



Tigo Energy Limited Warranty

Tigo Energy, Inc ("Tigo") has developed the integrated TS4, TS4-A add-on and retrofit TS4-R platforms, Cloud Connect Advanced, RSS Transmitter, Tigo Access Point and RSS Signal Detector ("Equipment"). This Tigo Limited Warranty ("Limited Warranty") commences upon installation of the Equipment ("Warranty Commencement Date") and covers defects in

The warranty period is the period of time during which the equipment is free from defects in workmanship and materials for the following applicable period(s) ("the warranty period"):

- Integrated TS4, TS4-A Added and TS4-R Upgraded Platforms: twenty-five (25) years from the warranty start date, provided, however, that for equipment integrated into the module, the warranty period shall not exceed the maximum of (1) the PV module product warranty period and (2) the PV module power warranty periods provided by the applicable module manufacturer.
- Cloud Connect Advanced and Tigo Access Point: five (5) years from the date of commencement of the warranty, provided, however, that for equipment integrated into the UPS, the warranty period does not exceed the maximum product warranty period of the UPS provided by the manufacturer of the UPS concerned.
- RSS Transmitter: ten (10) years from the warranty start date when used with the TS4-x (any applicable Tigo product), provided, however, that for equipment integrated with the inverter, the warranty period shall not exceed the inverter warranty period provided by the applicable inverter manufacturer.
- RSS signal detector: one (1) year from the date of commencement of the warranty, when it is used with the TS4-x (any applicable Tigo product).

Registration for Tigo Monitoring Service must be completed within 90 days of the warranty start date for the limited warranty to be valid, for the following equipment: TS4-M, -S, -O, -L, Tigo Access Point, and Cloud Connect Advanced when implemented with communication. Rights under this Limited Warranty will be available and prompt service will be obtained only if the monitorable equipment is monitored by Tigo's monitoring service.

In order for this limited warranty to apply throughout the warranty period, Tigo requires that all components of the system be connected to the Internet and maintain that connection during the entire warranty period. Tigo has the right to update the Equipment through remote firmware updates without further notice. If this limited warranty cannot be honoured for the entire warranty period due to non-compliance with this Internet connection requirement, Tigo will still honour the limited warranty for 5 years from the warranty start date.

The limited warranty does not apply to components that are separate from the equipment, ancillary equipment and consumables, such as, for example, cables, fuses, wires and connectors, whether supplied by Tigo or others. Some components may be covered by their own manufacturer's warranty.

The limited warranty applies only to a customer who has purchased the equipment from a dealer or, in the case of equipment integrated with a module or inverter, from an authorised vendor of the module or inverter manufacturer, respectively, for use in a conforms to its intended use. This limited warranty may be transferred from the customer to any assignee, and will remain in effect for the remainder of the limited warranty period, provided that the equipment is not

Tigo Energy Limited Warranty



is not moved from its original location and that any re-installation is carried out in accordance with the installation instructions and operating instructions accompanying the equipment and available on the Tigo Resource Centre at support.tigoenergy.com (collectively the (e.g. "documentation").

The limited warranty applies to all versions of the TS4-F if and only if it is used with Tigo's RSS transmitter or an inverter with an integrated RSS transmitter certified by Tigo. No warranty is provided if the RSS transmitter is used with a non-certified third party receiver.

During the Warranty Period, if Tigo determines, in its sole and absolute discretion, through inspection, that a defect exists that is solely due to defects in the material or workmanship of the Equipment, the Equipment shall be deemed to be defective and shall be subject to repair under the terms of this Limited Warranty.

If recourse is available for the defective equipment under the terms of this limited warranty, Tigo, at its discretion, will issue a credit note to the client for an amount up to the value of the Tigo will provide the appropriate residual market value of the equipment, as determined by Tigo, to be used towards the purchase of a new product, or will repair or replace the defective equipment. Tigo will, at its discretion, use new and/or reconditioned parts to repair or replace the defective Equipment. Tigo reserves the right, in connection with the repair or replacement of

If Tigo repairs or replaces the defective equipment, it shall use original or improved design parts or products for such repair or replacement. If Tigo repairs or replaces the defective equipment, this limited warranty will continue for repaired or replaced equipment for the remainder of the Original Warranty Period. This Limited Warranty does not include the cost of labor or materials associated with the removal of the defective equipment or the reinstallation of the repaired or replacement equipment. This limited warranty covers the cost of shipping the equipment

The Customer shall pay Tigo's repair or replacement charges to the Customer and the shipping charges for the return of the defective equipment to Tigo, via a non-shipping freight carrier selected by Tigo, including any related customs charges. The Customer shall pay any applicable value added tax. The limited warranty does not cover, and Tigo 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.

The Equipment is designed to withstand normal operating conditions and typical wear and tear when used for its original purpose and in accordance with the documentation and installation and operating instructions provided with the original Equipment. The limited warranty does not apply to, and Tigo will not be responsible for, any defect or damage to any equipment that

(1) has been misused, abused, neglected, altered, modified, opened or otherwise damaged, whether indoors or outdoors; (2) has been improperly transported, stored, installed, operated, handled, maintained or used, including use under conditions for which the equipment was not designed, use in an unsuitable environment or use in a manner that is not consistent with the intended purpose of the equipment; or (3) has been subjected to any other form of abuse.

contrary to the documentation or applicable laws or regulations; (3) has been subject to fire, earthquake, excessive exposure to water, theft, freezing, war, inadequate ventilation, pest damage, accident, corrosion

(3) has been subjected to damage caused by generalized damage, biological infestations, actions of third parties, natural disasters, or input voltage that creates operating conditions exceeding the maximum or minimum limits stated in the documentation or specifications of the equipment, including high input voltage from generators, lightning, or power surges; (4) has been subjected to incidental or consequential damage caused by defects in other components of the system in which the equipment is installed; or (5) has been subjected to damage caused by the failure of other components of the system in which the equipment is installed.

the equipment is integrated; (5) has been used in combination with other equipment, articles or materials not permitted by the documentation or in violation of local codes or standards; or (6)



Tigo Energy Limited Warranty



whose original identification marks (including the brand or serial number) of
The limited warranty does not cover noise or vibration that is not excessive, damage or deterioration that occurs after the equipment has been disfigured, altered or removed. The limited warranty does not cover noise or vibration that is not excessive, damage or deterioration that occurs after the expiry of the Guarantee Period, or cosmetic, superficial, technical or technical defects design, or shortcomings, which do not materially influence or affect the production
Tigo shall not be liable for any claims related to network coverage discrepancies or any denial, interruption or other limitation of the wireless network. Tigo is not responsible for any claim related to a difference in network coverage or any denial, interruption or other limitation of the wireless network. Tigo's maximum liability under this limited warranty for each piece of Equipment is limited to the original cost of that Equipment. Only Equipment installed in accordance with the Documentation is covered by this Limited Warranty.

No rights under this Limited Warranty for TS4 Integrated Products will be available unless all personnel who install or replace TS4 Integrated Products have completed the TS4 Certification Course available online at tigoenergy.com/ts4key. Upon successful completion of the course, a certificate will be issued to the trainee by email. Tigo maintains a register of certified personnel for the purposes of this limited warranty. No rights under this Limited Warranty will be enforceable if installation and removal of the equipment is performed only with the approved tools: TS4 Key or TS4 Production Key. Only equipment installed in accordance with the documentation is covered by this limited warranty.

To obtain repair or replacement service, or a credit or refund (as applicable), under this limited warranty, the customer must comply with the following policies and procedures:

- Any defective Equipment must be returned to Tigo with a Return Merchandise Authorization ("RMA") number that the Customer must obtain from Tigo. However, prior to obtaining the RMA, the Customer must contact a Tigo technical support representative to assess and resolve the problem while the equipment remains installed, as many problems can be resolved while the equipment remains installed. The Customer must provide Tigo Technical Support with the following information:
 - Model number of the defective equipment.
 - Serial number of the defective equipment.
 - Detailed description of the defect.
 - The Tigo system identification number.
- If on-site troubleshooting does not resolve the problem, the customer may request a Return Material Authorization (RMA) number, which must include the following information
 - Proof of purchase of the defective equipment in the form of: (i) the dated purchase receipt of the original purchase of the equipment at the point of sale to the end user, or (ii) the dated invoice or purchase receipt showing the equipment being exchanged under warranty.
 - Shipping address for the return of repaired or replacement equipment (depending on the case).
- Any defective equipment authorised for return must be returned in the container
The equipment should be packed in the original shipping container or in other packaging that also protects the equipment.
- The defective equipment returned must not have been dismantled or modified without permission
Tigo's prior written consent.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TIGO HEREBY DISCLAIMS ALL LIABILITY FOR



ANY LOSS OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE
Tigo Energy Limited Warranty



