



AE Solar Energy, Inc.

Warranty Statement

AE Solar Energy, Inc. (“AESE”) warrants that new inverter and PV accessory products sold by AESE will be free from defects in material and workmanship for the period of time indicated in the table below, from the date AESE ships the product.

Product Line	Standard Warranty Period	Available Extensions
AE NX Inverters	5 years	+5, 10, 15
AE NX PowerStation (excluding inverters)	1 year	-
AE TX Inverters	10 years	+5, 10
AE TX PowerStation (excluding inverters)	1 year	-
AE TL String Inverters	10 years	-
AE TL String Data Monitoring Card	1 year	-
String Combiners	5 years	-
Remote PV-Tie Accessories	5 years	-
Inverter Integrated Sub-Combiners	5 years	-
Data Monitoring & Controls Equipment	5 years	-

*excludes sensor products

If AESE Technical Support receives a completed Warranty Card from the Customer within 6 months of the date AESE ships the inverter product, the warranty will start on the earlier of the six month anniversary of the shipment date or the installation date indicated on the applicable Warranty Card (inverter products only).

Subject to the Warranty Terms herein, AESE will cover the costs of parts, AESE labor, travel expenses for AESE personnel and shipping costs for parts and tools to perform service on Products within “Specified Locations” which are the contiguous United States, Hawaii, Puerto Rico, Ontario, Taiwan, India, United Kingdom, Czech Republic, Belgium, France, Germany, Netherlands, Switzerland, Greece, Italy, Portugal and Spain. Other countries, territories and overseas territories of Specified Locations are “Remote Locations” and Customer will pay shipping costs for parts and tools and travel expenses for AESE personnel for warranty service in Remote Locations. Extended inverter warranties may be purchased from AESE at the time of original purchase, or any time up to 1 year from the original ship date. Availability is at AESE’s discretion. The Warranty Terms of this document apply to all extended warranties.

Purchases of Extended Warranties can be rescinded within 60 days of the date of customer purchase order date. After 60 days, it will be at AESE’s discretion as to whether a rescission of will be granted. If approved, AESE will issue a credit memo to Customer’s account for the value of the extended warranties purchased that can be applied against future inverter purchases during the next 12 months. Certified used or refurbished products sold by AESE will be free from defects in material and workmanship for 180 days from the date AESE ships the product. Additionally, for any product that AESE repaired, serviced, converted, or upgraded, AESE warrants that any repaired or replaced component of the product will be free from defects in material and workmanship for the longer of (i) 90 days from the date of service or return shipment for depot service or (ii) or the remainder of the new product warranty. In the event Customer transfers ownership of product to a third-party, the warranty will only transfer to the third-party if the product remains installed at the original site.

AESE has sole responsibility in the exercise of its reasonable discretion for determining the cause and nature of a product defect, and AESE's determination with regard thereto shall be final, subject to the dispute resolution provisions of these Terms. Customer must notify AESE of any breach of warranty within the applicable warranty period. The exclusive remedy for any breach of warranty shall be, at AESE’s option, the repair of the product or replacement of such product with a product of the same type,

or the refund of the purchase price for such product. When notifying AESE of, or returning to AESE, any products that fail to meet an applicable warranty, Customer shall comply with AESE's then-current Return Material Authorization procedure (available upon request). AESE owns, and Customer hereby assigns to AESE ownership of, any part, component, or item removed from a product by AESE during a warranty repair under these terms.

The Warranty does not cover fuses, filters, and the value of lost energy production or costs related to the removal, installation, or troubleshooting of customer electrical systems.

The Warranty does not cover defects or damage caused by:

- Shipping or transportation damages
- Improper installation
- Exposure to unsuitable environmental conditions, including but not limited to damage due to lightning strikes
- Corrosion or rust
- Unauthorized or abnormal use or operation
- Negligence or accidents, including but not limited to lack of maintenance or improper maintenance
- Material or workmanship not provided by AESE or its authorized service centers
- Relocation of the commercial inverter from its original installation location
- Alteration of equipment without prior approval by AESE
- Acts of God, such as earthquake, flood or fire

If your product requires troubleshooting or warranty service, contact your installer or dealer. If you are unable to contact your installer or dealer, or the installer or dealer is unable to provide service, contact AESE directly at:

invertersupport@aei.com

Within the U.S., call 877.312.3832

Outside the U.S., call +1.541.323.4143

AESE reserves the right to charge for service time expended if the defect is due to any cause not covered by the warranty. In all cases, AESE reserves the right to inspect the Product that is subject to a warranty claim. Customer agrees to provide reasonable access for AESE to conduct such inspection. If an inverter's direct connectivity to enable AESE to perform remote firmware updates, inverter fault alerts and remote diagnostics, that was agreed upon as part of an Extended Warranty connectivity discount is not present throughout the Extended Warranty contract period, Customer will pay AESE's then current service fees to perform on-site troubleshooting and firmware updates associated with a warranty claim. Customer will pay freight on Products returned to Customer that are not covered by warranty. AESE will pay freight on Products sent to AESE, and those returned to Customer, which are covered by the Warranty Terms. AESE owns, and Customer hereby assigns to AESE ownership of, any part, component, or item removed from a Product by AESE under these Terms for any reason. AESE may, at its discretion, use new and/or reconditioned parts in performing warranty repair and in building replacement products. AESE reserves the right to use parts or products of original or improved design in the repair or replacement. If AESE repairs or replaces a product, the Warranty Terms will continue for the remaining portion of the original warranty period applicable to the Product or 90 days from the date of repair, whichever period expires later.