



THE RAQ, LLC. Manufacturer's Warranty

20 Year Limited Warranty

The warranty obligations of The RAQ, LLC. for this product are limited to the terms set forth below:

What is Covered:

This limited warranty covers defects in materials and workmanship in this product.

What is Not Covered:

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.

This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by The RAQ, LLC. to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product.

This limited warranty does not cover cartons, equipment enclosures, cables or accessories used in conjunction with this product. Without limiting any other exclusion herein, The RAQ, LLC. does not warrant that the product covered hereby, including, without limitation, the technology and/or integrated circuit(s) included in the product, will not become obsolete or that such items are or will remain compatible with any other product or technology with which the product may be used.

How Long Does this Coverage Last:

This limited warranty lasts twenty (20) years from the date of original purchase of this product.

Who is Covered:

Only the original purchaser of this product is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this product. Limited Warranty The RAQ, LLC.

What The RAQ, LLC. will do:

The RAQ, LLC. will, at its sole option, provide one of the following three remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

1. Elect to repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore this product to its proper operating condition. The RAQ, LLC. will also pay the shipping costs necessary to return this product once the repair is complete.
2. Replace this product with a direct replacement or with a similar product deemed by The RAQ, LLC. to perform substantially the same function as the original product.
3. Issue a refund of the original purchase price less depreciation and a restocking fee to be determined based on the age of the product at the time remedy is sought under this limited warranty.

What The RAQ, LLC. will not do Under This Limited Warranty

If this product is returned to The RAQ, LLC. or the authorized dealer from which it was purchased, this product must be insured during shipment, with the insurance and shipping charges prepaid by you. If this product is returned uninsured, you assume all risks of loss or damage during shipment. The RAQ, LLC. will not be responsible for any costs related to the removal or re-installation of this product from or into any installation. The RAQ, LLC. will not be responsible for any costs related to any setting up this product, any adjustment of user controls or any programming required for a specific installation of this product.

How to Obtain a Remedy under this Limited Warranty

To obtain a remedy under this limited warranty, you must contact either the authorized RAQ reseller from whom you purchased this product or The RAQ, LLC. office nearest you.

Please visit our web site at www.solarraq.com or contact The RAQ, LLC. Hotline at 313-473-7271. In order to pursue any remedy under this limited warranty, you must possess an original, dated receipt as proof of purchase from The RAQ, LLC. or an authorized reseller. If this product is returned under this limited warranty, a return authorization number, obtained from The RAQ, LLC., will be required. You may also be directed to a person authorized by The RAQ, LLC. to repair the product. If it is decided that this product should be returned directly to The RAQ, LLC., this product should be properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization number will be refused.

Limitation on Liability:

THE MAXIMUM LIABILITY OF The RAQ, LLC. UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, The RAQ, LLC. IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL or. CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you. Exclusive Remedy TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE RAQ, LLC. SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF THE RAQ, LLC. CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW. IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.