

STV100K Series Surge Protective Device Installation, Operation and Maintenance Manual

Introduction

The Sola/Hevi-Duty STV100K Series Surge Protective Device is a high quality, high energy surge current diversion system designed to protect sensitive equipment from damaging transient voltage surges resulting from load switching, lightning strikes and other sources.

The installer should perform the following steps to assure a quality installation. Please read all instructions before starting the installation of this product. These instructions do not replace national or local electrical codes - check applicable codes to ensure compliance.

Installation



ONLY QUALIFIED PERSONNEL SHOULD INSTALL OR SERVICE THIS SYSTEM. ELECTRICAL SAFETY PRE-CAUTIONS MUST BE FOLLOWED WHEN INSTALLING OR SERVICING THIS EQUIPMENT. TO PREVENT RISK OF ELECTRICAL SHOCK, TURN OFF AND LOCK OUT ALL POWER SOURCES TO THE UNIT BEFORE MAKING ELECTRICAL CONNECTIONS OR SERVICING.

Environment – The unit is designed for operation indoors in ambient temperatures of -40°C (-40°F) to +60°C (+140°F), with a relative humidity of 0% to 95% (noncondensing). The unit is provided in a metallic industrial enclosure, which should not be installed in areas with excessive dust, corrosive vapors, flammable materials or explosive atmospheres.

Operation

Mounting – Mount unit as close as possible to the service panel. For best performance, unit should be positioned so that the length of the wiring to the surge protective device (SPD) unit is minimized.

Wire Sizing/Routing – All wiring must be #12 AWG conductor minimum. To reduce the wiring impedance to surge currents, the phase, neutral (if required), and ground conductors are recommended to be twisted together and routed in the same raceway (conduit). Avoid any sharp bends in the conductors. All wiring must comply with the National Electrical Code (NEC) and applicable local codes.

Wiring Connections – Before making connections to the unit, verify that the unit model, verify that the unit model number and nameplate voltage rating are appropriate for connection to the intended power source. See table for voltage rating applications with typical power source configurations.

1. Connect Black Phase Wires to corresponding phase on the service panel. (For Delta Hi-leg Units, assure hi-leg connected to Phase B of the SPD).
2. Connect the white wire of the SPD (if provided) to the neutral of the supply and green wire of the SPD to source ground.
3. If not using relay contacts for remote sensing, cut and dress the orange, blue, and yellow wires in the conduit. If using remote sensing, wires are connected to COM, NC, and NO respectively) (125VAC, 5A max).

DANGER - For proper and safe operation, neutral and ground MUST be reliably connected. Failure to operate this unit from a solidly grounded power source of the proper configuration will reduce or impede operation, and may result in unit failure.

Applying Power - Apply power to the SPD and assure status indications are normal. Under normal conditions, the green phase LED's are illuminated. If normal status indication does not exist, see "TROUBLESHOOTING".

Product Ratings and Limitations

Surge Voltage Ratings – To obtain the suppression voltage ratings (SVRs), as obtained by Underwriters Laboratory, Incorporated, in accordance with the Standard for Safety, Transient Voltage Surge Suppressors (TVSS), Standard 1449, Second Edition, dated August 15, 1996, marked on this product, #12 AWG wire must be utilized to connect the STV100K facilities' power grid. Connections made with conductors other than #12 AWG may result in different SVRs.

Circuit Ampacity Limitations – This device has been investigated by Underwriters Laboratories Incorporated to withstand, without exposing live circuits or components on power sources, a voltage of two times (2x) the device ratings, and fault currents of up to 65,000 AIC, as described in the *Standard for Safety, Transient Voltage Surge Suppressor (TVSS), Standard 1449, Second Edition, dated August 15, 1996.*

Troubleshooting

If any of the diagnostic indicators indicates a problem (i.e. red LED ON, and/or any green to the unit. If all connections and voltages to the unit. If all connections are made and reliable, and proper voltages are supplied to the unit, call SOLA at 800-377-4384.

in location or operating use, exposure to the elements, Acts of God, theft or installation contrary to Sola/Hevi-Duty' recommendations or specifications, or in any event if the Sola/Hevi-Duty serial number has been altered, defaced or removed.

