Lunar Warranty and Labor Reimbursement Policy

Effective Date: August 16, 2026

Lunar Energy, Inc. ("**Lunar Energy**") labor reimbursement program ("**Labor Reimbursement Program**") aims to help Lunar certified Installers offset a portion of the service and labor costs related to replacing a defective Lunar Eligible Product as part of the Lunar RMA process.

Lunar Energy offers a labor reimbursement policy of five (5) years from the date of initial installation. Please see below for the terms and conditions and process for claiming the reimbursement with respect to this policy. This Lunar warranty and labor reimbursement policy is subject to the terms of Lunar's limited warranty then in effect.

All amounts are in U.S. Dollars. To be eligible for reimbursement all of the following conditions must be met:

Labor Reimbursement

To be eligible for reimbursement all of the following conditions must be met:

A. Lunar Energy remotely diagnosed the failed Eligible Product and issued an RMA Authorization Code to the Installer before proceeding with the Eligible Product Warranty Replacement.

    a. In some cases, an automated RMA Authorization Code may be generated by the Lunar app or systems. In these instances, a remote diagnosis by Lunar is not required.

B. The defective Eligible Product was removed and replaced under the Eligible Product Warranty Replacement within the limited warranty period.

C. You have made the Lunar Eligible Products available for collection by Lunar within 30 days of completing the Eligible Product Warranty Replacement, in accordance with the Lunar Energy RMA process.

D. A claim for reimbursement has been submitted within 90 days of completing the Eligible Product Warranty Replacement, along with the required photos.

Labor Reimbursement Process

1. Request a remote diagnosis from Lunar Energy for the Eligible Product(s) in question, unless an RMA Authorization Code has been auto-approved. You can do this by calling, emailing, or starting a live chat with the Lunar Installer Support team. Contact details are available in the Lunar Installer App.
2. Provide Lunar Energy with all required information necessary to complete a Return Merchandise Authorization (RMA).
    a. Obtain an RMA Authorization Code from Lunar Energy.
    b. Submit the required information to Lunar Energy using the Lunar RMA Form.
3. Complete the Eligible Product Warranty Replacement at the site and package the item in accordance with Lunar Energy's RMA packaging instructions.
    a. Clearly write the RMA Authorization Code on the packagingr using a permanent marker.
    b. Return the defective Eligible Products according to the return label on the RMA shipping packaging.
4. Submit the labor reimbursement application within 90 days of completing the Eligible Product Warranty Replacement.
5. Lunar will attempt to issue payment within 60 days of either a successful labor reimbursement application or receipt of the Eligible Product(s), whichever occurs later.

Site Visit		
Request	**Description**	**Cost**
Truck roll	Payment for each truck roll to a site to complete an RMA - including the investigation, removal and replacement, or remedial works, of a defective Eligible	$250

	Product	

Removal & Replacement		
Item	**Description**	**Cost**
Battery Block 90-002802, 90-06533A, 90-06948B, 90-06948C	De-installation and replacement of single or multiple battery blocks, packaging defective product according to Lunar guidelines and return to partner warehouse for collection by Lunar team (reimbursement price is the same, regardless if one or more battery blocks are defective on a single site).	$100
Inverter 90-003540 90-06889C	De-installation and replacement of the entire inverter, packaging according to Lunar guidelines and return to partner warehouse for collection by the Lunar team (price is for one or more defective inverters on a single site).	$50
Bridge 90-001221 90-06801A	De-installation and replacement of entire bridge, packaging defective product according to Lunar guidelines and return to partner warehouse for collection	$200
Bridge PCBA 10-002220	De-installation and replacement of bridge PCBA module only, packaging defective product according to Lunar guidelines and return to partner warehouse for collection by Lunar team (price is for one or more defective bridge PCBAs on a single site).	$50
Maximizer 90-002878 10-00522D	De-installation and replacement of a single Maximizer, packaging according to Lunar guidelines and return to partner warehouse for collection by Lunar team (price is for each defective Maximizer).	$20
Maximizer Hub 90-004034	De-installation and replacement of maximizer hub, packaging defective product according to Lunar guidelines and return to partner warehouse for collection by Lunar team (price is for one or more defective Maximizer hubs on a single site).	$50
Hardware Kit 90-07125A, 90-07124A, 90-07290A, 90-07289A, 90-001223, 90-06823A, 90-07282A	Any other component in the hardware kit supplied, and not mentioned above that needs to be removed and replaced (price is for one or more defective components on a single site).	$20
Rogowski Coils 90-06789A	De-installation and replacement of one or more Rogowski Coils, packaging defective product according to Lunar guidelines and return to partner warehouse for collection by Lunar team (price is for one or more defective Rogowski Coils	$20

	on a single site).	
Meter Socket Adapter Controller (MSAC) LE-MSAC-01	De-installation and replacement of MSAC, packaging defective product according to Lunar guidelines and return to partner warehouse for collection by Lunar team (price is for one or more defective MSAC on a single site).	$50

Lunar Energy reserves the right to amend this Labor Reimbursement Program at any time with at least 30 days notice.

Labor reimbursement application fields

To apply for a labor reimbursement, Lunar requires the following information for each Eligible Product. This should be emailed to RMAclaims@lunarenergy.com with the subject: *[Company name] & [Lunar RMA number]*

- Lunar RMA number (e.g. RMA-123)
- Lunar part, revision and serial number of Eligible Product
    - (e.g. 10-002230:R04S:SIE242600781)
- Contact name
- Company name
- Contact email
- Contact telephone number
- Description of what is assumed to have led to the RMA
- Itemised claim based on table of rates (above)