

Return Merchandize Authorization (RMA) Process Central & South America, Caribbean

To obtain service under this Limited Warranty, Customer must comply with the following procedures:

The Customer must contact an APsystems technical support representative to evaluate and troubleshoot the problem while the APsystems Product (Microinverters, ECUs or accessories) is still installed in its original location, since many problems can be solved in the field. If in-field trouble shooting does not solve the problem, and APsystems determines that the reported defect is eligible for coverage under the Limited Warranty, APsystems will notify Customer accordingly, and APsystems may, at its option, either

- (1) Repair or replace the defective Product free of charge, or
- (2) Provide a refund to the holder of the Warranty of an amount equal to the actual value of the Defective product at the time of the discovery of the defect.

Where a replacement has been decided by APsystems, the following information will be required by the Technical Support Representative for the RMA application.

1. Model and Serial Number of the defective product
2. Detailed description of the defect
3. Shipping address for the warranty replacement Products

APsystems may, at its options, use new and/or reconditioned parts, and/or parts of the original or a subsequent design, in repairing or replacing the Defective Products. The replacement Products shall continue to be covered under the Limited Warranty for the remainder of the then-current Warranty Period for the Product. APsystems will provide standard ground shipping. Replacement Product will be shipped to, either distributors, installer or end-user at APsystems sole discretion. APsystems will bear the cost of such shipment, but not the cost of any import duties or taxes. If expedited shipping is requested, the shipping costs will be billed to the customer.

In the case of defective product is installed outside of the country of the direct APsystems customer's base of operations, the replacement Product will be shipped to APsystems' direct customer only. It will be the direct customer's responsibility to ship the replacement Product to the appropriate location.

All costs, including, without limitation, labor, travel and boarding costs of APsystems service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of Products on-site, as well as costs related to Customer's employees and contractors repair or replacement activities, are not covered by the Limited Warranty and, unless otherwise agreed in advance by APsystems, shall be borne by the Customer. After uninstallation, the Defective Products shall be disposed by Customer, following local recycling regulations.

APsystems reserves the right to request return of defective Products on a case-to-case basis. If return is required, Customer is expected and requested to repack the defective Products in the same shipping box used to ship the replacement, and manually apply the APsystems provided return shipping label(s) to the box of the equipment to be returned. If there are any unresolved or pending financial issues between the Customer and APsystems at the time of the trouble call reporting, the issue will have to be resolved before material exchange can occur.



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APsystems does not provide new replacement equipment to distributors or installer who exchange new equipment from their stock to customers in the field at their own discretion.

The customer should keep detailed records to document RMA transactions for future reference. APsystems revised its RMA policies from time to time.

Note: applicable to all systems installed on or before May 31, 2021

If the solar system is not monitored by an ECU, the remote troubleshooting cannot be done by APsystems Technical Support Representative.

As a consequence, in case of suspected faulty microinverter(s) in a non-monitored system, process is as described below

- Customer to uninstall suspected faulty unit(s) and ship to APsystems Laboratory for testing
- If testing confirms that the suspected unit is indeed faulty, RMA Process as described above applies
- If testing confirms that the unit is functional, unit will be shipped back to Customer, with standard ground shipping, at APsystems costs
- Packing suspected faulty units in a proper and safe way is the responsibility of the customer. Micros received with physical damages (i.e broken DC connectors) will not be tested nor replaced by APsystems

In the same way as for monitored systems, all costs, including, without limitation, labor, travel and boarding costs of APsystems service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of Products on-site, as well as costs related to Customer's employees and contractors repair or replacement activities, are not covered by the Limited Warranty and, unless otherwise agreed in advance by APsystems, shall be borne by the Customer.

Alternatively, Customer can also purchase an ECU in order to monitor the system, even temporarily during the time of remote trouble-shooting by APsystems Technical Representative.

The policies described herein replace all prior policies and are effective June 1, 2021.