

NATIVE SOLAR PRODUCTS INC.

Customer Warranty Manual

Solar Power Trailer Systems

Effective Date: May 29, 2026
Canyon Lake, California

Introduction

Thank you for purchasing a Native Solar Products Inc. solar power trailer system. This manual summarizes the warranty coverage provided by each component manufacturer and explains how to register your products and file a warranty claim.

Your system includes the following major components:

Inverter	EG4 FlexBoss 21 Hybrid Inverter
Battery	RUiXU Lithi2-16 (2-16 kWh) LiFePO4 Battery
Generator	GenMax GM12500XiT Tri-Fuel Inverter Generator
Solar Panels	VSun 580W Bifacial Solar Modules
Trailer Frame	Sky Trailers Custom Trailer

Each component carries its own manufacturer warranty. Native Solar Products Inc. assembles these components into a complete system and stands behind the quality of our workmanship. Please retain all purchase documentation, serial numbers, and this manual for the life of the system.

Warranty Quick Reference

Component	Product Warranty	Performance	Contact
EG4 FlexBoss 21 Inverter	10 Years	—	(888) 556-0695
RUiXU Lithi2-16 Battery	10 Years	—	support@ruixubattery.com
GenMax GM12500XiT Generator	3 Yrs / 500h (Personal)	—	1-866-960-2920
VSun 580W Bifacial Panels	12 Years	30 Years	service@vsun-solar.com
Sky Trailers Frame	2 Yrs Welds 6 Yrs Axles	—	skytrailers.net

1 EG4 FlexBoss 21 Inverter

Warranty Coverage

Warranty Period	10 Years — Full Parts Replacement or Full Product Replacement
Warranty Type	Limited Warranty to the original purchaser
Transferability	One-time transferable if product remains at original installation location
Registration	Must register within 1 year of purchase, or provide proof of purchase from an authorized distributor

What Is Covered

- Defects in materials and workmanship during the 10-year period
- All parts exchanges during the warranty period at no charge
- Full product replacement at EG4's discretion

What Is Not Covered

- Damage during installation, removal, or reinstallation
- Poor workmanship by any installer or firm
- Mishandling or inappropriate environmental exposure
- Tampering, altering, or disassembly of the product
- Use in applications other than manufacturer intent
- Damage from lightning, fire, flood, earthquake, or acts of God
- Products with altered, defaced, or removed serial numbers
- Unauthorized firmware updates or modifications
- Damage from voltage or current spikes due to open-loop lithium battery communications
- Moving the product from its original installation site (voids warranty)
- Products not purchased through an EG4 approved vendor

How to File a Claim

- Contact your original place of purchase first
- Have your serial number and proof of purchase ready
- EG4 Electronics: (888) 556-0695 | support@eg4electronics.com

- Warranty portal: eg4electronics.com/warranty

2 RUIXU Lithi2-16 Battery (2–16 kWh)

Warranty Coverage

Warranty Period	10 Years
Battery Chemistry	LiFePO4 (Lithium Iron Phosphate)
Nominal Voltage	51.2V
Capacity	314 Ah (16.07 kWh per module)
Cycle Life	≥ 9,500 cycles at 80% depth of discharge
Design Life	10 Years
Certifications	UL1973, UL9540A, UL9540, CEC, SGIP
Transferability	Check with RUIXU — warranty is to original purchaser

What Is Covered

- Defects in materials, workmanship, and performance during the warranty period
- Failure to meet specified capacity and cycle life under normal operating conditions
- Manufacturing defects that affect safe operation

What Is Not Covered

- Physical damage from mishandling, improper installation, or accidents
- Damage from use outside specified operating conditions (voltage, temperature, current)
- Capacity loss due to normal aging beyond the warranted cycle count
- Damage from improper connection to incompatible inverters or chargers
- Modification, disassembly, or tampering with the BMS or cells
- Acts of God: fire, flood, lightning, extreme weather events

