

Solatube Home Terms and Conditions of Sale

Customer Agreement:

Solatube Home is Southern California's authorized Solatube Premier Dealer. We ask that you take a moment to read and understand the conditions outlined below before beginning with the installation. Your technician should take a few minutes to consult with you on the pricing structure, placement, exact number, and sizes of the products desired. Your signature on the invoice indicates that you understand the conditions listed herein and that you are authorizing the Solatube Home installer to begin the work immediately.

Installation Warranty:

For all products purchased or delivered hereunder, Solatube Home warrants they are free from defects of workmanship as it pertains to the workmanship of the product. The period of this warranty is 5 years for Flat Glass Skylights, Tubular Daylighting Devices (TDD), Solar Star Attic Fans, and Whole House Fans. For information on specific product material warranties please visit <https://www.solatube.com/product-registration>

Service Policy:

Solatube Home will correct any installation deficiency within 5 years of the date of installation, and any product related defects within 10 years of installation for TDD products, and 5 years for vented and lighted products. After installer inspects the TDD, the installer will complete a service estimate that shows what the estimated charges will be. This is only an estimate and charges may exceed this amount. The customer's signature on the service estimate will serve as authorization for the installer to proceed with the repairs. If the problem is covered under the warranty, the installer will repair the defect at no charge. If the service call is product or installation related, Solatube Home will repair the defect at no charge to you. If the cause of the repair is related to re-roofing, having an unqualified person install the product, leaks unrelated to the TDD, Solar Star attic fan or related components, or for reasons that are not the fault of the installer, Solatube Home will charge for any repairs that are performed. The charge for service is \$149 per hour. Any additional parts or materials used will also be charged to the customer.

We want our customers to be 100% satisfied with Solatube products and the service that goes along with them. This repair service is offered to ensure the best performance and satisfaction from our products. If you have any questions about our service policies, please give us a call at (760) 602-3223.

Whole House Fan 100% Satisfaction Guarantee:

If you are not satisfied with results within 45 days, Solatube Home will upgrade the Whole House Fan to the next size. You only pay for the additional product, we waive the installation fee.

Conditions:

I understand that I will have several diffuser (lens) options at the time of installation and that I am responsible for any lens changes thereafter. I can exchange my lens at no cost within the first two weeks by coming into the showroom. House calls after installation (other than warranty issues) are billed at the rate of \$149 per hour.

I have been advised of the pricing and agree to make payment in full upon completion of the installation. Payment may be made in the form of Visa, MasterCard, AMEX, Discover, check or exact cash.

In connection with the marketing and promotion of Solatube Home products and services, Solatube Home will be entitled to photograph the System and building of Client, which Solatube Home may use in its promotional materials and advertising without restriction. Client agrees that Solatube Home will have the exclusive ownership of such photographs, promotional materials and associated intellectual property. Under no circumstances will Solatube Home release Client's address without Client's prior consent.

Tax Credit Resources:

For information about potential tax credits for your purchase please visit <https://www.solatubehome.com/tax-credits/>

Solatube® Products Ownership and Care

Congratulations on your Solatube® product purchase.

Product Instructions and Warnings

Installation Instructions for your new Solatube product can be found at our corporate website at www.solatube.com/instructions. Please read the entire instructions, including all warnings before attempting to install this product. Failure to do so could result in serious personal injury and property damage.

Limited Warranty

What Does This Warranty Cover?

For all products purchased or delivered hereunder, Solatube® International, Inc. warrants they are free from defects of workmanship and/or material for a period of time from the date of purchase.

How Long Does The Coverage Last?

Item	Warranty Period (Years)
Solatube® Daylighting System	
Domes, roof flashing bases, diffusers, diffuser ceiling mountings, reflective tubing, plastic, rubber or metal seals and gaskets, tapes and fasteners	10
Light Add-On Kit, Ventilation Add-On Kit, Daylight Dimmer and all related components	5
Solatube Solar Electric NightLight Solar Panel, LEDs	5
Solar Star®	
Solar panel and motor	10*
Metal housing, roof flashing bases, fan blade, plastic, rubber or metal seals, gaskets and fasteners	10
Whole House Fan**	
Motor, electrical components	5
Damper box, ducting, fan housing	10
Skylights	
All metal frame components, all PVC components, hinges	10
Insulated glass warranted against condensation inside the glass	20
All components of the solar motor assembly (solar panel, rain sensor, solar motor, remote control)	5

*10-year warranty on solar panel and motor applies to Solar Star products purchased on or after January 1, 2014

**Excludes remote for Whole House Fan. Please see remote manufacturers warranty.

***Warranty will be void if the Whole House Fan is not installed per manufacturer's installation instructions and/or if the fan component is suspended in any way from the roof structure of the house, including, without limitation, the roof rafters and trusses.

What Will Solatube International Do?

Should any products be determined by Solatube International to be defective, at the option of Solatube International, such products will be repaired or replaced and returned within a reasonable time to Buyer free from defect. If Solatube International provides a replacement product, the warranty on the replacement will last only for the balance of the original product warranty period.

What Are the Limitations On a Buyer's Remedies?

