

## **WARRANTY POLICY**

### **What Is Covered And For How Long**

Any defective part in turbines that are three years old or less will be replaced at no charge. A defective part is determined by either a Southwest Windpower technician, or an Authorized Service center.

### **What Is Not Covered ..... Damage caused by:**

- *Lightning*
- *Extreme winds (120 MPH+; 60 m/s)*
- *Improper installation (including to but not limited to poor tower design & inverted hanging)*
- *Improper wiring to batteries*
- *Flying debris resulting in blade damage*

### *Limitations And Exclusions*

1) *No one has the authority to add to or vary this limited warranty, or to create any other obligation in connection to Southwest Windpower and its products.*

2) *ANY IMPLIED WARRANTY APPLICABLE TO SOUTHWEST WINDPOWER'S PRODUCTS IS LIMITED IN DURATION TO THE SAME PERIOD OF TIME AS THIS WRITTEN WARRANTY.*

3) *THE USE OF OTHER MANUFACTURER'S COMPONENTS SUCH AS FOR EXTERNAL REGULATION WILL LIMIT THE WARRANTY OF THAT COMPONENT TO THAT APPLIED BY ITS MANUFACTURER. THIS APPLIES TO THE TRACE C-40 REGULATOR.*

4) *SOUTHWEST WINDPOWER SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL SPECIAL, OR CONTINGENT DAMAGES THAT ANY PERSON OR PROPERTY MIGHT SUFFER AS A RESULT OF ITS BREACH TO THIS WRITTEN AND OR IMPLIED WARRANTY.*

5) *This warranty applies to the original purchaser and may be transferred.*

### **The Customer's Responsibilities**

*All of Southwest Windpower's products must be installed and operated in accordance to the owner's manual and local codes.*

*You should keep a copy of the invoice or canceled check to verify the purchase date.*

***If You Experience A Problem With Your Southwest Windpower Product***

*Contact your nearest authorized service center or Southwest Windpower to determine the nature of the problem.*

*In case of any problems, either Southwest Windpower or the Authorized Service center will issue a return authorization number for repair of the turbine or send you the replacement parts. You need to put the issued RA number on the outside of the box when you return the unit to Southwest Windpower for repair. Southwest Windpower or the Service Center will repair the turbine as quickly as possible and will pay return shipping.*