

## FLEXware™ Surge Protector Limited Warranty

OutBack Power Systems, Inc. ("OutBack") provides a limited warranty ("Warranty") against defects in materials and workmanship for its FLEXware Surge Protector Products ("Product") if installed for use with OutBack FX Series Inverter/Chargers in fixed location applications. The effective time period of this Warranty is determined by the length of the warranty for the FX series Inverter/Charger installed for use with the Product.

For this Warranty to be valid, the Product purchaser must complete and submit the applicable Product registration card within ninety (90) days of the eligible Product's first retail sale and OutBack must acknowledge receipt of the registration card through the issuance of an OutBack Warranty Certificate. This Warranty applies to the original OutBack Product purchaser and is transferable only if the Product remains installed in the original use location with the original OutBack FX Series Inverter/Charger. This Warranty does not apply to any Product or Product part that has been modified or damaged by the following:

- Installation or Removal;
- Alteration or Disassembly;
- Normal Wear and Tear;
- Accident or Abuse;
- Corrosion;
- Lightning;
- Repair or service provided by an unauthorized repair facility;
- Operation contrary to manufacturer product instructions;
- Fire, Floods or Acts of God;
- 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; or
- Any other event not foreseeable by OutBack.

OutBack's liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product at OutBack's discretion. OutBack does not warrant or guarantee workmanship performed by any person or firm installing the Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of the Products.

To request warranty service, you must contact OutBack Technical Services at (360) 435-6030 or [support@outbackpower.com](mailto:support@outbackpower.com) within the effective warranty period. If warranty service is required, OutBack will issue a Return Material Authorization (RMA) number. A request for an RMA number requires all of the following information:

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1. 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;
2. OutBack issued warranty certificate for the FX Series Inverter/Charger used with the Product;
3. Description of the problem; and
4. Shipping address for the replacement equipment.

After receiving the RMA number, pack the Product(s) authorized for return, along with a copy of the original purchase invoice and warranty certificate, in the original Product shipping container(s) or packaging providing equivalent protection; mark the outside of the container clearly with the RMA number. The sender must prepay all shipping charges, and insure the shipment, or accept the risk of loss or damage during shipment. OutBack 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, OutBack determines the Product is defective and that the defect is covered under the terms of this Warranty, OutBack will then and only then ship a repaired or replacement Product to the purchaser freight prepaid, non-expedited, using a carrier of OutBack's choice within the continental United States where applicable.

Shipments to other locations will be made freight collect. The warranty period of any repaired or replacement Product is twelve (12) months from the date of shipment from OutBack, or the remainder of the initial FX Series Inverter/Charger warranty term, whichever is greater.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO OUTBACK PRODUCTS, AND OUTBACK EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OUTBACK 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. SOME STATES (OR JURISDICTIONS) MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF WARRANTIES OR DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.



## Surge Protector Limited Warranty Registration

**Complete this form to request a Limited Warranty, and return it to:**

Outback Power Systems Inc.  
19009 62nd Ave. NE  
Arlington, WA 98223

**Note:** A Limited Warranty Certificate will only be issued if this Registration Card is received by OutBack within 90 days of the date of the first retail sale of the eligible Product. Please submit a copy (not the original) of the Product purchase invoice, which confirms the date and location of purchase, the price paid, and the Product Model and Serial Number.

Surge Protector Limited Warranty Registration				
<b>System Owner</b>				
Name:	_____			
Address:	_____			
City, State, Zip Code:	_____ Country: _____			
Telephone Number:	_____ E-mail: _____			
Product Model Number:	_____ Product Serial Number: _____			
Sold by:	_____ Purchase Date: _____			
<i>The following questions refer to the FX Series Inverter/Charger on which the FLEXware Surge Protector is installed:</i>				
FX Series Inverter/Charger Model Number:	_____			
FX Series Inverter/Charger Serial Number:	_____			
Please circle the three most important factors affecting your purchase decision:				
Price	Product Reputation	Product Features	Reputation of OutBack Power	Value
System Install/Commission Date:	_____	System Array Size:	_____	
System Array Nominal Voltage:	_____	Type of PV Modules:	_____	
System Battery Bank Size (Amp Hours):	_____	Type of Batteries:	_____	
Please List Other sources of Back-up Power:		_____		
Installer:	_____	Contractor Number:	_____	
Installer Address:		_____		
Installer City, State, Zip:		_____		
Installer E-mail:		_____		

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