THIS WARRANTY DOES NOT COVER shipping costs, installation costs, circuit breaker resetting or maintenance or service items and further, except as provided herein, does NOT include labor costs or transportation charges arising from the replacement of the Sola/Hevi-Duty product or any part thereof or charges to remove same from any premises of the User.

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECT CAUSED BY use of the Sola/Hevi-Duty product in combination with any electrical or electronic components, circuits, systems, assemblies, or other materials not furnished by Sola/Hevi-Duty. Sola/Hevi-Duty does NOT warrant the suitability for use or the results of the Sola/Hevi-Duty product in combination with the products of others.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR PART THEREOF DOES NOT EXTEND THE ORIGINAL WARRANTY PERIOD.

Limitations:

- THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- USER'S SOLE AND EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF THE SOLA/HEVI-DUTY PRODUCT AS SET FORTH HEREIN.
- IF USER'S REMEDY IS DEEMED TO FAIL OF ITS ESSENTIAL PURPOSE BY A COURT OF COMPETENT JURISDICTION, SOLA/HEVI-DUTY' RESPONSIBILITY FOR PROPERTY LOSS OR DAMAGE SHALL NOT EXCEED ONE TIMES THE NET PRODUCT PURCHASE PRICE.
- IN NO EVENT SHALL SOLA/HEVI-DUTY ASSUME ANY LIABILITY FOR INDIRECT, SPECIAL, INCIDENTAL, OR ECONOMIC CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION, LOST PROFITS, BUSINESS INTERRUPTION OR LOSS OF DATA, WHETHER ANY CLAIM IS BASED UPON THEORIES OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, TORT OR OTHERWISE.

Voltage Ratings & Power Configurations

Model	Nominal Voltage (50/60Hz)	System Configuration	Source Configuration
STV100K-10N	120V	Single Phase, 2W+G	
STV100K-24L	240V	Single Phase, 2W+G	
STV100K-10S	120/208-240V	Single Phase, 3W+G	
STV100K-10Y	120/208V	Three Phase Wye, 4W+G	
STV100K-23Y	230/400V		
STV100K-27Y	277/480V	Three Phase Wye, 3W+G	
STV100K-10X	120/208V		
STV100K-23X	230/400V	Three Phase Wye, 3W+G	
STV100K-27X	277/480V		
STV100K-10D	280V	Three Phase Delta, 3W+G	
STV100K-24D	240V		
STV100K-48D	480V	Three Phase Delta Hi-Leg, 4W+G	
STV100K-10D4	120/240V		
STV100K-24D4	240/480V		

Limited Warranty

This Warranty is given **only** to purchasers who buy for commercial or industrial use in the ordinary course of each purchaser's business.

General:

Sola/Hevi-Duty products are in our opinion the finest available. We take pride in our products and are pleased that you have chosen them. Under certain circumstances we offer with our products the following Ten Year Warranty Against Defects in Material and Workmanship. Please read your Warranty carefully. This Warranty sets forth our responsibilities in the unlikely event of defect and tells you how to obtain performance under this Warranty.

10 Year Limited Warranty Against Defects in Material and Workmanship

Products Covered: Sola/Hevi-Duty STV100K Series

Terms of Warranty:

As provided herein, the SOLA/Hevi-Duty product is warranted to be free of defects in material and workmanship for a period of ten (10) years from the date of delivery of the product to User. The delivery date will be determined only from the Sola/Hevi-Duty bill of lading. If any of the Sola/Hevi-Duty product fails to conform to the warranty within the warranty period, Sola/Hevi-Duty, at its option, will furnish new or factory remanufactured parts for repair or replacement of that part.

