

Off Grid Solar Specialists Policies

Return Policy: All sales are final which includes deposits and consulting fees.

When you are ready to go Off Grid:

Once we collaborate on the right system, we will collect a deposit that is near, or equivalent to the sale value of the hardware components. If we do not have the equipment in stock, we will order the non-stocked equipment within 48 hours. Shipping usually takes 1-2 weeks, or in some high demand cases, it can take up to a month. Once those items have been received or we have received confirmed delivery times we will schedule an installation appointment with you. Most installations take between 1-2 days to complete so please be aware that you may need to leave your vehicle with us.

Payments and contract information:

Customers will receive estimates, invoices, or both. Payment in any amount establishes a contract for the listed items and services. Changes to the solution may occur before or during installation and will be documented and approved by the customer. These changes do not alter the contractual agreement. The initial payment is usually a deposit, generally covering the equipment cost. Before picking up the completed installation, the remaining balance must be paid, which can be done online via electronic fund transfer (EFT). Credit card payments are available with up to a 3% convenience fee.

Post installation support:

Off Grid Solar Specialists stand behind our craftsmanship and quality. Within the first 30 days (about 4 and a half weeks) of installing your new solution we will be happy to answer questions you may have on usage, configuration and how to get the most from your system. Those questions can be (depending on availability) addressed via email (OGSShelp@gmail.com), or live conversation- most requests will be addressed within 24 hours.

After the first 30 days (about 4 and a half weeks), and up to one year from the date of installation, we are available for tier one (basic) technical support to help with user and system related issues responding within 72 hours (about 3 days). Preferably we can address these issues over e-mail (OGSShelp@gmail.com) and can be, as available, for calls that are no longer than 2 calls at max 30 minutes duration per unique issue. Although you may have direct numbers for the team members, please avoid using voice, or text for support issues as it is difficult to track, share and respond using a cell phone.

As we do install components from a variety of vendors, any product replacement, diagnosis, or support will follow their individual, documented processes. In most cases we will assist with their processes.

When requesting product support or warranty through our support email:
Please be sure to:

- 1) Provide your full name, date of purchase and contact details.
- 2) List any known products as part of your system you are calling about with the model number.
- 3) Detail the issue you are having and what steps you have already taken.
- 4) Check the [Victron technical support](#) page for simple, user actions that may help resolve your current issue.
- 5) Review our important buyer's information page.

If any of the products installed by Off Grid Solar Specialists require a warranty replacement, we are here to assist you with that process. Most vendors retain the right to repair or replace a defective unit. Please see [Victron Energy limited warranty](#) and, or [Rich Solar limited warranty](#) and, or [Enduro Power Batteries](#), and or [Cummins Generators](#) and or [RVMP Generators](#).

For technical issues that cannot be resolved under the tier one support we would then schedule a time for us to evaluate the issue at our shop in Falcon, Colorado. If the issue is not related to a hardware, software, or workmanship source there may be a service charge. Minimum of \$200 + any parts costs.

As many of our customers travel across the county, or have fixed location installations, we can still provide tier one support. However, if that support cannot correct the reported issue the options, then would be to schedule a time, and date when they can be back in Colorado, or can seek 3rd party assistance for those who have mobile installations. For fixed installations completed by us, any approved onsite warranty/diagnosis would incur a service charge outside of the first 30 days. If an issue was deemed to be an OGSS workmanship related cause, the service charge would be refunded. The use of 3rd party technical/repair assistance is at the choosing of the customer and not advised by OGSS. It may impact warranties and is at the sole expense of the customer.

We also offer an annual subscription support service:

\$375 annual (Mobile) and \$500 (Fixed) with renewal: Includes remote health monitoring via Victron VRM GX enabled devices. The GX device needs to be connected to WiFi. At minimum once per quarter the Off Grid Solar Specialists team will review your firmware remotely and make any updates necessary to ensure smooth operation. We will also look for any occurring, or reoccurring signs of system deficiencies and report those to you. These operations will be completed and unless you are notified of a potential issue, updates may be completed to your system without customer notification.

Customer Supplied Parts:

You have your own parts, can Off Grid Solar Specialists install them or can you do part of the installation?

We do not complete installations with customer supplied parts, or labor. On occasions we may adjust the policy if there are supporting circumstances. If we do install any customer-supplied equipment we cannot provide the warranty, provide technical support or other repairs related to the equipment provided.

Customer Responsibilities:

- All RVs, or other similar equipment must be fully insured. Off Grid Solar Specialists is not liable for any theft, vandalism, weather related, acts of God, pest, and all other damages, including peripheral damages related to poor quality vehicle/structure condition, while customer equipment is stored, in its possession or while services are being performed.
- Prior to leaving the Off Grid Solar Specialists shop, ensure your RV functions are all working properly and that any suspected "damage" is identified. As a courtesy, Off Grid Solar Specialists will review main components using a check-list approach. Once the RV, or similar, leaves Off Grid Solar Specialists' premises, damages or non-working functions of the RV (except for the actual components installed by Off Grid Solar Specialists) are the sole responsibility of the customer. - All customers must ensure that their RVs are properly winterized prior to drop offs during periods where temperatures may fall below freezing. Cold weather may impact the performance of the solution and in some cases the lithium batteries may enter a low temperature cut-off mode and disable charging. If you are in a cold weather climate it is recommended to turn off all components and the

master DC switch. Failure to do this may result in the batteries becoming completely discharged and requiring recovery.

