically within 1 hour of delivery confirmation by the carrier. Within 14 days from the receipt confirmation, a determination will be made by the PV Booster Repair Center as to whether or not the RMA falls under the product warranty. The PV Booster Repair Center retains the right to make the final determination of warranty status. Warranty verification requires proof of preventative maintenance tasks, photograph documentation, defective component(s), and completed RMA form.

a) PV Booster replacement labor during the warranty period

When a device replacement service call is carried out and Edisun acknowledges that this falls under warranty, the Purchaser will receive a service labor reimbursement, which are governed by the Cost Absorption Declaration.

b) Warranty coverage of replacement parts during the warranty period

Warranty periods are transferred to the replacement PV Booster parts and units after replacement is carried out. There is no re-issue of warranty certificates. If less than 12 months is remaining on the original warranty, the warranty on the replacement product only, will be extended to 12 months.

6. Replacement Parts

Edisun will issue replacement parts to the Purchaser immediately following approved RMA and receipt of defective component(s). The delivery of replacement PV Booster parts to the delivery address provided in the RMA is paid by Edisun as per the warranty. Shipping and delivery requests that create charges outside of the standard shipping fees (e.g. expedited shipping) will be charged to the account listed.

After the defective devices arrive at PV Booster Repair Center, a determination of the warranty status will be made as per Section 5 of this document. If the warranty claim is verified, Edisun will assume the transportation

costs within the scope of the PV Booster warranty terms and conditions. If the warranty claim is not verified, the transportation costs will be charged.

7. Labor Cost Reimbursement

Edisun will send the new or refurbished unit and any labor reimbursement to the company listed on the RMA within 2 weeks of approval of the claim. The labor reimbursement that will be paid by check to the company listed on the RMA and/or if need be, settled with bills receivable. Once sent, the company will receive a corresponding electronic confirmation of reimbursement.

If the company is not located in the United States, the labor reimbursement will be paid as a credit card refund. Credit cards must be provided in these cases, and must be in the name of the company.

A schedule of current labor reimbursement amounts can be found on the PV Booster Cost Absorption Declaration, and covers the direct labor required to reinstall the defective part. A labor reimbursement however, does not cover other costs related to a service call.

Other costs related to a service call

Other costs that are incurred within the scope of a service call are not covered by Edisun, such as loss of yield incurred by the system operator while the solar power system is down is not covered.

Other information about PV Booster replacement processes

When possible, Edisun will ship refurbished units as replacement for warranty failures. “Refurbished Units” are lightly used products that have been reconditioned to like-new condition and updated to include the latest technology. Therefore, housings may show signs of an earlier installation. The system operator must be made aware of this.

If impaired devices are sent to Edisun without approval from the designated PV Booster Technical Support, an inspection fee of \$250.00 as well as parts and transportation costs will be charged to the account listed.

If a product is returned to Edisun for repair or maintenance and repeated attempts by Edisun to contact the installer or end user regarding the product have been made without success, the product will be considered abandoned after ninety (90) days of no contact and the product will become the property of Edisun Microgrids, Inc.

IF IT IS NOT EXPRESSLY MENTIONED IN THIS DOCUMENT, ALL WARRANTY TERMS AND CONDITIONS FROM THE PV BOOSTER LIMITED WARRANTY SHALL APPLY.