
Warranty Information

Erratum

Sun Tie XR UPG

976-0061-01-01 Rev. B

Introduction

This erratum contains updated warranty and contact information for your product. It replaces the warranty inside your Sun Tie XR Installation and Operation Guide. The warranty period as printed inside the guide is not correct.

In case you need to contact Customer Service in the future, please fill out “Information About Your System” on page 6 of this warranty as soon as you have opened your Sun Tie XR package.

Warranty and Product Information

Warranty

What does this warranty cover? This Limited Warranty is provided by Xantrex Technology, Inc. ("Xantrex") and covers defects in workmanship and materials in your Xantrex STXR1500UPG or STXR2500UPG. This warranty lasts for five (5) years from the date of purchase at the point of sale to you, the original end user customer. The 5 year warranty is only applicable to all new purchases of units manufactured after Feb 2003. This 5 year warranty does not apply to upgraded units; upgraded units are covered by the original unit's existing warranty. You require original proof of purchase to make warranty claims.

What will Xantrex do? Xantrex will, at its option, repair or replace the defective product free of charge, provided that you notify Xantrex of the product defect within the Warranty Period, and provided that Xantrex through inspection establishes the existence of such a defect and that it is covered by this Limited Warranty.

Xantrex will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. Xantrex reserves the right to use parts or products of original or improved design in the repair or replacement. If Xantrex repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. All replaced products and all parts removed from repaired products become the property of Xantrex.

Xantrex covers both parts and labor necessary to repair the product, and return shipment to the customer via a Xantrex-selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii are excluded. Contact Xantrex Customer Service for details on freight policy for return shipments outside of the contiguous United States and Canada.

How do you get service? If your product requires troubleshooting or warranty service, contact your merchant. If you are unable to contact your merchant, or the merchant is unable to provide service, contact Xantrex directly at:

Phone: 1-800-670-0707 (toll free in North America)

1-360-925-5097 (direct)

Fax: 1-800-994-7828 (toll free in North America)

1-360-925-5143 (direct)

Email: customerservice@xantrex.com

Direct returns may be performed according to the Xantrex Return Material Authorization Policy described on page 4. For some products, Xantrex maintains a network of regional Authorized Service Centers. Call Xantrex or check our website to see if your product can be repaired at one of these facilities.

What proof of purchase is required? In any warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by Xantrex.

Proof of purchase may be in any one of the following forms:

- The dated purchase receipt from the original purchase of the product at point of sale to the end user, or
- The dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty

What does this warranty not cover? This Limited Warranty does not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. This warranty does not apply to and Xantrex will not be responsible for any defect in or damage to:

- a) the product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Xantrex product specifications including high input voltage from generators and lightning strikes;
- c) the product if repairs have been done to it other than by Xantrex or its authorized service centers (hereafter "ASCs");
- d) the product if it is used as a component part of a product expressly warranted by another manufacturer;
- e) the product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed.

Disclaimer

Product

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY XANTREX IN CONNECTION WITH YOUR XANTREX PRODUCT AND IS, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A

PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY.

IN NO EVENT WILL XANTREX BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

Exclusions

If this product is a consumer product, federal law does not allow an exclusion of implied warranties. To the extent you are entitled to implied warranties under federal law, to the extent permitted by applicable law they are limited to the duration of this Limited Warranty. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights which may vary from state to state or province to province.

Warning: Limitations On Use

Please refer to your product manual for limitations on uses of the product.

SPECIFICALLY, PLEASE NOTE THAT THE XANTREX STXR1500UPG OR STXR2500UPG SHOULD NOT BE USED IN CONNECTION WITH LIFE SUPPORT SYSTEMS OR OTHER MEDICAL EQUIPMENT OR DEVICES. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, XANTREX MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE USE OF THE XANTREX STXR1500UPG OR STXR2500UPG IN CONNECTION WITH LIFE SUPPORT SYSTEMS OR OTHER MEDICAL EQUIPMENT OR DEVICES.

Please note that the STXR1500UPG or STXR2500UPG is not intended for use as an uninterruptible power supply and Xantrex makes no warranty or representation in connection with any use of the product for such purposes.

Return Material Authorization Policy

Before returning a product directly to Xantrex you must obtain a Return Material Authorization (RMA) number and the correct factory "Ship To" address. Products must also be shipped prepaid. Product shipments will be refused and returned at your expense if they are unauthorized, returned without an RMA number clearly marked on the outside of the shipping box, if they are shipped collect, or if they are shipped to the wrong location.

When you contact Xantrex to obtain service, please have your instruction manual and this erratum ready for reference and be prepared to supply:

- The serial number of your product
- Information about the installation and use of the unit
- Information about the failure and/or reason for the return
- A copy of your dated proof of purchase

Record these details in on page 6.

Return Procedure

1. Package the unit safely, preferably using the original box and packing materials. Please ensure that your product is shipped fully insured in the original packaging or equivalent. This warranty will not apply where the product is damaged due to improper packaging.
2. Include the following:
 - The RMA number supplied by Xantrex Technology, Inc. clearly marked on the outside of the box.
 - A return address where the unit can be shipped. Post office boxes are not acceptable.
 - A contact telephone number where you can be reached during work hours.
 - A brief description of the problem.
3. Ship the unit prepaid to the address provided by your Xantrex customer service representative.

If you are returning a product from outside of the USA or Canada In addition to the above, you **MUST** include return freight funds and are fully responsible for all documents, duties, tariffs, and deposits.

If you are returning a product to a Xantrex Authorized Service Center (ASC) A Xantrex return material authorization (RMA) number is not required. However, you must contact the ASC prior to returning the product or presenting the unit to verify any return procedures that may apply to that particular facility.

Out of Warranty Service

If the warranty period for your STXR1500UPG or STXR2500UPG has expired, if the unit was damaged by misuse or incorrect installation, if other conditions of the warranty have not been met, or if no dated proof of purchase is available, your inverter may be serviced or replaced for a flat fee.

To return your STXR1500UPG or STXR2500UPG for out of warranty service, contact Xantrex Customer Service for a Return Material Authorization (RMA) number and follow the other steps outlined in “Return Procedure” on page 5.

Payment options such as credit card or money order will be explained by the Customer Service Representative. In cases where the minimum flat fee does not apply, as with incomplete units or units with excessive damage, an additional fee will be charged. If applicable, you will be contacted by Customer Service once your unit has been received.

Information About Your System

As soon as you open your STXR1500UPG or STXR2500UPG package, record the following information and be sure to keep your proof of purchase.

- ☐ Serial Number _____
- ☐ Purchased From _____
- ☐ Purchase Date _____

If you need to contact Customer Service, please record the following details before calling. This information will help our representatives give you better service.

- ☐ Type of installation _____
- ☐ Length of time Sun Tie XR has been installed _____
- ☐ Description of problem _____

Trademarks

Sun Tie is a trademark of Xantrex International. Xantrex is a registered trademark of Xantrex International.

Other trademarks, registered trademarks, and product names are the property of their respective owners and are used herein for identification purposes only.

Notice of Copyright

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Disclaimer

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(b) ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSS OR DAMAGE, WHETHER DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, WHICH MIGHT ARISE OUT OF THE USE OF SUCH INFORMATION. THE USE OF ANY SUCH INFORMATION WILL BE ENTIRELY AT THE USER'S RISK.

Date and Revision

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Part Number

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Contact Information

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Email:	CustomerService@xantrex.com
Web:	www.xantrex.com

