



Installer Reimbursement Form

Procedure for Warranty Returns & Installer Reimbursement:

Effective immediately, PV Powered will compensate installers \$400 per site for expenses associated with replacing residential inverters under warranty.

1. Installer must contact the technical support team at PV Powered to register the support issue and seek assistance. Technical support will provide troubleshooting assistance and resolve the situation in one of the following ways;
 - a. Situation will be resolved to the installer's satisfaction over the phone...no further action required.
 - b. PV Powered will dispatch one of our field service technicians to the site for additional troubleshooting and repair of the inverter...no further action required of the installer.
 - c. PV Powered will determine that the unit should be replaced and will provide the installer with an RMA number to proceed with warranty replacement of the inverter.
2. Once the RMA number has been issued by PV Powered to the installer, there are two options;
 - a. The installer can use an existing unit from inventory to replace the failed inverter.
 - b. PV Powered can send out an advance replacement unit. In this scenario if the failed inverter is not returned to PV Powered in 30 days, the installer will be invoiced for the advance replacement unit.
3. Once the failed unit has been replaced it will need to be returned to PV Powered for analysis.
 - a. PV Powered utilizes different carriers for different products and situations. We will provide you with the details on how to return the failed unit at the time the RMA number is issued.
4. When the failed unit is received, we will conduct root cause analysis to determine the source of the problem.
 - a. If it is determined that the cause of the failure is installer error, PV Powered reserves the right to withhold reimbursement to the installer.
5. The installer must fill out this form completely and return it to PV Powered at the address above. Failure to follow the process outlined or to secure an RMA number in advance will result in no compensation for the replacement work performed.
6. Any exceptions to this process must be approved in writing by PV Powered in advance of work being performed.

Warranty Return Form Required Information:

(All fields must be completed in order to be valid... one form per inverter returned)

Installation Name / Address: _____

Inverter Serial Number: _____ RMA#: _____

Installation Date: _____ Removal Date: _____

Return Reason: _____

Installer Company: _____ Installer Name: _____

Make Check Payable To: _____ Installer Phone #: _____

Installer Address: _____

Contractor License #: _____

150 SW Scalehouse Loop, Suite 101, Bend, OR 97702
Phone: 541.312.3832 Fax: 541.383.2348

June 11, 2007