



## Lifetime Guarantee

The products listed as Solatube Tubular Daylighting System, Solar Star Attic Fan, Redilight, and Whole House Fan, purchased or delivered or installed from Solar Light INC, are guaranteed to be free of material defects for the 10 years of the purchaser's use of the product.

- 10 year warranty on **components**, including metal housing, roof flashing bases, fan blade, plastic, rubber or metal seals, gaskets, and fasteners. Should any products be determined by Solar Light Inc to be defective, such products shall be replaced or repaired and returned to Buyer free from defect at the option of Solar Light Inc. **Buyers must report to Solar Light Inc within (15) days of fault to get a lifetime warranty.**
- **No Leaks are Guaranteed for the life of the products installed.**

See exceptions to Lifetime warranty below:

- **No guarantee on batteries inside components**
- Five years on Solatube ISn solar powered night light, not including batteries
- Re-roofing voids the "no leaks guarantee"

For all installation of materials by Solar Light Inc, Solar Light Inc warrants the service from the installation date for the lifetime of the product. This warranty applies accordingly:

- **Solatube Skylights & Attic Fans** - Lifetime for leaks due to incorrect installation.
- Two years for damage protection up to \$1,500 per Solatube.

Warranty does not cover damage to the roof, sheetrock, or other material failures due to leaks **not** caused by the Solatube or Solatube installation.

- **General Services** (other than the above-mentioned products) : 2-year warranty on workmanship and or materials.

Service fees may apply to services or repairs outside items covered in the warranty stated above.

- Expedited Service ( scheduled service) \$149 (with 30 minutes of service)
- Diffuser Cleaning \$25
- Battery replacement for solar-powered night light \$25
- General Labor \$95 hr

**Example: Solatube dome is broken by roof shoveling.**

1. Expedited Service is scheduled for \$149 ( due to emergency)
2. Dome replaced for the cost of a new dome.

**Example: Solatube is “leaking”**

1. Expedited Service is scheduled. However, \$149 is waived if installation is our warranty issue.
2. If not a warranty issue, service costs \$149

**Example: Night light is not working.**

1. Customers can get on repair day at no cost. Customers may need to pay for batteries.
2. Customers can select expedited service for \$149 and get a scheduled time for the appointment; we can throw battery replacement in for free in this case.

**Example: Roofer broke tube when reroofing.**

1. Broken materials replacement assessed by the installer.
2. Expedited service fee if the customer wants to schedule. \$149 + \$95 after initial hour.
3. If on a Repair day: \$95 an hour