



Workmanship and Materials

Tigo Energy warrants all Equipment to be free from defects in material or workmanship under normal use and service for a period of ten (10) years from the date of installation at customer site. Furthermore, if within twenty (20) years from date of delivery to the Customer, any Tigo Energy™ Module Maximizer exhibits a power output less than 80% of the Minimum Peak Power as specified at the date of delivery by the module vendor's datasheet, provided that such loss in power is determined by Tigo Energy (at its sole and absolute discretion) to be due to defects in material or workmanship, Tigo Energy will repair or replace the defective Tigo energy Module Maximizer(s). During the Warranty Period, Tigo Energy will, at its option, repair or replace the defective product free of charge, provided that Tigo Energy through inspection establishes the existence of a defect that is covered by the Limited Warranty. Tigo Energy will, at its option, use new and/or reconditioned parts in repairing or replacing the Defective Product. Tigo Energy reserves the right to use parts or products of original or improved design in the repair or replacement of Defective Product. If Tigo Energy repairs or replaces a Defective Product, the Limited Warranty continues on the repaired or replacement product for the remainder of the original Warranty Period or ninety (90) days from the date of Tigo Energy's return shipment of the repaired or replacement product, whichever is later. The Limited Warranty covers both parts and labor necessary to repair the Defective Product, but does not include labor costs related to un-installing the Defective Product or re-installing the repaired or replacement product. The Limited Warranty also covers the costs of shipping repaired or replacement product from Tigo Energy, via a non-expedited freight carrier selected by Tigo Energy. The Limited Warranty does not cover, and Tigo Energy will not be responsible for, shipping damage or damage caused by mishandling by the freight carrier and any such damage is the responsibility of the freight carrier.

Limitations and Conditions

Tigo Energy Module Maximizers are designed to withstand normal operating conditions and typical wear and tear when used for their original intent and in compliance with then installation and operating instructions supplied with the original equipment. The Limited Warranty does not apply to, and Tigo Energy will not be responsible for, any defect in or damage to any Tigo Energy Module Maximizer: (1) that has been misused, neglected, tampered with, altered, or otherwise damaged, either internally or externally; (2) that has been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the Tigo Energy User Manual or applicable laws or regulations; (3) that has been subjected to fire, water, generalized corrosion, biological infestations, acts of God, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Module Maximizer specifications, including high input voltage from generators or lightning strikes; (4) that has been subjected to incidental or consequential damage caused by defects of other components of the PV system; or (5) if the original identification markings (including trademark or serial number) of such Module Maximizer have been defaced, altered, or removed. The Limited Warranty does not cover costs related to the removal, installation or troubleshooting of the customer's electrical systems. The Limited Warranty does not extend beyond the original cost of the Maximizer. In order for the warranty to be valid and prompt service obtained, customers must have Tigo Energy monitoring enabled and paid for through the time of the service request. See RMA process for easy return policies, next page.

Limited Warranty Claims

To obtain repair or replacement service under this Limited Warranty, the customer must comply with the following policies and procedures:

- Customers must have Tigo Energy monitoring enabled so that Tigo Energy Authorized Representatives can view the Module Maximizers on the array over the Internet. If the product is deemed to be defective by the Tigo Energy representative, a replacement Module Maximizer will be shipped to the customer site with an RMA number and appropriate box for the customer to return the defective Module Maximizer. Customer must provide correct shipping address.
- All Defective Product must be returned with a Return Merchandise Authorization Number (RMA) provided by Tigo Energy.
- In order to complete the RMA process, customer must provide the following information:
 - Proof-of-purchase of the Defective Product in the form of the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status.
 - Model number of the Defective Product.
 - Serial number of the Defective Product.
 - Detailed description of the defect.
- The returned Defective Product must not have been disassembled or modified without the prior written authorization of Tigo Energy.