

10-Year Limited Warranty for Duracell Power Center Products. Duracell Power Center provides a Ten-year (10) limited Warranty ("Warranty") against defects in materials and workmanship for its Duracell Power Center products ("Product"). The term of this warranty begins on the Product(s) initial purchase date, or the date of receipt of the Product(s) by the end user, whichever is later. This must be indicated on the invoice, bill of sale from your installer. This warranty applies to the original Duracell Power Center Product purchaser and is transferable only if the Product remains installed in the original use location. Please call Duracell Power Center to let us know if you are selling your Home and give us name and contact of the new owner.

The warranty does not apply to any Product or Product part that has been modified or damaged by the following:

- Installation or Removal (examples: wrong voltage batteries, connecting batteries backward, damage due to water/rain to electronics, preventable damage to solar wires.)
- Alteration or Disassembly
- Normal Wear and Tear
- Accident or Abuse
- Unauthorized Firmware updates/software updates or alterations to the software code
- Corrosion
- Lightning: unless using EMP hardened system, then Duracell Power Center will repair/replace the product
- Repair or service provided by an unauthorized repair facility
- Operation or installation contrary to manufacturer product instructions
- Fire, Floods, or Acts of Nature
- Shipping or Transportation
- Incidental or consequential damage caused by other components of the power system
- Any product whose serial number has been altered, defaced, or removed
- Any other event not foreseeable by Duracell Power Center.

Contact Us: 1 (800) 955-0193 ext. 2

For Info/Purchasing:

sales@duracellpowercenter.com

For Tech Support/Warranty Claim:

support@duracellpowercenter.com

Duracell Power Center liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product, at Duracell Power Center discretion. Duracell Power Center 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. LCD screen and fans are covered for 5 years from date of purchase.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO DURACELL POWER CENTER PRODUCTS. DURACELL POWER CENTER PRODUCTS EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS. DURACELL POWER CENTER PRODUCTS 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.

Return Policy - No returns will be accepted without prior authorization and must include the Return Material Authorization (RMA) number. Please call and talk to one of our engineers to obtain this number at:
1 (800) 955-0193 ext 2

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**
5. **Shipping address for the repaired or replacement equipment.**

Upon receiving this information, the DURACELL POWER CENTER representative can issue an RMA number.

Any product that is returned must be brand new, in excellent condition and packaged in the original manufacturer's carton with all corresponding hardware and documentation. Returns must be shipped with prepaid freight and insured via the carrier of your choice to arrive back at Duracell Power Center within 60 days of your initial delivery or pick-up.

Shipping charges will not be refunded.

All returns are subject to a 35% restocking fee. **No returns will be accepted beyond 60 days of original delivery.** The value and cost of replacing any items missing (e.g. parts, manuals, etc.) will be deducted from the refund. If you have any questions regarding our return policy, please email us at sales@duracellpowercenter.com or call us at the number above during regular (M-F) business hours.