

# Wmax Limited warranty

This warranty statement applies to the following WAVE Power products:

- All Vented **Wmax MPPT charge controller** products **WAVE Power Technologies**, provides a five (5) year limited warranty against defects in materials and workmanship, and a two (2) year limited warranty against fan failure, for the charge controllers listed above. The term of this warranty commences upon the earliest of the following events:
  - Commissioning/first activation of the product by an installer or end user
  - 6 months after the product is shipped from the factory this warranty applies to the original WAVE product purchaser, and is transferable only if the product remains installed in the original use location. Registering the product by returning the warranty registration card, or on [www.wavepowersystems.com](http://www.wavepowersystems.com), is strongly encouraged to ensure prompt response to any potential claims. The warranty does not apply to normal wear and tear and is void for any product or component that has been modified or damaged by any of the following:
    - Damage occurring during installation
    - Removal and reinstallation (aside from factory authorized repair)
    - Unauthorized alteration or disassembly
    - Accident or abuse, including drops, reversed polarity, etc.
    - Corrosion
    - Lightning
    - Repair or service provided by an unauthorized repair facility
    - Operation or installation contrary to manufacturer's product instructions and/or technical specifications
    - Operation outdoors or direct exposure to the elements
    - Operation or installation in environments which exceed the ingress protection (IP) rating of the products
    - Fire, floods, or acts of God, including Force Majeure events
    - Shipping or transportation
  - Incidental or consequential damage caused by other components of the power system or Any product whose serial number has been altered, defaced or removed WAVE's liability for any defective product, or any product part, shall be limited to the repair or replacement of the product, at WAVE's discretion. WAVE does not warrant or guarantee workmanship performed by any person or firm installing its products. This warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of products or parts of products.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO WAVE PRODUCTS (Wmax 80 and Wmax 60). WAVE EXPRESSLY DISCLAIMS ANY OTHER EXPRESSED OR IMPLIED WARRANTIES OF ITS PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WAVE ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACEMENT IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY AND EXCLUDES ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF IT IS MADE AWARE OF SUCH POTENTIAL DAMAGES.

How to Register the Product To register the product, use the online form at the WAVE website at [www.wavepowersystems.com/warranty](http://www.wavepowersystems.com/warranty) . Alternatively, complete the Warranty Registration card provided with the product and mail it to the address provided on the card. How to Arrange for Warranty Service during the warranty period beginning on the invoice date, WAVE Power Systems will repair or replace products covered under this limited warranty that are returned to WAVE Power Technologies' facility or to WAVE Power Systems authorized repair facility, or that are repaired on site by a WAVE Power Systems authorized repair person. Contacting WAVE Technical Support to request warranty service: Telephone: +18095785556 ext. 205 (Main Office). Fill out the form in the webpage to ensure warranty coverage, this contact must be within the effective warranty period. If service is required, the WAVE Technical Support representative will issue a Return Material Authorization (RMA) number. Return Material Authorization (RMA) A request for an RMA number requires all of the following

information: 1. Product model and serial number; 2. Proof-of-purchase in the form of a copy of the original Product purchase invoice or receipt confirming the Product model number and serial number; 3. Description of the problem; 4. Validation of problem by Technical Support, and 5. Shipping address for the repaired or replacement equipment. Upon receiving this information, the WAVE representative can issue an RMA number.

Returning Product to WAVE After receiving the RMA number, the customer must pack the product(s) authorized for return, along with a copy of the original purchase invoice and product registration, in the original product shipping container(s) or packaging providing equivalent or reasonable protection. The RMA number must be written on the outside of the packaging where it is clearly visible. If the product is within the warranty period, WAVE will cover pre-paid shipping with prior arrangement. The product(s) must be shipped back to WAVE Power Systems in their original or equivalent packaging, to the following address: WAVE Power Technologies RMA # \_\_\_\_\_ Att'n: Service Department C/ Duarte #3, Moca. Dominican Republic. The customer must insure the shipment, or accept the risk of loss or damage during shipment. If a shipping box is needed for return of a product, WAVE will, upon request, send a shipping box. IMPORTANT: WAVE is not responsible for shipping damage caused by improperly packaged products, the repairs this damage might require, or the costs of these repairs. If, upon receipt of the product, WAVE determines the product or product part is defective and that the defect is covered under the terms of this warranty, WAVE will then ship a repaired or replacement product or product part to the purchaser freight prepaid, non-expedited, using a carrier of WAVE's choice, where applicable. If product fails in ninety (90) or fewer days from original purchase date, WAVE will replace with a new product. If the product fails after ninety (90) days and up to expiration of warranty, WAVE will, at its discretion, either repair and return a product, or ship a replacement product. WAVE will determine whether a product is to be repaired or replaced in accordance with product age and model. WAVE will authorize advance shipment of a replacement based on product age and model. In cases where a WAVE dealer or distributor replaces a product more than ninety (90) days old with a new product, WAVE will NOT compensate that dealer or distributor with new stock unless the exchange was authorized in advance by WAVE. Troubleshooting/No-Fault-Found Fee In the event of a product failure, the customer will need to work with a WAVE Technical Support representative to perform the necessary troubleshooting. This is a required step before a return can be performed. Troubleshooting requires a qualified technician to be present at the site of the product, with a quality voltmeter that measures both DC and AC. The WAVE representative will request voltmeter readings, error messages, and other information. Several problems can be resolved on-site. If the customer is unable to provide the requested information and the product is found to have no problems upon return, WAVE may choose to charge additional labor and handling fees up to \$180.00 U.S. out of Warranty If the product is out of warranty, WAVE will repair and return the product for a fee. Alternately, if applicable, WAVE will advance ship replacement parts for a fee upon request.

If a shipping box is needed for return of out-of-warranty product, WAVE will send a shipping box upon request. The customer is responsible for paying shipping to WAVE. The warranty period of any repaired or replacement product or product part is ninety (90) days from the date of shipment from WAVE, or the remainder of the initial warranty term, whichever is greater. This warranty is void for any product that has been modified by the customer without authorization by WAVE. A product with a voided warranty will be treated the same as one with an expired warranty. Warranty Updates for updates to the warranty statement, check the WAVE website at [www.wavepowersystems.com](http://www.wavepowersystems.com). Recycling Information IMPORTANT: Recycle Electronics and Batteries are considered hazardous waste and must be recycled according to local jurisdiction.

All claims must submit to: <http://www.wavepowersystems.com/warranty> in accordance to limited warranty rules.

WAVE POWER SYSTEMS RD

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