



## Limited Warranty for PV Modules

Thank you for your interest in the products and services of HQST. By acquiring the products of HQST, you have purchased quality. As a sign of confidence in our quality, we are pleased to grant you with the following warranties for our photovoltaic products.

### 1. Limited Warranty

The products manufactured by HQST (the "Warrantor") are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the "Purchaser"). This limited warranty covers substantial defects in material or workmanship and performance.

If any HQST PV Module(s) fails to follow this Limited Warranty and any and all power loss is determined by the Warrantor's technical support team then the Warrantor will either repair or replace the defective PV module(s) with a new or refurbished PV module(s). All replacements will be compatible with the original PV module(s) with an equal or even greater power rating (in some cases). If for any reason HQST is unable to repair or replace the defective PV module(s) then a refund can occur.

\*Please note that all outsourced PV modules and OEM PV modules will not be covered by HQST's limited material and workmanship warranty or HQST's Limited Performance Warranty. Instead, outsourced PV modules will be covered under the original manufacturer's warranty, if applicable, and OEM PV modules' warranty will be determined at the time of purchase.

\*Please Note: There will be a 30-day window upon receipt of the product in which the receiver may file a claim for packages that were damaged while in transit or missing components. Beyond the 30-day window, HQST (the Warrantor) forfeits liability and the receiver assumes responsibility for incurring damage, missing items, or negligence and fees for extended storage.

\*Please Note: All orders over **\$200** will be shipped out with signature requirement.

\*Please Note: Once an order has been placed, HQST cannot reroute to a new destination. Should the shipment not be received or refused by the destination, reshipment costs will not be covered by HQST. If after shipment, cancellation is required, shipments will be subject to HQST's standard 10% restocking fee.

### **Material and Workmanship Warranty period for the following PV Modules after August 1<sup>st</sup>, 2015:**

\*Excluding charge controller and wire defects

HQST-10D; HQST-20D; HQST-30D; HQST-100D; HQST-100P; HQST-150D	<b>5 year material and workmanship warranty</b>
HQST-KIT-STCS100P	<b>3 year material and workmanship warranty</b>

**Performance Warranty period for the following PV Modules after August 1<sup>st</sup>, 2015:**

\*Excluding charge controller and wire defects

\*The power output will be measured under HQST standard measurement conditions.

OS-SS-255DX4; HQST-KIT-AF-30P	<b>1 year material and workmanship warranty</b>
HQST-10D; HQST-20D; HQST-30D; HQST-100D; HQST-100P; HQST-150D; HQST-KIT-STCS100P	<b>5 year 95% output warranty 10 year 90% output warranty 25 year 80% output warranty</b>
HQST-50DB; HQST-100DB	<b>No Performance Warranty</b>

**2. General Conditions for Warranty Claims**

For Workmanship and Material Warranty: If the Purchaser experiences any defects in materials and workmanship under normal application, such as defects and/or failures due to manufacturing or due to materials, it is their responsibility to contact the Warrantor's technical support team. The technicians will offer steps and procedures to test the PV module(s), repair the PV module(s) or require the Purchaser to ship the PV module(s) to the technical support team if needed. Based on the outcome, the warranty service will then be in effect.

For Performance Warranty: If the Purchaser experiences any difficulty with performance of their PV module(s), it is their responsibility to contact the Warrantor's technical support team. If the PV module(s) is under performance warranty, the technicians will offer steps and procedures to test a product, repair a product or require the Purchaser to ship the product to the technical support team if needed. The power output volumes will be determined by HQST standard measurement conditions. Based on the outcome, the warranty service will then be in effect.

For Damaged Product Warranty: If the Purchaser receives any damaged products it is their responsibility to contact the Warrantor's technical support team within 30 days. After 30 days, the Warrantor forfeits liability and the receiver assumes responsibility for incurring damage, missing items, or negligence and fees for extended storage. In order to process this claim the Purchaser must email proof of damaged product, packaging and shipping label.

This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser in order to claim warranty. Original order information is needed to claim warranty. If original order was shipped within the US, the Purchaser will be responsible for additional shipping costs out of the US. The Customer's sole and exclusive remedy and the entire liability of the Warrantor, its suppliers and affiliates for breach of the warranty is, either to replace the PV module(s) or component parts of the PV module(s) and in some cases refund the PV module(s) cost. This warranty does not cover labor. PV modules or components that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the

serviced/replaced PV module(s) will abide to the original warranty period issued when first purchased. No employee, agent, dealer or any other person is authorized to give any warranties on behalf of the Warrantor, not expressly set forth in this limited warranty.