- Please remove personal items and keep storage areas emptied prior to drop off. RVs with storage items that need to be removed by Off Grid Solar Specialists incur additional installation charges.
- All personal items remaining in an RV or removed and stored in our shop must be completed by the customer unless the customer specifically asks for assistance.
- Customers who store items (in their RV or within the shop) in the shop prior, during or after an installation are fully responsible for ensuring that they are retrieved. Off Grid Solar Specialists may allow storage of personal items as a courtesy in certain situations. Customers who store items in our shop release Off Grid Solar Specialists, its owners, agents, contractors and, or employees from any liability, damage, claims, left items, or their personal items. Any item left in the shop for more than 30 days may be discarded. Any shipping costs to return the equipment are the responsibility of the customer.
- After installation, customers are responsible for the proper usage and operating of the system within its technical limitations. Off Grid Solar Specialists will share critical information to ensure a good understanding. However, it is recommended that customers increase their knowledge and skills of the capabilities, features, and functions of their new solution through self-directed training publicly available. There are many videos on Victron product usage from Victron Energy. These can easily be found on YouTube, or the [Victron Support Page](#).
- At check-out (pick up of your RV, or completion of the fixed installation), you will be shown the various connection points of the wiring system. They will use a variety of fuse types and ratings. Please be sure to order backup fuses in case of failure. Many of the fuses are available from ecommerce sites like Amazon. Having a “repair kit” as described in our FAQ document is a fantastic way to be prepared for unplanned maintenance times.
- Prior to the start of any installation, service or evaluation please review the online invoice at least 24 hours prior to ensure that the items, costs and services are agreed. Once the installation commences, the invoice becomes

the final agreed work order notwithstanding any additions, deletions, or adjustments made during the installation process.

- If the systems which we are connecting into are not properly configured to standard electrical codes (e.g., AC wiring colors, wire sizing, breaker quality, connection quality and, or any other similar equipment). The customer accepts full responsibility for any problem, issue, damage, performance, or other post installation repair- holding Off Grid Solar Specialists, owners, agents, contractors and, or employees harmless. For fixed installations, customers are responsible for sharing any local code requirements prior to installation and remain fully responsible for managing any local requirements.
- Customers are responsible, other than those on a support plan, to keep their hardware software and firmware up to date. Please do not update the inverter firmware without consulting with Off Grid Solar Specialists. Updating the inverter firmware will clear the programming and may cause performance issues if not properly reconfigured.
- Solar based hybrid power systems require a high-quality shore power to properly provide charging and AC pass through functionality. It is important that when plugging into an external shore power source, or generator you ensure that the source is providing an AC connection that meets the requirements of the inverter. Many RV Park power pedestals can be in need of service and non-inverter based generators (contractor types) are not designed to meet these requirements. As a result, the charging, or pass through function may not work properly.
- It is important that the system be properly shut down for a long period to avoid depletion of the batteries. For long term storage all loads must be disconnected (AC and DC). Be sure to turn off the solar PV breaker when disconnecting batteries, or when batteries become depleted. Not doing so can cause significant damage to the solar controller. These circumstances are not normally covered by Victron warranty.
- For generators installed by OGSS, please ensure that the unit is maintained according to the manufacturer's specifications. All repairs and warranties will be handled according to the manufacturer's authorized service centers and according to their respective policies. OGSS can provide annual maintenance services for generators installed by us, such as oil changes

and inspection. OGSS highly recommends that all customers have functioning carbon monoxide and smoke detectors installed in their RVs and test them regularly.

There are many factors that can affect the performance of an RV or home generator. Cold weather can increase the “thickness” of the oil and trip oil pressure sensor to shut down the engine; lower the pressure of the propane impacting the flow rate and starving the engine of fuel; freeze diaphragm shutting off fuel and other various user, lessen the starting power of a battery and environmental impacts. These types of situations are non-covered support issues. Please ensure that precautions are taken to minimize the effects of environmental conditions. It may include warming the unit or fuel source, removing snow/ice from connection or keeping a trickle charger on starter batteries.