TIGO SHALL NOT BE LIABLE AND SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE OR INJURY TO PERSONS OR PROPERTY OR ANY OTHER LOSS OR INJURY RESULTING FROM ANY CAUSE ARISING OUT OF OR IN CONNECTION WITH ANY OF ITS EQUIPMENT OR ITS USE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TIGO BE LIABLE TO THE CUSTOMER, OR TO ANY THIRD PARTY CLAIMING THROUGH OR UNDER THE CUSTOMER, FOR ANY LOSS OF PROFITS, LOSS OF USE OR DOWNTIME OF THE EQUIPMENT, OR FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OF ANY KIND, HOWEVER CAUSED, ARISING OUT OF OR IN CONNECTION WITH THE EQUIPMENT, EVEN IF TIGO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TIGO'S AGGREGATE LIABILITY, IF ANY, FOR DAMAGES OR OTHERWISE SHALL NOT EXCEED THE PURCHASE PRICE PAID TO TIGO BY THE CUSTOMER FOR THE EQUIPMENT IN THE EVENT OF A WARRANTY CLAIM.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY TIGO. THE LIMITED WARRANTIES SET FORTH HEREIN ARE IN LIEU OF AND EXCLUSIVE OF ANY OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR APPLICATION, AND ANY OTHER OBLIGATIONS ON THE PART OF TIGO, UNLESS SUCH OTHER WARRANTIES AND OBLIGATIONS ARE AGREED TO IN WRITING BY TIGO. THE COVERAGE OF THIS LIMITED WARRANTY IS SUBJECT TO THE CONDITION THAT THE CUSTOMER COMPLIES WITH THE NOTICE REQUIREMENTS SET FORTH ABOVE AND COOPERATES WITH THE INSTRUCTIONS GIVEN BY TIGO. TIGO'S SOLE OBLIGATION AND CUSTOMER'S SOLE REMEDY FOR ANY WARRANTED DEFECT HEREUNDER SHALL BE LIMITED TO THE ACTIONS EXPRESSLY SET FORTH ABOVE. THESE ACTIONS ARE FINAL AND DO NOT CONFER ANY OTHER RIGHTS, IN PARTICULAR WITH RESPECT TO CLAIMS FOR COMPENSATION. SOME JURISDICTIONS LIMIT OR DO NOT ALLOW DISCLAIMERS OF WARRANTY, SO THIS PROVISION MAY NOT APPLY TO YOU. APPLY TO THE CLIENT.

THE CUSTOMER ACKNOWLEDGES THAT THE ABOVE LIMITATIONS OF LIABILITY CONSTITUTE AN ESSENTIAL ELEMENT OF THE AGREEMENT BETWEEN THE PARTIES AND THAT, IN THE ABSENCE OF SUCH LIMITATIONS, THE PURCHASE PRICE OF THE EQUIPMENT WOULD BE SUBSTANTIALLY DIFFERENT. SOME JURISDICTIONS LIMIT OR DO NOT ALLOW DISCLAIMERS, SO THIS PROVISION MAY NOT APPLY TO YOU. APPLY TO THE CUSTOMER. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS OR EXCLUSION SO THAT THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT BE APPLICABLE TO THE CLIENT.

YOU MAY HAVE SPECIFIC LEGAL RIGHTS OUTSIDE OF THIS WARRANTY, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY. THIS LIMITED WARRANTY DOES NOT AFFECT ANY ADDITIONAL RIGHTS YOU MAY HAVE UNDER THE LAWS OF YOUR JURISDICTION GOVERNING THE SALE OF CONSUMER GOODS. SOME STATES OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS IN THIS LIMITED WARRANTY STATEMENT MAY NOT APPLY. IF YOU ARE A CONSUMER IN AUSTRALIA, YOU HAVE ADDITIONAL RIGHTS AS SET FORTH IN THE AUSTRALIAN ADDENDUM, WHICH CAN BE FOUND AT WWW.TIGOENERGY.COM/DOWNLOADS/WARRANTY.

THIS LIMITED WARRANTY HAS BEEN DRAFTED IN ENGLISH AND IF TRANSLATED INTO ANY LANGUAGE OTHER THAN ENGLISH FOR ANY PURPOSE, THE ENGLISH VERSION SHALL IN ANY EVENT PREVAIL AND BE CONTROLLING IN THE EVENT OF ANY DISPUTE, QUESTION OR CONTROVERSY CONCERNING THE MEANING, FORM, VALIDITY OR INTERPRETATION OF THIS LIMITED WARRANTY. THE ENGLISH VERSION CAN BE FOUND AT WWW.TIGOENERGY.COM/DOWNLOADS/WARRANTY.

Tigo Energy Limited Warranty



Tigo Energy Limited Warranty