Warranty Extends to First Purchaser for Use, Non-transferable:

This Warranty is extended to the first person, firm, association or corporation for whom the Sola/Hevi-Duty product specified herein is originally installed for use in the United States (the "User"). This Warranty is not transferable or assignable without the prior written permission of Sola/Hevi-Duty.

Assignment of Warranties:

Sola/Hevi-Duty assigns to User any warranties which are made by manufacturers and suppliers of components of the Sola/Hevi-Duty product and which are assignable, but Sola/Hevi-Duty makes NO REPRESENTATIONS as to the effectiveness or extent of such warranties, assumes NO RESPONSIBILITY for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this warranty to such components.

Miscellaneous

- NO SALESPERSON, EMPLOYEE OR AGENT OF SOLA/HEVI-DUTY IS AUTHORIZED TO ADD TO OR VARY THE TERMS OF THIS WARRANTY. Warranty terms may be modified, if at all, only in a writing signed by a SOLA/Hevi-Duty' officer.
- This Warranty is effective as of the date of Sola/Hevi-Duty receipt of payment and supersedes all previous warranties. Sola/Hevi-Duty reserves the right to supplement or change the terms of this Warranty in any subsequent warranty offering to User or others.
- In the event that any provision of this Warranty should be or becomes invalid and/or unenforceable during the warranty period, the remaining terms and provisions shall continue in full force and effect.
- This Warranty is given in and is intended to be construed under the laws of the State of Illinois.
- This Warranty represents the entire agreement between Sola/Hevi-Duty and User with respect to the subject matter herein and supersedes all prior or contemporaneous oral or written communications, representations, understandings or agreements relating to this subject.

Descriptions:

Sola/Hevi-Duty warrants for the period and on the terms of the Warranty set forth herein that the Sola/Hevi-Duty product will conform to the descriptions contained in Sola/Hevi-Duty' final invoices, orders and Sola/Hevi-Duty' product brochures. Sola/Hevi-Duty does not control the installation and use of any Sola/Hevi-Duty product. Accordingly, it is understood that the Descriptions are NOT WARRANTIES OF PERFORMANCE and NOT WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE.

Obtaining Performance Under This Warranty:

Within a reasonable time, but in no case to exceed thirty (30) days, after User's discovery of a defect, User shall contact Sola/Hevi-Duty and request a return authorization number. User shall ship the product, with proof of purchase, to Sola/Hevi-Duty freight prepaid. Sola/Hevi-Duty products shipped to Sola/Hevi-Duty without a return authorization number will be refused and returned freight collect to User at User's expense. Sola/Hevi-Duty products shipped by User to Sola/Hevi-Duty which have incurred freight damage due to User's improper packaging of the product will not be covered by this Warranty and any repairs or replacement parts, components or products needed will be invoiced in the full current price amount and returned freight collect to User.

Subject to the limitations specified herein, Sola/Hevi-Duty will repair or replace, at its option, without charge for Sola/Hevi-Duty labor or materials, subsequent to its inspection and F.O.B. Sola/Hevi-Duty' facility, the Sola/Hevi-Duty product shipped to Sola/Hevi-Duty with a return authorization number and warranted hereunder which does not conform to the Warranty. Replacement parts, components or products shipped to User prior to Sola/Hevi-Duty' receipt and inspection of the product claimed to be defective, shall be invoiced in the full current price amount and shipped freight collect F.O.B. Sola/Hevi-Duty' facility. Warranty coverage will be extended only after Sola/Hevi-Duty' receipt of the claimed defective product within thirty (30) days of shipment of any replacement parts, components or products, if applicable, Sola/Hevi-Duty' inspection discloses the claimed defect and the returned product shows no signs of treatment or use which would void the coverage of this Warranty.

