

RanchOn™ TankBoss™ TWO-YEAR LIMITED WARRANTY

Who provides this warranty. If you purchased your RanchOn™ TankBoss™ device (the “Device”) from RanchOn, LLC — in person, through the RanchOn online store, or through a RanchOn sales representative — or from an authorized RanchOn reseller, this warranty is provided by RanchOn, LLC, 4506 N CR 412, Loraine, Texas 79532, United States (“RanchOn,” “we,” or “us”).

What is covered. When you purchase a new or Certified Refurbished Device, we warrant the Device against defects in materials and workmanship under normal use, installed and maintained in accordance with the RanchOn TankBoss Installation Guide, for two (2) years from the date of original purchase. We warrant each accessory purchased from RanchOn or from an authorized RanchOn reseller, including the AC Power Kit, on the same terms, for two (2) years from the date that accessory was purchased; the accessories RanchOn offers are listed in the published RanchOn Price List. This warranty applies only to the original purchaser — the first person or business to buy the Device or accessory for use rather than for resale — and is not transferable. Where you bought from an authorized RanchOn reseller, the warranty period runs from the date of your purchase from that reseller, and your receipt from the reseller is your proof of purchase. Devices and accessories sold “as is” or “used” are excluded.

What we will do. During the warranty period, if a defect arises in a Device or accessory covered by this warranty and you follow the instructions for obtaining warranty service, we will, at our option and to the extent permitted by law, either (i) repair the item using new or refurbished parts, (ii) replace it with a new or refurbished item equivalent to the one replaced, or (iii) refund all or part of its purchase price. This warranty applies to any repair, replacement part, or replacement item for the remainder of the original warranty period or for ninety (90) days, whichever is longer. All replaced parts, and all items for which a refund is given, become the property of RanchOn.

Operating conditions. The Device is warranted when installed and operated in ambient temperatures from -4°F to 113°F (-20°C to 45°C). These are ambient air temperatures at the installation site, not temperatures measured inside the Device enclosure; interior enclosure temperature will exceed ambient in direct sun, and that is normal. Battery specifications, battery temperature ratings, and battery safety information are stated in the RanchOn TankBoss Battery Safety Statement and are not repeated here.

Solar operation and siting. The Device is normally powered by its integrated solar charging system, and the solar panel is mounted horizontally, so its output depends on unobstructed overhead exposure. This warranty applies to solar-powered operation only where the panel is free of shade cast by any obstruction from 9:00 a.m. to 4:00 p.m. local time on every day of the year; is mounted level, facing the open sky, with nothing overhead and nothing placed on, leaned against, or resting on it; and is not left obstructed by accumulated dust, mud, vegetation, bird droppings, snow, or ice. How to assess a site, mount the Device, and care for the panel is described in the RanchOn TankBoss Installation Guide. Where a site cannot meet these conditions, use the AC power option described below.

AC power option. For installations where the siting conditions above cannot be met, the Device may instead be powered from AC mains. AC-powered operation is for indoor use only: the Device and every component of the AC supply chain must be installed indoors or inside a fully weather-protected structure. Every power source connects to the Device at its LP-12 connector, so an AC power supply reaches the Device through an adapter. Any adapter that mates with the Device's LP-12 connector and observes its polarity and pin assignment will work. RanchOn's adapter accepts a 5.5 × 2.1 mm center-positive barrel connector, so a power supply used with that adapter needs to terminate in that connector. RanchOn offers an optional AC Power Kit, sold separately, containing a power supply, ground-fault protection, and an LP-12 adapter. You may instead supply your own equipment, provided the power supply and ground-fault protection meet the requirements stated below. The AC Power Kit is warranted as an accessory, as described above. Equipment not supplied by RanchOn is not warranted by RanchOn. RanchOn may change the specific components of the AC Power Kit at any time provided they continue to meet these requirements.