### **3. Exclusions and Limitations**

The warranty does not cover failures result from incorrect handling, product modifications, installation, conversion or additions, supplements, operation, natural elements (weather), excessive or deficient energy supply, chemicals, the effect of solid bodies or deliberate damage. If the Warrantor determines that the problem with the PV module(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the PV module(s)

The warranty shall be asserted with the Warrantor in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. The Warrantor shall accept no returns of PV modules without the previous written request for this. Within five (5) business days of the date of notification, the Warrantor will provide the Purchaser with an RMA number and the location to which the Purchaser must return the defective PV module(s). Any PV module(s) returned for valid warranty service shall be shipped at the expense and risk of the Warrantor. The Purchaser must return the PV module(s) (or, if authorized by the Warrantor, the defective component parts), within fifteen (15) days after issuance of the RMA number. The Warrantor will be under no obligation to accept any returned PV module(s) that does not have a valid RMA number. All parts that the Warrantor replaces shall become the Warrantor's property on the date the Warrantor ships the repaired PV module(s) or part back to the Purchaser. The Warrantor will use all reasonable efforts within thirty (30) days of receipt of the defective PV module(s) to repair or replace such PV module. If a warranty claim is invalid for any reason, the Purchaser will be charged at the Warrantor's then-current rates for services performed and will be charged for all necessary repairs and expenses incurred by the Warrantor. If the Warrantor determines that a warranty claim is valid, it will ship the repaired or replaced PV module(s) to the Purchaser at the Warrantor's cost.

**HQST MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOMER OR USAGE OF TRADE.**

#### **LIMITATION OF LIABILITY**

**UNDER NO CIRCUMSTANCES WILL HQST OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF HQST OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither HQST nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

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**HQST**  
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## Limited Warranty for Accessories

Thank you for your interest in the products and services of HQST. By acquiring the products of HQST, you have purchased quality. As a sign of confidence in our quality, we are pleased to grant you with the following warranties for our photovoltaic products.

### 1. Limited Warranty

The products manufactured by HQST (the "Warrantor") are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the "Purchaser"). This limited warranty covers substantial defects in material or workmanship and performance.

If any HQST product(s) fail to follow this Limited Warranty and any and all power loss is determined by the Warrantor's technical support team then the Warrantor will either repair or replace the defective product(s) with a new or refurbished product(s). All replacements will be compatible with the original product(s) with an equal or even greater power rating (in some cases). If for any reason HQST is unable to repair or replace the defective product(s) then a refund can occur.

\*Please note that all outsourced product(s) will not be covered by HQST's limited material and workmanship warranty. Instead, outsourced products will be covered under the original manufacturer's warranty, if applicable.

\*Please Note: There will be a 30-day window upon receipt of the product in which the receiver may file a claim for packages that were damaged while in transit or missing components. Beyond the 30-day window, HQST (the Warrantor) forfeits liability and the receiver assumes responsibility for incurring damage, missing items, or negligence and fees for extended storage.

### **Material and Workmanship Warranty period for the following products after August 1<sup>st</sup>, 2015:**

AK-10FT-10; AK-10FT-12; AK-20FT-10; AK-20FT-12; AK-30FT-10; AK-30FT-12; AK-40FT-10; AK-40FT-12; AK-9IN-12; BATTERYCB-12IN-4; BATTERYCB-14IN-4; BATTERYCB-16IN-4; EXTCB-1.5FT-12; EXTCB-5FT-10; EXTCB-5FT-12; EXTCB- 10FT-10; EXTCB-10FT-12; EXTCB-15FT-10; EXTCB-15FT-12; EXTCB-20FT-10; EXTCB-20FT-12; INVTB-5FT-4; TRAYCB-8FT-8; TRAYCB-8FT-10; TRAYCB- 8FT-12; TRAYCB-16FT-8; TRAYCB-16FT-10; TRAYCB-16FT-12; CNCT-MC4; CNCT-MC4Y	<p style="text-align: center;"><b>Cables &amp; Wiring</b></p> <p style="text-align: center;"><b>1-year material and workmanship warranty</b></p>
CNCT-FUSE10; CNCT-FUSE15; CNCT-FUSE20; CNCT-FUSE30	<p style="text-align: center;"><b>Fuses</b></p> <p style="text-align: center;"><b>1-year material and workmanship warranty</b></p>
HQST-ZB; MTS-SP100; MTS-TM100; MTS-EC35; MTS-EC40; MTS-EC50; MTS-LF; MTS-MC35; MTS-MC40; MTS-MC50; MTS-MPM4; MTS-MPM5; MTS-RS; MTS-RL5FT; MTS-QMSC; MTS-BDRL10FT; HQST-MTS-STM; MTS-CB; MTS-	<p style="text-align: center;"><b>Mounting &amp; Components</b></p> <p style="text-align: center;"><b>1-year material</b></p>

