

## MORNINGSTAR TECHNICAL SUPPORT POLICY

Morningstar's Technical Support Group is dedicated to providing unparalleled customer support.

### MS Support Scope:

1. Determining correct or failed functionality of a Morningstar product or system of Morningstar devices. It is expected that owners/operators will use manuals (including troubleshooting sections) before requesting technical support.
2. Providing product warranty replacements in accordance with the terms of Morningstar's warranty policy.
3. Assisting with the operability of all product / system features and functions described in Morningstar manuals and datasheets.

### *Please be advised:*

- The Morningstar Technical Support Group generally provides referrals for requested system consultations or design/configuration/sizing services. Distributors, dealers, system designers, installers and vast online resources - including the String Selector array design tool ([String Selector](#)) - are available to assist in these areas. Morningstar can help refer you to a nearby authorized distributor, dealer, or installer if you require assistance in designing a renewable energy system that best suits your specific needs.
- ***Please visit the Tech Support section at [www.morningstarcorp.com](http://www.morningstarcorp.com) for any documentation or specification needs before requesting support.*** The site also offers an array sizing tool ([String Selector](#)), product comparison tool ([Product Comparator](#)) and articles on solar charging technologies and other design considerations.
- Although emergencies do arise when a phone call is necessary, e-mail is the best way to contact us, and will result in the quickest response. Please use the support request form [Contact Us](#) (preferred), or e-mail us directly at [support@morningstarcorp.com](mailto:support@morningstarcorp.com)

Thank you for your business, and we look forward to assisting you.