



### **Warranty:**

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 as noted hereafter: Skylight components -10 years; all other products -5 years, unless otherwise noted. Skylight components consist of skylight domes, roof flashing bases to which the dome is fastened, diffusers and diffuser ceiling mountings, reflectors, reflective tubing, plastic, rubber or metal seals, gaskets, tapes and fasteners. Should any product be determined by Solatube International to be defective, at the option of Solatube International, such products shall be replaced or repaired and returned to Buyer free from defect. Buyer shall give notice of any such defect to **Solar Solutions of Kansas City (SSKC)** within thirty (30) days of discovery of such defects.

### **Service Policy:**

**SSKC** stands behind its warranty 100%. We will correct any installation deficiency within 5 years of the date of installation, and any product related defects within 10 years of installation for skylight products, and 5 years for vented and lighted products.

After the installer inspects the Solatube product, he/she will report the cause of the problem to the customer. If the problem is covered under the warranty, the installer will repair at no charge. If not, the installer will complete a service estimate that shows what the estimated charges will be. This is only an estimate and charges may exceed this amount. The customer's signature on the service estimate will authorize the installer to proceed with the repairs.

If the service call is product or installation related **SSKC** will repair at no charge to you. If re-roofing causes the need of repair, having an unqualified person install the product, leaks unrelated to the Solatube product, or for reasons that are not the fault of the installer, **SSKC** will charge for any repairs that are performed.

**The charge for service is \$75.00 per hour.** Any additional parts or materials used will also be charged to the customer.

We want our customers to be 100% satisfied with Solatube products and the service that goes along with them. This repair service is offered to the public to ensure the best performance and satisfaction from a Solatube product. If you have any questions about our service policies, please give us a call **913/469.8100**.