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**WARRANTY REGISTRTION**  
TRUE-NORTH Power NG Inc.  
53 Northumberland St  
Ayr, ONTARIO  
Canada N0B 1E0

**WIND ARROW** Wind Turbines  
*"There's a New Energy Revolution"*

# WIND ARROW - WARRANTY REGISTRATION AND LIMITS OF LIABILITY



**WARRANTY.** TRUE-NORTH Power NG Inc. will repair or replace the **WIND ARROW** Wind Turbine Generator (WTG) and AFC Controller, or any of its component parts that fail to function due to material failure or manufacturing defect, including Labour and Parts. For this Warranty to be activated, this Warranty Registration Card must be returned to TRUE-NORTH Power NG Inc. within 30 days from the original date of purchase, together with a readable copy of the original purchase receipt.

**WARRANTY PERIOD.** The Turbine, Blade Array and AFC Controller is warranted against defect or failure for a period of five (5) years from the original date of purchase. This repair/return policy shall be the sole and exclusive remedy provided under this warranty and the original product warranty period remains in effect and will not be extended, nor will a new warranty period begin, upon repair or replacement of defective Product(s). Costs for removal, reinstallation or shipping/insurance of components for repair are NOT covered by this warranty.

**CONDITIONS OF WARRANTY.** All installation, operations and maintenance must be performed in accordance with the Canadian **WIND ARROW** Installation, Operations and Maintenance Manual as provided with the equipment. The Installer must be identified.

**LIMITATIONS OF WARRANTY.** This warranty does not cover any damage resulting from improper installation\*, improper handling, improper maintenance or improper use by any person other than an employee of TRUE-NORTH Power NG Inc. This Warranty does not cover any form of consequential or incidental loss or damage resulting from the installation, operation or maintenance of the **WIND ARROW** WTG, and specifically excludes any other generating or control systems or ancillary equipment, wiring mechanical systems connected or working together as a system with the wind turbine. This warranty does not cover the cost of uninstalling or reinstalling or troubleshooting the turbine or its AFC controller to determine if a warranty claim is valid.

**WARRANTY PROCEDURE:** If a warranted problem is encountered with the WTG, at any time during the defined Warranty period, contact the nearest Authorized **WIND ARROW** Dealer or the TRUE-NORTH Power NG Service Centre to determine the nature of the problem. The TRUE-NORTH Power NG Service Centre can be contacted at [info@truenorthpower.com](mailto:info@truenorthpower.com). For any part to be returned, a Return Authorization (RA) number must be provided and used. Equipment returned without a Return Authorization will not be accepted. If warranty inspection is required to determine the cause of failure the customer agrees to return the unit to the Canadian **WIND ARROW** Service Centre at their expense. This warranty covers the repair or replacement of the failed part(s) as well as the return shipping and insurance back to the customer. This warranty is VOID if the alternator or AFC has been disassembled.

**WARRANTY REGISTRATION.** All details below must be completed for Registration of this Warranty to take effect. The "Name of Installer" should be the TRUE\_NORTH Power NG Inc. authorized dealer/installer if applicable, or it should be annotated as "Customer Installed". If Customer Installed, the customer is fully responsible for any and all damage that might occur during installation, operation or maintenance. Sign and return this form or a clear and readable copy of it. PLEASE PRINT.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Company: \_\_\_\_\_

Street: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Purchased from: \_\_\_\_\_ Purchase date: \_\_\_\_\_

This WTG was installed by:  Dealer Installer  End User

Name of Installer: \_\_\_\_\_ Date Installed: \_\_\_\_\_ or

Planned install date: \_\_\_\_\_ Location: \_\_\_\_\_

Alternator Model Number:(WA1) Voltage  BAT24v  BAT48v  D2H48v (W2W48v)

Alternator Serial Number:(WA1-A-\_\_\_\_\_)  WIND ARROW model  EFGEN 1000 model

Blade Serial Number (Mk-\_\_\_\_-\_\_\_\_\_) Mk-\_\_\_\_-\_\_\_\_\_) Mk-\_\_\_\_-\_\_\_\_\_) )

AFC Controller Serial Number (AFC-\_\_\_\_\_)

Processor Board Serial Number (AFB-\_\_\_\_\_) Microprocessor Chip No. (\_\_\_\_\_)

Installed in a:  Low-Wind area  Moderate-Wind area  High-Wind area Commercial Install:  Yes  No

I hereby agree to the warranty terms and liability limits described herein. I have read and understand the Canadian **WIND ARROW** Installation, Operations and Maintenance Manual, including the CAUTION and WARNINGS in the manual.

Signed \_\_\_\_\_ Dated: \_\_\_\_\_

**\*Note:** The "Active Flight Controller" AFC supplied with **WIND ARROW** is the only approved controller for WIND ARROW under this Warranty. Use of any other method for control of the turbine is not approved and thereby VOIDS this Warranty.