Items Not Covered By Warranty:

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECT CAUSED BY misuse, improper application, wrong or inadequate electrical current or connection, inadequate water or drain services, negligence, inappropriate on site operating conditions, corrosive atmosphere, repair by non-Sola/Hevi-Duty designated personnel, accident in transit, tampering, alterations, a change

STV100K Series Surge Protective Device Installation, Operation and Maintenance Manual



Sola/Hevi-Duty – The Power Quality Experts

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STV100K Series Dispositivo de Protección de Picos Manual de Instalación, Operación y Mantenimiento

Introducción

The Sola/Hevi-Duty STV100K Series Surge Protective Device is a high quality, high energy surge current diversion system designed to protect sensitive equipment from damaging transient voltage surges resulting from load switching, lightning strikes and other sources.

The installer should perform the following steps to assure a quality installation. Please read all instructions before starting the installation of this product. These instructions do not replace national or local electrical codes - check applicable codes to ensure compliance.

Instalación



ONLY QUALIFIED PERSONNEL SHOULD INSTALL OR SERVICE THIS SYSTEM. ELECTRICAL SAFETY PRE-CAUTIONS MUST BE FOLLOWED WHEN INSTALLING OR SERVICING THIS EQUIPMENT. TO PREVENT RISK OF ELECTRICAL SHOCK, TURN OFF AND LOCK OUT ALL POWER SOURCES TO THE UNIT BEFORE MAKING ELECTRICAL CONNECTIONS OR SERVICING.

Ambiente – The unit is designed for operation indoors in ambient temperatures of -40°C (-40°F) to +60°C (+140°F), with a relative humidity of 0% to 95% (noncondensing). The unit is provided in a metallic industrial enclosure, which should not be installed in areas with excessive dust, corrosive vapors, flammable materials or explosive atmospheres.

Operación

Montaje SPD – Mount unit as close as possible to the service panel. For best performance, unit should be positioned so that the length of the wiring to the surge protective device (SPD) unit is minimized.

Wire Sizing/Routing – All wiring must be #12 AWG conductor minimum. To reduce the wiring impedance to surge currents, the phase, neutral (if required), and ground conductors are recommended to be twisted together and routed in the same raceway (conduit). Avoid any sharp bends in the conductors. All wiring must comply with the National Electrical Code (NEC) and applicable local codes.

Conexiones de Alambrado – Before making connections to the unit, verify that the unit model, verify that the unit model number and nameplate voltage rating are appropriate for connection to the intended power source. See table for voltage rating applications with typical power source configurations.

- Connect Black Phase Wires to corresponding phase on the service panel. (For Delta Hi-leg Units, assure hi-leg connected to Phase B of the SPD).
- Connect the white wire of the SPD (if provided) to the neutral of the supply and green wire of the SPD to source ground.
- If not using relay contacts for remote sensing, cut and dress the orange, blue, and yellow wires in the conduit. If using remote sensing, wires are connected to COM, NC, and NO respectively (125VAC, 5A max).

DANGER - For proper and safe operation, neutral and ground MUST be reliably connected. Failure to operate this unit from a solidly grounded power source of the proper configuration will reduce or impede operation, and may result in unit failure.

Applying Power - Apply power to the SPD and assure status indications are normal. Under normal conditions, the green phase LED's are illuminated. If normal status indication does not exist, see "TROUBLESHOOTING".

Limitaciones y Capacidades del Productor

Capacidades de los Picos de Voltaje – To obtain the suppression voltage ratings (SVRs), as obtained by Underwriters Laboratory, Incorporated, in accordance with the Standard for Safety, Transient Voltage Surge Suppressors (TVSS), Standard 1449, Second Edition, dated August 15, 1996, marked on this product, #12 AWG wire must be utilized to connect the STV100K facilities' power grid. Connections made with conductors other than #12 AWG may result in different SVRs.

