



Solar Insure's warranties do not cover certain items, including workmanship, homeowner's insurance claims, production losses, electrical equipment, and the items listed below.

Regardless, if you are having issues with your battery you are encouraged to contact your solar installer or Solar Insure directly for support.

The following is a non-exhaustive list of claims exclusions examples based on our terms and conditions, which can be found at www.solarinsure.com/warranties:

1. Outside the US
2. Altered serial numbers
3. Mobile Home, Vehicle, or Vessel
4. Any battery is covered by a manufacturer's warranty for which the manufacturer provides coverage.
5. Accident, misuse, abuse, neglect, improper installation, not in conformance with specs, manual, instructions, improper sizing, rodent infestation
 - a. The battery was not installed in accordance with manufacturer specifications, including, but not limited to, location, required spacing around the battery, height on the wall, and other installation parameters.
6. Environmental pollution/flying objects
7. Failure caused by devices and or parts other than the covered battery
 - a. Firmware Updates
 - b. Wi-Fi connection kits, cellular connection kits/modems*, data transfer units (DTUs)*, or other add-on functionality dongles used for communication connectivity.
 - i. Enphase Envoys are covered for 5 years from the date of installation.*
 - ii. Tesla Gateways are covered for 10 years from the date of installation.*
 - c. Monitoring connection issues
 - d. CT kits
 - e. ATS
 - f. Unauthorized batteries
 - g. System Expansion/Additions
8. Damage/Failure caused by improper or incorrect maintenance, operation, or modification:
 - a. Unapproved Removal and Reinstalls
 - b. System overloading, including exceeding the battery's amperage capacity or operational limits specified by the manufacturer
9. Repairs/Non-licensed techs
 - a. Any provider performing work or repairs not authorized by Solar Insure

**These exclusions vary by manufacturer and product specifications.*



- 10. Inappropriate handling during storage/transportation
- 11. Workmanship issues and non-compliance with electrical/building codes
 - a. Low Voltage Conditions
 - b. Conduit/J-Boxes Wiring
 - c. Main Service Panel/Breaker Issues
 - d. Improperly maintained electrical connections/panels
 - e. Production Guarantees
- 12. Natural Forces:
 - a. Weather Events (Storm, high wind, hail, and subsequent impact damage)
 - b. Power Surges
- 13. Normal wear and tear
- 14. Non-Solar Insure AVL components
 - a. Service calls that do not result in warranty work
 - b. Schedule Related Issues

**These exclusions vary by manufacturer and product specifications.*