

MORNINGSTAR WARRANTY CLAIM PROCEDURE

1. Before proceeding, please refer to the product manual, including trouble-shooting section.
2. Contacting your authorized Morningstar distributor or dealer from whom you purchased the unit is the first step in the warranty process. Local dealers can often address warranty issues quickly.
3. If supplier is unable to address the issue, please contact Morningstar by e-mail (support@morningstarcorp.com) with:
 - (A) purchase location – business or company name
 - (B) full model and serial numbers (SN is 8-digits on product barcode label)
 - (C) failure behavior, including LED indications
 - (D) array configuration, panel Pmax, Voc, Vmp, Isc, and nominal battery voltage; these specifications are needed to receive assistance.
 - (E) multi-meter available (for field trouble shooting)
4. After warranty replacement has been approved and new unit(s) received, please return failed unit(s) using pre-paid shipping label, and follow any product specific instructions if requested by Morningstar Warranty Dept.
5. If instructed by Morningstar, after warranty replacement shipment has been received, return of failed unit(s) is required before further warranty replacements can be considered for the original or future cases.

**NOTE: Please do not return units without an RMA or case number.
Doing so will increase the time required to resolve your claim.**