In no event will Solatube International be liable for loss of profits, indirect, special, incidental, consequential or other similar damages. If Solatube International did not install the product(s), in no event will Solatube International be liable for any breach of warranty for improper installation. To the fullest extent allowed by law, Solatube International's liability to all buyers for all claims with respect to the products will be limited to the lesser of (A) the cost of replacing the products; (B) the cost of obtaining equivalent products; or (C) the cost of having products repaired. Some states do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

What is Not Covered By This Warranty?

Solatube International, Inc. is not responsible for, nor does this warranty apply to:

- Labor or installation of the products.
- Product or performance defects as a result of installation not in accordance with Solatube International's installation instructions.
- Defects or damages arising out of shipment by common carriers, private transportation or other means of transportation.
- Defects or damages arising out of improper handling or cleaning, accidents, acts of God, intentional acts, misuse or abuse, or any other circumstances beyond the control of Solatube International.
- Condensation and any water damage resulting from condensation.
- Products subjected to stress resulting from (i) localized application of heat, (ii) movement of building and /or building components, or (iii) expansion or contraction of framing members.
- Accessories, flashing or other installation materials manufactured or sold by persons other than Solatube International.

How Does a Buyer Get Service?

Within thirty (30) days of discovery of a defect, Buyer should contact (i) Buyer's Solatube Distributor or (ii) Solatube International, Inc.- Customer Service at (888) SOLATUBE (888-765-2882), from overseas 001 760-597-4400.



SOLATUBE
Innovation in Daylighting.

Eligibility Requirements:

- i. Buyer must provide proof of purchase to initiate warranty claims.
- ii. Buyer must be the original purchaser. This limited warranty is not transferrable and is provided only to the original purchaser of the Solatube or Solar Star product(s).
- iii. Buyer understands that Solatube International has the right to request any and all proofs of purchase or installation and/or closing date of residence.

How Does State Law Apply?

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

What Warranties is Solatube International Disclaiming?

Except as expressly set forth herein, the products are provided "As Is," without any warranty, express or implied, including, but not limited to, all warranties of merchantability and fitness for a particular purpose; and any such warranties are hereby expressly disclaimed.

Product Cleaning and Care

• Solatube® Daylighting Systems

Domes and Skylights

The dome on the Solatube Daylighting System as well as our Solatube Skylights are designed to be self-cleaning; however if installed in areas with a high level of debris build-up, these products may need to be cleaned from time to time. To ensure that irreparable damage to the dome or skylight does not occur, the product surfaces can be cleaned using a soft cloth with water and a non-abrasive mild soap or detergent followed by a thorough water rinse.

Solar Electric NightLight

For battery replacement in the Solar Electric NightLight:

1. Remove Solatube Decorative Fixture and Effect Lens.
2. Remove the Solar Electric NightLight housing assembly by gently lifting the assembly up and off the mounting bracket. Remove the NightLight assembly from the tube.
3. Remove batteries from the battery pack.
4. Insert (2) rechargeable batteries (NiMH AA 1500 mAh 1.2v) to the (+) and (-) marks inside the battery pack.

WARNING: Replace with only (x2) NiMH (Nickel-Metal-Hydrate) rechargeable batteries (NiMH AA 1500 mAh 1.2v).

Tubing

To clean the tubing, simply wipe with a soft cloth. Do not use any cleaning solution.

Diffusers or Decorative Fixtures

SkyVault® Series Open Ceiling Diffuser (Solatube M74 DS Daylighting System)

Please contact your Solatube distributor or dealer for proper care and instructions.

SolaMaster® Series Closed Ceiling Diffuser (Solatube 750 DS and 330 DS Daylighting Systems)

Remove the diffuser by releasing the tabs on the diffuser frame from the transition box. To clean, wipe the diffuser with a tissue or soft cloth. To reattach the diffuser, position the diffuser panel into the transition box and secure the tabs into the notches.

SolaMaster® Series Open Ceiling Diffuser (Solatube 750 DS and 330 DS Daylighting Systems)

Please contact your Solatube distributor or dealer for proper care instructions.

Brighten Up® Series Diffuser or Decorative Fixtures (Solatube 290 DS and 160 DS Daylighting Systems)

Remove the diffuser or decorative fixture by carefully twisting counterclockwise to separate it from the ceiling ring. To clean and avoid scratches, wipe the diffuser or decorative fixture with a soft cloth or microfiber only. Do not use cleaners or chemicals to clean. Use only water. To reattach the diffuser or decorative fixture, simply align the tabs on the diffuser or decorative fixture to the ones on the ceiling ring and twist clockwise to secure.

Accessories

Ventilation Add-On Kit

Clean the vent with a damp cloth.

Light Add-On Kit

To replace the lamp in a Solatube light fixture, follow the above instructions to remove the diffuser and replace the lamp.

Whole House Fans

The fan blades can be cleaned with a soft cloth and cleaning solution. The Intake Grill can be removed and washed in a sink or dishwasher.

Solar Star® Ventilation Fans

The solar panel can be cleaned with a soft cloth and glass cleaning solution.



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