Other Essential Information

- Equipment installed by Off Grid Solar Specialists is covered by respective vendor warranties and processes. We will help manage equipment replacement covered under the manufacturer’s warranty. Some items may not be available for immediate replacement and require ordering, which may cause a disruption to your system while processing any warranty claim. Removal, shipping, diagnosis, re- installation services are not covered as part of the manufacturer’s warranty in most cases.
- Installation services performed by Off Grid Solar Specialists are backed by a limited, lifetime guarantee for workmanship for the original customer. Resale of any mobile (RV), fixed property (e.g., house, tiny home, barn) and trailers or modifications (e.g. programming, add-ons, part replacements), unauthorized repairs, or tampering in any manner made by the customer, or another party void all workmanship guarantees. Solutions resulting from a change of ownership can be recertified for a fee. All warranty requests/claims made MUST be inspected and APPROVED by Off Grid Solar Specialists, at our main location in Falcon, CO, prior to approval of claim. Third Party or customer inspections, either written or verbal, will not be accepted as proof/evidence of warranty work that is required. Transportation to our shop located in Falcon, CO is the sole responsibility of the customer.
- Proper regular maintenance is critically important and not covered under any warranty or guarantee. RVs and trailers have significant vibrations and shocks while in motion. It may cause some equipment and, or connections

to become loose. Customers are required to perform basic maintenance on the system such as, but not limited to, tightening screws, securing equipment mounting, cleaning battery/power terminal connections, resealing mounting locations with Dicor and maintaining proper ventilation. Solar panels are subject to the condition and quality of the underlying roofing materials, age of the roof and how much flex it undergoes during travel. Fixed installations may be subject to harsh weather conditions and need inspection and mitigation monthly.

- It is important to inspect your RV roof solar panels before and after each trip to ensure that the mounting locations are secure and have not become loose. Excessive speed, strong cross winds and impacts (e.g., tree branches) can "loosen" or damage mounting integrity and create a risk the panel may dislodge during travel. Although Off Grid Solar Specialists does everything possible to reduce these risks, the customer is fully responsible for any loss, damage, liability to all parties.
- **Information about Off-Grid Power Systems in Fixed Locations:** This information pertains to installations for homes, barns, tiny homes, and cabins. Customers are responsible for acquiring any necessary permits or permissions required by local authorities, power companies, or homeowner associations for the solar system installation. We offer assistance in gathering the various information needed (e.g., engineering plans) to support this process. The development of some documentation may incur costs; however, approval from the local authority of the design cannot be guaranteed.
 - We have the capability to pre-build systems according to your specifications. Customers can either install them independently or hire local craftspeople for final connections and assembly of solar racking, which often reduces costs. Typically, Off Grid Solar Specialists cannot provide on-site support or warranty services on behalf of manufacturers. While we will design and occasionally install the solar system based on our expertise, system performance may be influenced by factors such as weather, shading, and maintenance. Energy production or savings are not guaranteed.
- Off Grid Solar Specialists (OGSS) is not liable for, and customer unconditionally indemnifies OGSS, for any and all damages and liabilities, by the customer or third parties, as result of mis-use, failure to adequately

maintain the equipment, complete proper maintenance, exceeding system capabilities, tampering, environmental exposure, pests, electrical influences, vehicle structure suitability, component compatibility, stresses while in motion, any component failures, secondary damages/cosmetic imperfections resulting from customer requested warranty work and primary installation, and all other damages and liabilities resulting prior to and after customer pick-up. The customer is responsible for identifying any concerns and ensuring that all RV functions are operating properly prior to accepting the completed unit.

- As installing solar and other power generation equipment requires mounting of hardware on roofs, cabinets, and other surfaces, the customer acknowledges and accepts those modifications (either located per customer instructions or as determined by Off Grid Solar Specialist), as part of the installation. The customer agrees to waiving any direct or indirect claims for relief, repair, or monetary demands. See paragraph on Off Grid Solar Specialists limited, lifetime guarantee above for additional details.
- If a deposit was received for an invoiced solution and the installation is canceled for any reason by the customer, the full value of the equipment itemized on the invoice and parts (plus tax) will be retained and any difference returned to the customer, or if the deposit is not sufficient to "cover" the equipment/parts need to be paid. The customer can pick up the equipment at their convenience.
- Any parts, or equipment removed as part of any solution installation will be retained by Off Grid Solar Specialists and disposed of properly, donated, or resold. The customer must inform Off Grid Solar Specialists of any parts they would like to keep.
- Purchases using credit may incur a convenience fee.
- For all Victron GX enabled systems, we will set up remote monitoring and control via VRM. You will receive an invitation from Off Grid Solar Specialists to join the network as an administrator. You will have limited control and be able to monitor your system. If you delete Off Grid Solar Systems from the shared user list, we will not be able to provide remote support.
- Off Grid Solar Specialists, owners, agents, contractors and, or employees are to be help harmless to all claims, remedies, repair costs, liability for any

devices, appliances, parts, or electrical systems connected to the equipment installed by Off Grid Solar Specialists.

- Customer accepts all terms and conditions (Policies), understands their role and agrees without modification at the time a payment, deposit or acceptance of an estimate is made.
- By supplying your information you agree to communication that can be completed over phone, email or text (SMS). For text messages, you've subscribed to receive recurring messages from Off Grid Solar Specialists, Reply STOP to Opt out. Reply HELP for help. Message frequency varies. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages.