

Solatube Home San Diego County Terms and Conditions of Sale

Customer Agreement:

Solatube Home San Diego County is an authorized Solatube retailer. 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.

Product Warranty:

Register your products purchased by utilizing the link provided. <https://www.solatube.com/product-registration> Please review product ownership, care instructions and limited warranty coverages and periods in the following pages of this document. Should any Tubular Daylighting Devices (TDD), Solar Star Attic Fans, Whole House Fans and/or add-on components to these products fail while covered under the manufacturer's limited warranty, we will replace the product and cover the labor.

Installation Warranty:

Solatube Home San Diego County hereby warrants that all labor and materials furnished will be free from defects of workmanship, to include areas of penetration and interactions, for a period of 5 years from the date of installation.

Solatube Home San Diego County **will not cover** repairs if the cause is related to re-roofing, having an unqualified person install the product, leaks unrelated to any system installed or its related components, or for reasons that are not the fault of the installer. Additional situations that are not covered include the infiltration of insects within the system or above the lens, light bulb changes/replacements, night light battery replacements and fixture swaps. These situations fall under the terms of our service policy below.

Service Policy:

Solatube Home San Diego County wants our customers to be 100% satisfied with Solatube products and the service that goes along with them. We understand that situations and/or concerns may arise that do not fall with-in the terms of the warranties. In order to properly serve our customers, prevent future price increases and provide the best possible service, an initial trip charge/service fee of \$149 will be required at the service appointment regardless if you choose to have the repair(s) done.

During the Solatube Home San Diego County service appointment, the installer will inspect the system and/or area of concern and provide a service estimate that will show the estimated charges, to include the trip charge/service fee, additional labor or our hourly service rate of \$149 and replacement products needed to rectify the issue. The customer's signature on the service estimate will serve as authorization for the installer to proceed with the repairs.

This service policy 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.

Conditions:

House calls after installation (other than warranty issues) are billed at the rate of \$149 per hour.

Payment is expected in full upon completion of the installation and may be made in the form of check, Visa, MasterCard, American Express and Discover.

In connection with the marketing and promotion of Solatube Home products and services, Solatube Home San Diego County will be entitled to photograph the installed system(s) 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 San Diego County 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:

<https://solatube.com/technical-resources/installation-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, Commercial LED Kit and all related components,	5
Solatube Solar Electric NightLight Solar Panel, LEDs	5
Solar Star® Solar Powered Attic and Garage Fans	
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 manufacturer's 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 products(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.



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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 Are 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-Hydride) 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.

Commercial LED Kit (Solatube 290 DS, 300 DS, 330 DS, 750 DS)

Consult your Solatube distributor for replacement options.

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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