

# **TRACK RACK™ Passive Solar Tracker and Fixed Racks**

## **Ten Year Limited Warranty**

Zomeworks Corporation guarantees, to the original owner, its Track Rack™ passive solar tracker and fixed rack against defects in materials and workmanship for TEN YEARS from date of purchase. Shock absorbers and bearings are warranted against defects in materials and workmanship for TWO YEARS from date of purchase. An extended (FIVE YEAR) warranty for the Track Rack bearings and shock absorbers may be purchased within 90 days of the Zomeworks Corporation invoice date.

This warranty is limited to the repair or replacement of the Track Rack™ or fixed rack in compliance with the instructions provided by Zomeworks. This warranty does not cover damage to the product that occurs during its shipment, storage, or installation. It does not cover an owner's neglect to follow basic maintenance steps for the tracker.

**It is the owner's responsibility to check for damaged or missing parts immediately upon receipt of the Track Rack™ or fixed rack.** Freight claims are time sensitive and require immediate notice. If the packaging is damaged, write this on the receipt (freight bill) and have the driver initial this. Use this information to contact your freight carrier when damage is noticed.

Some problems can be solved with a simple on-site adjustment. Please contact Zomeworks Corporation at the address and phone number below before returning your product. You must have an RMA number to return the product for warranty repair. If possible, return only the parts that are defective or damaged. Reuse your original packing material, if it's available, or call the factory for further instructions.

Upon receipt of the damaged part(s), freight pre-paid, or upon receipt of reasonable proof of damage, Zomeworks will determine whether the defect was caused in manufacturing. If so, the part(s) will be repaired or replaced at no charge to the customer, and will be returned freight pre-paid. If the damage is not a manufacturing defect, the factory will contact the customer before any repairs are made. If replacement part(s) are needed immediately, the original owner should contact the dealer from whom the Track Rack or fixed rack was purchased. Individuals who contact Zomeworks Corporation directly requesting immediate replacement part(s) will be required to provide Zomeworks Corporation with a valid credit card number to be charged for the replacement part(s). Zomeworks Corporation will credit the credit card upon receipt of warranted returned part(s), shipped prepaid, from the individual.

This warranty does not cover rusting of the steel due to a corrosive environment (such as salt air). Standard Track Racks™ and larger fixed racks are painted mild steel and will require maintenance. It is the owner's responsibility to maintain the paint on the rack in order to protect the steel against corrosion. For corrosive environments, Zomeworks Corporation can manufacture the mounting racks with an epoxy primer.

## **Limitations on Warranty**

The above ten, five, and two year warranties are the only warranties and remedies provided by Zomeworks to the user. Zomeworks disclaims all implied warranties of merchantability and fitness. In no event shall Zomeworks be liable for consequential or incidental losses or damages under any theory of liability, except to the extent that this limitation is found to be unenforceable under applicable state law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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