How to File a Claim

- Contact RUIXU Battery USA directly with your serial number and purchase proof
- Email: support@ruixubattery.com
- Website: ruixubattery.com
- Authorized retailers carry the same manufacturer warranty coverage

3 GenMax GM12500XiT Tri-Fuel Generator

Warranty Coverage

Warranty Period — Personal Use	3 Years or 500 hours, whichever comes first
Warranty Period — Commercial Use	90 Days from date of purchase
Warranty Type	Limited Warranty to original purchaser — non-transferable
Registration	Proof of purchase and maintenance records required
Fuel Types Covered	Gasoline, Propane, Natural Gas (Tri-Fuel)

Important: This unit is used in a commercial solar trailer system. Per GenMax policy, commercial use limits the warranty to 90 days from date of purchase. Contact GenMax to confirm your coverage status.

What Is Covered

- Defects in materials and workmanship within the warranty period
- GenMax will repair or replace any defective part at its discretion
- Use of new or rebuilt parts / comparable product at GenMax's option

What Is Not Covered

- Transportation costs to and from the service dealer or factory — customer's responsibility
- Damage from abuse, accident, shipping, misuse, or overloading
- Damage from modification or effects of corrosion and normal wear and tear
- Failure to follow the owner's manual instructions voids warranty
- Pre-delivery service: assembly, oil, lubricants, and initial adjustment
- Routine maintenance items: oil, filters, spark plugs
- Repairs performed without prior written authorization from GenMax
- Rental use — voids the warranty

How to File a Claim

- Contact GenMax Customer Support: 1-866-960-2920
- Email: support@genmaxpower.com
- Website: genmaxpower.com/page/warranty-information

- Present proof of purchase and maintenance records at time of claim

4 VSun 580W Bifacial Solar Panels

Warranty Coverage

Product (Materials & Workmanship)	12 Years
Power Output Guarantee	30 Years (N-TOPCon bifacial)
First-Year Degradation Max	No more than 1.0%
Annual Degradation Max	No more than 0.40% per year years 2-30
End-of-30-Year Output Floor	No less than 87.40% of rated power
Transferability	Transferable to subsequent owner if panels remain at original installation location
Certifications	UL 61730, CSA 61730, IEC 61215, IEC 61730

Product Warranty (12 Years)

VSun warrants panels to be free from defects in materials or workmanship under normal installation and service conditions for 12 years from the warranty start date.

Power Output Warranty (30 Years)

- Year 1: Actual output will not fall below 99% of rated power
- Years 2-30: Annual degradation will not exceed 0.40%
- Year 30: Output will not fall below 87.40% of rated power

What Is Not Covered

- Damage from improper installation, handling, or maintenance
- Physical damage from accidents, vandalism, theft, or natural disasters
- Removal and reinstallation at a new site — voids warranty
- Alteration, repair, or modification without VSUN's written consent
- Pest damage or contact with corrosive agents
- Panels with altered, removed, or illegible serial number labels

How to File a Claim

- Notify VSun in writing within 30 business days of discovering a defect
- Provide: description of defect, complete serial number(s), photo of barcode, copy of commercial invoice, and delivery date
- Email: service@vsun-solar.com
- Website: vsun-solar.com/service.html
- VSun will issue an RMA before any return is accepted

5 Sky Trailers Trailer Frame

Warranty Coverage

Component	Personal Use	Commercial Use
Welds	2 Years	6 Months
Axles (Dexter)	5–6 Years	6 Months
Hydraulic System	18 Months	6 Months

What Is Covered

- Structural weld defects under normal use conditions
- Axle defects through Dexter Axle Company warranty program
- Hydraulic system failures (dump trailers) under normal operation

What Is Not Covered

- Damage from overloading beyond rated capacity
- Damage from accidents, collisions, or road hazards
- Corrosion from improper maintenance or storage
- Normal wear and tear on tires, lights, and wiring
- Modifications made without Sky Trailers' authorization

How to File a Claim

- Contact Sky Trailers directly with your trailer VIN and purchase documentation
- Website: skytrailers.net
- Dealer: Colton, CA — contact your point of purchase
- Dexter Axle warranty claims: dexteraxle.com

6 Native Solar Products Inc. — System Integration

Our Commitment

Native Solar Products Inc. warrants the integration, wiring, and system assembly of your solar trailer against defects in workmanship. If you experience a system-level issue that cannot be attributed to a specific component manufacturer, contact us directly.