CE; MTS-UNI-RL14Ft; MTS-UNIEC5052 (4 pack); MTS-UNI-MC4552 (4 pack); MTS-UNI-EC3941 (4 pack); MTS-UNI-MC3841 (4 pack); MTS-UNI-HM; MTS-UNI-LF-S (4 pack); MTS-UNI-SP-S (4 pack); MTS-UNI-GN (4 pack); MTS-SUN-RM	<b>and workmanship warranty</b>
HQST-CTRL-PWM5; HQST-CTRL-PWM10DB; HQST-CTRL-PWM20DB; HQST-CTRL-PWM10-LCD; HQST-CTRL-PWM20-LCD; HQST-CTRL-PWM30-LCD; HQST-CTRL-MPPT20; HQST-CTRL-MPPT30; HQST-CTRL-MPPT40	<b>Charge Controllers</b> <b>1-year material and workmanship warranty</b>
HQST-INV-T-M500-12V; HQST-INV-T-M1000-12V;	<b>Inverters</b> <b>1-year material and workmanship warranty</b>
HQST-BATT-GEL12-200; HQST-BATT-GEL-12-100;	<b>Batteries</b> <b>3-year material warranty</b>
TRCRMTR-MT-5; TRCRMTR-MT-150; TRCRMTR-MT-50; TRCRMTR-MT-5; TRCRMTR-MT-1; CTRL-VS-TS	<b>Meters &amp; Sensors</b> <b>1-year material and workmanship warranty</b>
TOOL-MC4	<b>Tools</b> <b>1-year material and workmanship warranty</b>

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This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser in order to claim warranty. Original order information is needed to claim warranty. If original order was shipped within the US, the Purchaser will be responsible for additional shipping costs out of the US. The Customer's sole and exclusive remedy and the entire liability of the Warrantor, its suppliers and affiliates for breach of the warranty is, either to replace the product(s) or component parts of the product(s) and in some cases refund the product(s) cost. This warranty does not cover labor. Products that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced product(s) will abide to the original warranty period issued when first purchased. No employee, agent, dealer or any other person is authorized to give any warranties on behalf of the Warrantor, not expressly set forth in this limited warranty.

## 3. Exclusions and Limitations

The warranty does not cover failures result from incorrect handling, product modifications, installation, conversion or additions, supplements, operation, natural elements (weather), excessive or deficient energy supply, chemicals, the effect of solid bodies or deliberate damage. If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s).

The warranty shall be asserted with the Warrantor in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. The Warrantor shall accept no returns of product(s) without the previous written request for this. Within five (5) business days of the date of notification, the Warrantor will provide the Purchaser with an RMA number and the location to which the Purchaser must return the defective module(s). Any product(s) returned for valid warranty service shall be shipped at the expense and risk of the Warrantor. The Purchaser must return the product(s) (or, if authorized by the Warrantor, the defective component parts), within fifteen (15) days after issuance of the RMA number. The Warrantor will be under no obligation to accept any returned product(s) that does not have a valid RMA number. All parts that the Warrantor replaces shall become the Warrantor's property on the date the Warrantor ships the repaired product(s) or part back to the Purchaser. The Warrantor will use all reasonable efforts within thirty (30) days of receipt of the defective product(s) to repair or replace such product(s). If a warranty claim is invalid for any reason, the Purchaser will be charged at the Warrantor's then-current rates for services performed and will be charged for all necessary repairs and expenses incurred by the Warrantor. If the Warrantor determines that a warranty claim is valid, it will ship the repaired or replaced product(s) to the Purchaser at the Warrantor's cost.

**HQST MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOMER OR USAGE OF TRADE.**

## LIMITATION OF LIABILITY

**UNDER NO CIRCUMSTANCES WILL HQST OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF HQST OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither HQST nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

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### HQST

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General Inquiries:

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