

# Sol-Ark 12K Install Operational Verification Checklist Questionnaire

***For installer to complete after system is operational. Purpose is to protect installer, homeowner, and inverter.***

1. Is the 12K installed in a location where the **LCD is protected from direct sunlight** and has 6" clearance left and right for cooling (12" between parallel systems)? **Y/N**
2. Are all the battery lugs tightened? **Y/N**
3. 12K should be connected to Grid, 12K 63A load/Grid breakers on, batteries connected, PV input on and ON button on. With the inverter running the critical loads panel and Grid connected:
  - a. Did any breakers trip? **Y/N**
  - b. Did inverter overload? **Y/N**
4. If you have problems, please take pictures of these and email to: support@ Sol-Ark.com
  - a. **Battery icon screen, showing detailed voltages (the screen shown below)**
  - b. **Sol-Ark 12K with batteries and of user wiring area**
5. Load and solar test
  - a. Press the battery icon for the detailed voltages screen.
  - b. Is batt temp sensor working? **Y/N**
  - c. Turn on many loads for the critical circuits. Are solar panels producing enough power to match the load (provided there is enough sun)? **Y/N**
  - d. Program Full Grid sell mode. If there are enough panels and sun or light loads in the entire house, the Grid HM measurements will be negative on both L1/L2. Are they negative (solar selling back to grid)? **Y/N**
  - e. Program limited power to home mode. The Grid HM sensors will be near zero or slightly positive. Are they both near zero and cancelling out the whole home power? **Y/N**
  - f. You have verified the limit sensors are correctly installed. An auto learn function corrects any mistakes in CT limiter wiring (provided you have batteries and in 120/240V). Program in the correct Grid mode the customer will use.
6. Did you program the correct Ah for battery bank and max Amps charge/discharge? **Y/N**
7. Did you program the correct battery charge voltages for your battery type? **Y/N**
8. **Turn off the AC breaker so 12K is operating in off grid mode for several minutes.** Are appliances still powered? **Y/N**
9. **Turn off PV input, running only on batteries for several minutes.** Are appliances still powered? **Y/N**
10. Turn on PV input and AC Grid inputs.
11. Did you setup Wi-Fi plug to the customer's internet? **Y/N**
12. Absolutely important for software updates. Did you help customer register system on Monitoring App? **Y/N**
13. Does customer have a standby generator or small portable generator? **Y/N**
  - a. Did you turn off UL1741/IEEE1547 (use General Standard) and reprogram grid freq range to 53-65Hz? **Y/N**
  - b. If small gas generator using Gen inputs, did you enable Gen charging and properly set charge current? **Y/N**
14. If EMP protected, did you install EMP Suppressors on critical appliance cords? **Y/N**

**This checklist must be filled out and submitted to register your warranty. Please visit:**

**<https://www.sol-ark.com/register-your-sol-ark/>**

\_\_\_\_\_  
Installer Name

\_\_\_\_\_  
Installer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

## Limited Warranty: Sol-Ark 12K Hybrid Inverter

10-Year Limited Warranty for SOL-ARK (Portable Solar LLC) Products. Sol-Ark provides a Ten-year (10) limited warranty (“Warranty”) against defects in materials and workmanship for its Sol-Ark products (“Product”). The term of this Warranty begins on the Product(s) initial purchase date, or the date of receipt of the Product(s) by the end user, whichever is later. This must be indicated on the invoice, bill of sale from your installer. This Warranty applies to the original Sol-Ark Product purchaser and is transferable only if the Product remains installed in the original use location. Please call Sol-Ark to let us know if you are selling your home and give us name and contact of the new owner.

The warranty does not apply to any Product or Product part that has been modified or damaged by the following:

- ❖ Installation or Removal (examples: wrong voltage batteries, connecting batteries backwards, damage due to water/rain to electronics, preventable damage to solar wires.)
- ❖ Alteration or Disassembly
- ❖ Normal Wear and Tear
- ❖ Accident or Abuse
- ❖ Unauthorized Firmware updates/software updates or alterations to the software code
- ❖ Corrosion
- ❖ Lightning: unless using EMP hardened system, then Portable Solar will repair product
- ❖ Repair or service provided by an unauthorized repair facility
- ❖ Operation or installation contrary to manufacturer product instructions
- ❖ Fire, Floods or Acts of Nature
- ❖ Shipping or Transportation
- ❖ Incidental or consequential damage caused by other components of the power system
- ❖ Any product whose serial number has been altered, defaced or removed
- ❖ Any other event not foreseeable by Portable Solar, LLC

Sol-Ark (Portable Solar LLC) liability for any defective Product, or any Product part, shall be limited to the repair or replacement of the Product, at Portable Solar LLC discretion. Sol-Ark does not warrant or guarantee workmanship performed by any person or firm installing its Products. This Warranty does not cover the costs of installation, removal, shipping (except as described below), or reinstallation of Products or parts of Products. LCD screen and fans are covered for 5 years from date of purchase.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY APPLICABLE TO SOL-ARK (PORTABLE SOLAR LLC) PRODUCTS. SOL-ARK EXPRESSLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTIES OF ITS PRODUCTS. SOL-ARK ALSO EXPRESSLY LIMITS ITS LIABILITY IN THE EVENT OF A PRODUCT DEFECT TO REPAIR OR REPLACEMENT IN ACCORDANCE WITH THE TERMS OF THIS LIMITED WARRANTY AND EXCLUDES ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR LOST REVENUES OR PROFITS, EVEN IF IT IS MADE AWARE OF SUCH POTENTIAL DAMAGES.

**Return Policy - No returns will be accepted without prior authorization** and must include the Return Material Authorization (RMA) number. Please call and talk to one of our engineers to obtain this number at 972-575-8875.

**Return Material Authorization (RMA) A request for an RMA number requires all of the following information:** 1. Product model and serial number; 2. Proof-of-purchase in the form of a copy of the original Product purchase invoice or receipt confirming the Product model number and serial number; 3. Description of the problem; 4. Validation of problem by Technical Support, and 5. Shipping address for the repaired or replacement equipment. Upon receiving this information, the Sol-Ark representative can issue an RMA number.

Any product that is returned must be brand new, in excellent condition and packaged in the original manufacturer's carton with all corresponding hardware and documentation. Returns must be shipped with prepaid freight and insured via the carrier of your choice to arrive back at Portable Solar within 30 days of your initial delivery or pick-up. **Shipping charges will not be refunded.**

All returns are subject to a 35% restocking fee. **No returns will be accepted beyond 30 days of original delivery.** The value and cost of replacing any items missing (e.g. parts, manuals, etc.) will be deducted from the refund. If you have any questions regarding our return policy, please email us at [sales@sol-ark.com](mailto:sales@sol-ark.com) or call us at the number above during regular (M-F) business hours.

**Sol-Ark 12K Install Operational Verification Checklist Questionnaire must be filled out, signed, and dated to secure full warranty coverage.**