Circuit Ampacity Limitations – This device has been investigated by Underwriters Laboratories Incorporated to withstand, without exposing live circuits or components on power sources, a voltage of two times (2x) the device ratings, and fault currents of up to 65, 000 AIC, as described in the *Standard for Safety, Transient Voltage Surge Suppressor (TVSS), Standard 1449, Second Edition, dated August 15, 1996.*

Sujeto a las limitaciones que se especifican aquí, Sola/Hevi-Duty reparará o reemplazará, a su discreción, sin cargo para Sola/Hevi-Duty en mano de obra o materiales, subsiguientes a su inspección F.O.B. en las instalaciones de Sola/Hevi-Duty, el producto enviado a Sola/Hevi-Duty con un número de autorización de devolución y garantizado aquí que esté de conformidad con la Garantía. Las partes de reemplazo, componentes o productos embarcados al Usuario antes de que Sola/Hevi-Duty reciba e inspeccione el producto que se declara como defectuoso, puede ser facturado en la cantidad del precio actual y embarcado con flete por cobrar F.O.B. en las instalaciones de Sola/Hevi-Duty. La cobertura de la Garantía será extendida únicamente después de que Sola/Hevi-Duty reciba el producto que se declara como defectuoso dentro de treinta (30) días de embarque de las partes de reemplazo, componentes o productos, si aplica, la inspección por Sola/Hevi-Duty revela el defecto declarado y el producto devuelto no muestra señales de tratamiento o uso que pudiera haber invalidado esta Garantía.

Puntos No Cubiertos Por Esta Garantía:

ESTA GARANTIA NO CUBRE DAÑOS O DEFECTOS CAUSADOS POR mal uso, aplicación impropia, conexión eléctrica o de corriente mal realizados o inadecuados, servicios inadecuados de agua o drenaje, negligencia, condiciones de operación in sitio inapropiadas, atmósfera corrosiva, reparaciones por personal no designado por Sola/Hevi-Duty, accidente en tránsito, violaciones, alteraciones, un cambio en la ubicación o en el uso de operación, exposición a los elementos, Actos de Dios, robo o instalación contraria a las recomendaciones o especificaciones de Sola/Hevi-Duty o en cualquier evento en el que el número de serie de Sola/Hevi-Duty haya sido alterado, mutilado o quitado.

ESTA GARANTIA NO CUBRE costos de embarque, costos de instalación, restablecimiento de circuit breaker o mantenimiento o artículos de servicio y demás, excepto según se especifica aquí, NO incluye costos de mano de obra, ni cargos de transportación que surjan del reemplazo del producto de Sola/Hevi-Duty o cualquier parte o cargos por remover el mismo de las instalaciones del Usuario.

ESTA GARANTIA NO CUBRE DAÑOS O DEFECTOS CAUSADOS POR el uso de un producto de Sola/Hevi-Duty en combinación con cualquier ensamble, sistema, circuito o componente eléctrico o electrónico u otros materiales que no hayan sido suministrados por Sola/Hevi-Duty. Sola/Hevi-Duty NO garantiza la viabilidad del uso o los resultados del producto de Sola/Hevi-Duty en combinación con productos de otros.

LA REPARACION O EL REEMPLAZO DE UN PRODUCTO DEFECTUOSO O PARTE NO EXTIENDE EL PERIODO ORIGINAL DE GARANTIA.

Voltage Ratings & Power Configurations

Modelo	Voltaje Nominal (50/60Hz)	Configuración de Sistema	Source Configuration
STV100K-10N	120V	Single Phase, 2W+G	
STV100K-24L	240V	Single Phase, 2W+G	
STV100K-10S	120/208-240V	Single Phase, 3W+G	
STV100K-10Y	120/208V	Three Phase Wye, 4W+G	
STV100K-23Y	230/400V		
STV100K-27Y	277/480V		
STV100K-10X	120/208V	Three Phase Wye, 3W+G	
STV100K-23X	230/400V		
STV100K-27X	277/480V		
STV100K-10D	280V	Three Phase Delta, 3W+G	
STV100K-24D	240V		
STV100K-48D	480V		
STV100K-10D4	120/240V	Three Phase Delta Hi-Leg, 4W+G	
STV100K-24D4	240/480V		

Troubleshooting

If any of the diagnostic indicators indicates a problem (i.e. red LED ON, and/or any green to the unit. If all connections and voltages to the unit. If all connections are made and reliable, and proper voltages are supplied to the unit, call SOLA at 800-377-4384.

