

# EmiratesGreen

الامارات الخضراء لتجارته المعدات الكهربائية والميكانيكية  
**EmiratesGreen** Electrical & Mechanical Trading Est.

P.O. Box: 110507 | Phone: +971 2 491 0 757 | Abu Dhabi, U.A.E  
Email: [solar@emiratesgreen.com](mailto:solar@emiratesgreen.com) | Web: [www.emiratesgreen.ae](http://www.emiratesgreen.ae)

# 2-Year Limited Warranty

SmartHarvest by OutBack Power products ("Products") are covered by a two (2) year limited warranty ("Warranty") against defects in materials and workmanship. The term of this Warranty begins on the Product(s) initial purchase date, or the date of receipt of the Product(s) by the end user, whichever is later. This must be indicated on the invoice or bill of sale that is submitted to OutBack Power or a regional Alpha entity with the returned product. This Warranty applies to the original OutBack Product purchaser, and is transferable only if the Product remains installed in the original use location.

The 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;
- accident or abuse;
- corrosion;
- lightning;
- repair or service provided by an unauthorized repair facility;
- operation or installation 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

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 its Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of Products or parts of Products.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO SMARTHARVEST BY OUTBACK POWER PRODUCTS. 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. IF YOU ARE A CONSUMER THAT PURCHASED THIS PRODUCT IN A MEMBER STATE OF THE EUROPEAN UNION, YOU MAY HAVE ADDITIONAL STATUTORY RIGHTS UNDER DIRECTIVE 1999/44/EC. THESE RIGHTS MAY VARY FROM EU MEMBER STATE TO EU MEMBER STATE. 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.

## For Warranty Service, Contact:

To request warranty service:

In North America, South America and Asia not listed below

Telephone: +1 360 435 6030 (Main Office)

+1 360 618 4363 (Technical Support)

Email: [support@outbackpower.com](mailto:support@outbackpower.com)

In India Subcontinent

Telephone: +91 80-41283446

Email: [support@navsemi.com](mailto:support@navsemi.com)

In Brazil, Argentina, Paraguay and Uruguay

Telephone: +55 11 24760150

Email: [silvio.oliveira@alphainnovations.com.br](mailto:silvio.oliveira@alphainnovations.com.br)

In Australia, New Zealand, Pacific Islands

Telephone: +61 2 8599 6960

Email: [ata@alpha.com](mailto:ata@alpha.com)

In Europe, Middle East and Africa

Telephone: +49 (0)9122 79889-0

Email: [mschelle@alphatechnologies.de](mailto:mschelle@alphatechnologies.de) or  
[clorenz@alphatechnologies.de](mailto:clorenz@alphatechnologies.de)

To ensure warranty coverage, this contact must be within the effective warranty period. If service is required, the warranty representative will issue a Return Material Authorization (RMA) number.

## Return Material Authorization (RMA)

A request for an RMA number requires all of the following information:

1. Product model and serial number;
2. 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;
3. Description of the problem;
4. Contact Information (phone number and /or email address) and shipping address for the repaired or replacement equipment.

Upon receiving this information, the warranty representative will contact the requester, review the claim, and issue an RMA number.

## Returning Product

After receiving the RMA number, the customer must pack the Product(s) authorized for return, along with a copy of the original purchase invoice and product registration, *in the original Product shipping container(s) or packaging providing equivalent or reasonable protection*. The RMA number must be written on the outside of the packaging where it is clearly visible.

The purchaser is responsible for the delivery of the returned Product to OutBack or a regional Alpha entity.

The Product(s) must be shipped back in their original or equivalent packaging. The address will be provided on the RMA request response.