Coverage

- Electrical wiring and connections between all system components
- Mounting hardware and panel racking as installed
- System configuration and commissioning

Free In-Facility Service

All warranty issues — on any component in your system — will be handled at no charge if the unit is brought to our facility. Native Solar Products Inc. will coordinate diagnostics and facilitate manufacturer warranty claims on your behalf at no labor cost to you.

Service Address	27689 Hwy 74, Perris, CA 92570
Policy	All warranty work performed free of charge when unit is brought to our facility
Coverage	Applies to all components: inverter, battery, generator, solar panels, and trailer frame

Contact Native Solar Products

Company	Native Solar Products Inc.
Service Facility	27689 Hwy 74, Perris, CA 92570
Additional Contact	See your invoice / purchase agreement for phone and email

7 Product Registration & Warranty Claims

Register Your Products

Registering each component protects your warranty and speeds up any future claims. Complete registration within 30 days of purchase for best results.

EG4 FlexBoss 21	eg4electronics.com — required within 1 year
RUiXU Battery	ruixubattery.com — recommended
GenMax Generator	genmaxpower.com — retain proof of purchase
VSun Solar Panels	vsun-solar.com — record serial numbers from panel backs
Sky Trailers	Note VIN number from trailer tongue

Native Solar Products — Free Warranty Service

For the easiest warranty experience, bring your unit to our facility. We will diagnose the issue, coordinate directly with the manufacturer, and complete all warranty work at no charge to you.

Drop-Off Address	27689 Hwy 74, Perris, CA 92570
Cost	Free — all warranty work at no charge when unit is brought to our facility

Before Filing a Claim

- Locate and photograph all serial number labels on the affected component
- Gather your original purchase invoice or receipt
- Document the failure: written description, photos, and dates
- Check the component's user manual for troubleshooting steps first
- Contact Native Solar Products if you are unsure which component is at fault

General Exclusions (All Components)

The following conditions generally void or limit warranty coverage across all manufacturers:

- Physical damage from accidents, collisions, or improper transport
- Water intrusion due to improper sealing or storage
- Modifications or repairs not authorized by the manufacturer

- Operation outside the specified electrical or environmental parameters
- Serial numbers that have been removed, defaced, or made illegible
- Failure to perform routine maintenance as specified in each product's manual

8 Warranty Contact Directory

Manufacturer	Phone	Email	Website
EG4 Electronics (FlexBoss 21)	(888) 556-0695	support@eg4electronics.com	eg4electronics.com
RUiXU Battery (Lithi2-16)	—	support@ruixubattery.com	ruixubattery.com
GenMax (GM12500XiT)	1-866-960-2920	support@genmaxpower.com	genmaxpower.com
VSun Solar (580W Bifacial)	—	service@vsun-solar.com	vsun-solar.com
Sky Trailers (Trailer Frame)	—	—	skytrailers.net
Native Solar Products (System Assembly)	See invoice	See invoice	27689 Hwy 74 Perris, CA 92570

DISCLAIMER

This manual summarizes manufacturer warranty terms in effect at time of publication. Warranty policies are subject to change by each manufacturer. Always refer to the most current warranty documentation provided by each manufacturer and retain all original purchase receipts and product documentation. Native Solar Products Inc. is not responsible for changes to manufacturer warranty terms after the date of this manual.