Garantía Limitada

Esta Garantía se otorga ÚNICAMENTE a compradores que adquieren para uso comercial o industrial en el curso de cada negocio del comprador.

General:

Los productos de Sola/Hevi-Duty son en nuestra opinión los más finos disponibles. Nos enorgullecemos de nuestros productos y nos agrada que los haya seleccionado. Bajo ciertas circunstancias ofrecemos con nuestros productos la siguientes Garantía por Diez Años Contra Defectos de Materiales y Mano de Obra. Por favor lea su Garantía cuidadosamente. Esta Garantía establece nuestras responsabilidades en el inusual evento de defecto y le dice como obtener desempeño bajo esta Garantía.

GARANTIA LIMITADA DE DIEZ AÑOS CONTRA DEFECTOS EN MATERIAL Y MANO DE OBRA

PRODUCTOS CUBIERTOS DE Sola/Hevi-Duty:

Serie STV100K de Sola/Hevi-Duty

Términos de la Garantía:

Según se suministra aquí, el producto de Sola/Hevi-Duty se garantiza de estar libre de defectos en material y mano de obra por un periodo de cinco (10) años desde la fecha de entrega del producto al Usuario. La fecha de entregase determinará únicamente del conocimiento de embarque de Sola/Hevi-Duty. Si algún producto de Sola/Hevi-Duty falla en cumplir con la garantía dentro del periodo de garantía, Sola/Hevi-Duty, a su discreción, suministrará partes nuevas o remanufacturadas para reparación o reemplazo de aquella parte.

Limitaciones:

- ESTA GARANTIA ESTA EN LUGAR DE Y EXCLUYE TODAS LAS OTRAS GARANTIAS, EXPRESAS O IMPLICADAS INCLUYENDO MERCANTILIDAD Y FORMA PARA UN PROPOSITO EN PARTICULAR.
- EL UNICO Y EXCLUSIVO RECURSO DEL USUARIO ES LA REPARACION O EL REEMPLAZO DEL PRODUCTO DE SOLA/HEVI-DUTY SEGUN SE ESPECIFICA AQUI.
- SI EL RECURSO DEL USUARIO ES JUZGADO A FALLO DE SU PROPOSITO ESENCIAL POR UNA CORTE DE JURISDICCION COMPETENTE, LA RESPONSABILIDAD DE SOLA/HEVI-DUTY POR PERDIDA DE PROPIEDAD O DAÑOS NO DEBERA EXCEDER UNA VECES EL PRECIO NETO DE COMPRA DEL PRODUCTO.
- EN NINGUN EVENTO SOLA/HEVI-DUTY DEBERA ASUMIR NINGUNA RESPONSABILIDAD POR DAÑOS ECONOMICOS CONSECUENCIALES, INDIRECTOS, ESPECIALES O INCIDENTALES DE CUALQUIER TIPO INCLUYENDO SIN NINGUNA LIMITACION PERDIDA DE GANANCIAS, INTERRUPCION DE NEGOCIO O PERDIDA DE DATOS, YA SEA QUE ALGUN RECLAMO SE BASE EN TEORIAS DE CONTRATO, NEGLIGENCIA, RESPONSABILIDAD ESTRICTA, AGRAVIO O DE OTRA MANERA.

