

Which Warranty Applies?

Eltek makes available two kinds of warranties for its THEIA HE-t String Inverters (the “Products”). Both of those warranties appear below. Only one of the two warranties will apply to you.

If you purchase a Product for **personal, family, or household purposes**, the 10-Year Consumer Limited Warranty applies

Otherwise, the 10-Year Commercial Warranty applies.

The terms of the respective warranties follow. Please be sure that you read and understand the warranty that applies to you.

10-Year Consumer Limited Warranty

**THEIA HE-t String Inverters (Models 2.0HE-t, 2.9HE-t, 3.8HE-t, and 4.4HE-t)
US Purchasers Only**

This warranty applies to any purchaser who purchases the Product for personal, family, or household purposes.

What This Limited Warranty Covers

Eltek, Inc., a Delaware corporation, (“Eltek”) warrants that, during the warranty period stated below, the THEIA HE-t string inverter that you purchase (the “Product”) will conform to Eltek’s written technical specifications provided with the Product or, if no technical specifications are provided with the Product, the THEIA HE-t string inverter will conform to Eltek’s written technical specifications current as of the time of purchase.

What this Limited Warranty Does Not Cover

This limited warranty does not cover installation, deinstallation, reinstallation, wiring outside of the Product unit, labor, or ancillary hardware or supplies associated with any of those items.

This limited warranty will be void if (a) the Product is installed or maintained by a person not qualified (and, if required under local law, licensed or certified) to do so, (b) the Product is not installed according to the installation instructions, (c) the Product has been subjected to lightning damage or any other excessive voltage or current, whether from PV panels, the grid, or otherwise, (d) the Product has been subjected to physical damage, such as by impact, piercing, bending, or shearing, (e) the serial number plate and/or electronic history has been removed, defaced or altered, (f) the software, if any, included in the Product is modified by anyone other than Eltek or is damaged by third-party malicious code, (g) the Product is damaged by connection to, or use with, any other good or service, (h) the Product has been operated beyond rated capacity or operated contrary to its specifications, (i) once initially installed, the Product is removed from its original installation, (j) the Product is installed in a manner or in a place contrary to building codes or any rule of law, or (k) the Product is used in any commercial application or in any application other than in, or serving, a 1-4 unit residential dwelling.

Registration

You must register the Product with Eltek by using the registration card supplied with the Product or other means made available by Eltek. You must do so within 90 days after the earlier to occur of (i) your purchase of the Product or (ii) the commissioning or first use of the Product. Eltek may deny warranty service if the Product is not timely registered with Eltek.

Who Has Rights under this Limited Warranty; How You Can Transfer This Limited Warranty

This limited warranty runs to the original consumer purchaser of the Product(s) (“you”). You can transfer this limited warranty one time to a person to whom you transfer the residence or other installation site into which the Product is first installed, provided that you register such transfer with Eltek. Contact Eltek for details about how to register such a transfer.

How Long This Limited Warranty Lasts

The warranty period begins on earlier of the date upon which the Product is installed and commissioned or the 181st day after you purchase the Product from Eltek or an Eltek authorized distributor. The warranty period ends on the 10th anniversary of that date.

What Eltek Will Do

If the Product fails to conform to the warranty above, and Eltek receives the Product and all other required information and materials from you before the end of the warranty period, Eltek will repair and/or replace (at Eltek's option) the Product. This is your exclusive remedy for defective or non-conforming Products.

How You Obtain Your Warranty Remedy

1. Contact Eltek to obtain a Return Materials Authorization ("RMA") number. You can reach Eltek using the information contained in the user manual, in this limited warranty, or through your authorized Eltek dealer.
2. You must promptly pack the original Product, a copy of your dated purchase receipt, your address and telephone number, and any other information Eltek reasonably requests as part of the return authorization process (such as any return authorization form you receive) in sturdy packing material and then promptly ship the Product and the other required items to Eltek (Attention: Warranty Manager) for delivery before the end of the warranty period.
3. Eltek will, at Eltek's expense and risk, ship to you or your designee, at a location within the United States that you specify a repaired or replacement Product.
4. If you pay to ship the Product back to Eltek, Eltek will ship an advance replacement unit immediately after you contact Eltek for the RMA number. If Eltek pays to ship the Product back to Eltek, Eltek may wait until it receives the Product before repairing and returning that Product or sending a replacement Product. You can make arrangements either way when you contact Eltek to obtain the RMA number.

If the Product that you return to Eltek has not failed to conform to the warranty, then, at Eltek's election, you will be liable to Eltek for (i) the cost of any shipping that Eltek pays to get the Product to Eltek or back to you and (ii) if Eltek has already shipped an advance replacement unit to you, reasonable administrative and stocking charges. If the original Product is not delivered to Eltek prior to the end of the warranty period, Eltek may, at Eltek's option, require that you pay the then-current price of the replacement product.

When repairing or replacing a Product, Eltek may use new and/or reconditioned parts and may provide a reconditioned product. If the original model of the Product is no longer available, Eltek may replace the non-conforming Product with an equivalent or better product.

Disclaimers and Other Provisions. EXCEPT AS SPECIFICALLY STATED IN THIS LIMITED WARRANTY AND EXCEPT FOR THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE (AS THEY APPLY TO PURCHASES UNDER UNITED STATES LAW), (A) ELTEK PROVIDES THE PRODUCT WITH ALL FAULTS, (B) THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY, AND EFFORT IS WITH THE PURCHASER AND USER, AND (C) ELTEK MAKES NO WARRANTY AGAINST INTERFERENCE WITH ANY PURCHASER'S OR USER'S ENJOYMENT OF THE PRODUCT OR AGAINST INFRINGEMENT. IN NO CASE WILL ELTEK HAVE ANY LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, INDIRECT, OR OTHER DAMAGES, INCLUDING DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR LOSS OF OPPORTUNITY, EVEN IF IT IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THIS OR ANY OTHER LIMITATION CAUSES A REMEDY TO FAIL OF ITS ESSENTIAL PURPOSE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Your Rights Under State Law

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How to Contact Eltek

Eltek, Inc.
2925 E. Plano Pkwy, Plano TX 75074, USA
Phone: +1 (469) 330-9100
Fax: +1 (469) 330-9101
E-mail: techsupport.us@eltek.com

10-Year Commercial Warranty

THEIA HE-t String Inverters (Models 2.0HE-t, 2.9HE-t, 3.8HE-t, and 4.4HE-t)
US Purchasers Only

This warranty applies to any purchaser who purchases the Product other than for personal, family, or household purposes.

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Registration

You must register the Product with Eltek by using the registration card supplied with the Product or other means made available by Eltek. You must do so within 90 days after the earlier to occur of (i) your purchase of the Product or (ii) the commissioning or first use of the Product. Eltek may deny warranty service if the Product is not timely registered with Eltek.

Who Has Rights under this Warranty; How You Can Transfer This Warranty

This warranty runs to the original purchaser of the Product from Eltek or an Eltek-authorized dealer or distributor. You may assign your rights under this warranty to any successor owner of the Product, provided that you or the successor holder of the Product gives notice to Eltek of the transfer in a manner reasonably acceptable to Eltek. Contact Eltek for details.

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then promptly ship the Product and the other required items to Eltek (Attention: Warranty Manager) for delivery before the end of the warranty period.

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How to Contact Eltek

Eltek, Inc.
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