Misceláneos:

- NINGUN AGENTE DE VENTAS, EMPLEADO O AGENTE DE SOLA/HEVI-DUTY ESTA AUTORIZADO PARA AGREGAR O VARIAR LOS TERMINOS DE ESTA GARANTIA. Los términos de la garantía pueden ser modificados. Si esto sucede, únicamente puede ser por escrito firmado por un oficial de Sola/Hevi-Duty.
- Esta garantía es efectiva desde la fecha en la que Sola/Hevi-Duty reciba el pago y invalida todas las garantías anteriores. Sola/Hevi-Duty se reserva el derecho de suplementar o cambiar los términos de esta Garantía en cualquier garantía subsiguiente ofrecida al Usuario o a otros.
- En el evento de que cualquier provisión de esta garantía deba ser o se vuelva inválida y/o no ejecutable durante el periodo de garantía, los términos remanentes y las provisiones deben continuar en completa ejecución y en efecto.
- Esta Garantía es otorgada y se pretende que esté interpretada bajo las leyes del Estado de Illinois.
- Esta garantía representa el acuerdo completo entre Sola/Hevi-Duty y el Usuario con respecto al asunto en materia aquí descrito e invalida todos los acuerdos, comunicaciones verbales contemporáneas o comunicaciones escritas, representaciones o entendimientos relativos a este asunto.

Garantía Extendida al Primer Comprador para Uso. No transferible:

Esta garantía se extiende a la primera persona, firma, asociación o corporación a quien el producto especificado de Sola/Hevi-Duty es originalmente instalado para su uso en Los Estados Unidos de Norteamérica (el "Usuario"). Esta garantía no es transferible o asignable sin el previo permiso por escrito de Sola/Hevi-Duty.

Asignación de las Garantías

Sola/Hevi-Duty asigna al Usuario todas las garantías que hacen los fabricantes y proveedores de componentes del producto de Sola/Hevi-Duty y que son asignables, pero Sola/Hevi-Duty NO HACE REPRESENTACIONES de la efectividad o alcance de tales garantías, NO ASUME RESPONSABILIDAD de cualquier tipo que pueda ser garantizada por esos fabricantes o proveedores y no extiende la cobertura bajo esta garantía de tales componentes.

Descripciones:

Sola/Hevi-Duty garantiza por el periodo y en los términos de la Garantía especificada aquí que el producto de Sola/Hevi-Duty estará de acuerdo con las descripciones contenidas en las facturas finales de Sola/Hevi-Duty, órdenes y los folletos de productos de Sola/Hevi-Duty. Sola/Hevi-Duty no controla la instalación y uso de cualquier producto Sola/Hevi-Duty. En conformidad, se entiende que las Descripciones SON GARANTIAS DE DESEMPEÑO Y NO GARANTIAS DE VIABILIDAD PARA UN PROPOSITO EN PARTICULAR.

Obteniendo Desempeño Bajo Esta Garantía:

Dentro de un tiempo razonable, pero no en caso de exceder treinta (30) días, después de que el Usuario descubrió un defecto, el Usuario debe contactar a Sola/Hevi-Duty y solicitar un número de autorización de devolución. El Usuario debe embarcar el producto, con la prueba de compra a Sola/Hevi-Duty con el flete prepago. Los productos de Sola/Hevi-Duty que se embarquen a Sola/Hevi-Duty sin un número de autorización de devolución serán rechazados y regresados con flete por cobrar al Usuario con gastos cubiertos por el Usuario. Los productos de Sola/Hevi-Duty embarcados por el Usuario a Sola/Hevi-Duty que hayan incurrido en daños durante el transporte debido a un empaque inapropiado por parte del Usuario, el producto no será cubierto por esta Garantía y cualquier reparación o partes de reemplazo, componentes o productos que se necesiten serán facturados en la cantidad de precio completo actual y regresados con flete por cobrar al Usuario.



Sola/Hevi-Duty – The Power Quality Experts

Toll-Free (800) 377-4384
Direct: (847) 268-6000
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