Requirements for AC-powered operation. If you power the Device from AC mains rather than from solar, this warranty applies only where all of the following are observed. (1) Indoor installation. The Device and every component of the AC supply chain are installed indoors or inside a fully weather-protected structure. No component may be installed outdoors, submerged, exposed to direct spray or pressure washing, placed where water can collect around it, or left accessible to livestock or wildlife. (2) Power supply. The Device is powered by a regulated AC-to-DC power supply delivering 12 VDC nominal (±5%) at not less than 2.1 A continuous. The supply must be listed by a Nationally Recognized Testing Laboratory (for example UL or ETL) for indoor use and for the branch circuit it is connected to, and must provide a Class 2 or limited-power-source output. (3) Ground-fault protection. The receptacle supplying the Device is protected by a ground-fault circuit interrupter meeting UL 943 Class A and rated for the circuit it protects. This requirement may be satisfied by a GFCI receptacle, by a GFCI circuit breaker serving that receptacle, or by a portable GFCI cord set — such as the one supplied with the AC Power Kit — installed at the receptacle upstream of the power supply and of any extension cord. (4) Grounding. The receptacle is properly wired and grounded. Two-prong or “cheater” adapters must not be used, and the grounding pin of any three-prong plug must not be defeated. A power supply fitted with a three-prong (grounding) plug must be supplied through an intact equipment grounding connection. (5) Cords. The power supply's DC output cord is used as supplied by its manufacturer and is not cut, spliced, lengthened, or otherwise modified. Any extension cord used is a grounded cord of adequate gauge, in good condition, rated for the location in which it is used, and connected downstream of the ground-fault protection. (6) Ratings. Every component of the AC supply chain is operated within its own rated limits and within the conditions for which it is listed.

What is not covered. This warranty covers hardware components of the Device and of accessories purchased from RanchOn, and applies only where the Device has been installed and operated within the operating conditions stated above. It does not cover: (a) sensors, cabling, mounting hardware, or other equipment not supplied by RanchOn; (b) the rechargeable battery, to the extent of reduced capacity or runtime arising from normal aging, cumulative temperature exposure, or insufficient solar exposure at the installation site — the battery is warranted only against failure to accept or hold a charge due to a defect in materials or workmanship; (c) damage caused by accident, misuse, abuse, neglect, fire, flood, lightning, power surge, vandalism, livestock or wildlife, improper installation, or unauthorized alteration or opening of the enclosure; (d) damage caused by third-party repair or third-party parts; (e) cosmetic wear that does not affect Device or accessory function; (f) cellular, satellite, or other network service availability, coverage, latency, or performance, which are furnished by third-party carriers and are not warranted by RanchOn; (g) any damage arising from solar-powered operation at a site that does not meet the siting conditions stated above; (h) any damage to the Device or to the AC Power Kit arising from AC-powered operation that does not comply with the Requirements for AC-powered operation stated above, including installation outdoors or outside a fully weather-protected structure, operation without ground-fault protection, operation from an ungrounded receptacle or by means of a two-prong or “cheater” adapter, use of a power supply that does not meet the stated specification, or modification or extension of the power supply’s DC output cord; or (i) any failure or damage caused by connecting the Device through an adapter that does not mate correctly with the Device’s LP-12 connector or does not observe its polarity and pin assignment, or caused by modification of an adapter. Using an adapter not supplied by RanchOn does not by itself affect coverage. Subscription and data services, including alert generation and delivery, are governed by the RanchOn Terms of Service and are not covered by this warranty.

How to obtain service. Contact RanchOn Customer Support using the information below and include your proof of purchase, the Device serial number where the claim concerns a Device, and a description of the issue. We will tell you whether to send the item to us or whether we will collect it. Where you send a Device to us, we supply packaging approved for shipping a Device together with a prepaid shipping label, and the Device must be sent in that packaging, by the carrier and service shown on the label. A Device contains a lithium battery, so please do not send one in your own packaging or by any other means. An accessory may be sent in any suitable packaging. For warranty service, shipping both ways and any collection we arrange are free of charge. Collection or return in other circumstances, such as a return or a Device you no longer want, is governed by the RanchOn Terms of Service. If a Device is swollen, cracked, leaking, discolored, unusually hot, or has been in a fire, do not package it and do not ship it — a damaged lithium battery must not be sent through the mail or by any parcel carrier. Do not handle or move it; follow the RanchOn TankBoss Battery Safety Statement and call RanchOn, and we will arrange collection.

Limitations. TO THE EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. TO THE EXTENT PERMITTED BY LAW, ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. WE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY, INCLUDING WITHOUT LIMITATION LOSS OF WATER, DAMAGE TO OR LOSS OF LIVESTOCK OR CROPS, LOST PROFITS, OR LOSS OF DATA. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR DO NOT APPLY SUCH EXCLUSIONS TO DEATH OR PERSONAL INJURY CLAIMS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

Your rights. This limited warranty gives you specific legal rights. You may have additional rights under applicable law, and this limited warranty does not affect those rights. This warranty is governed by the laws of the State of Texas, without regard to its conflict-of-laws principles.

Related documents. Read this warranty with the RanchOn TankBoss Installation Guide, the RanchOn TankBoss Battery Safety Statement, the RanchOn Terms of Service, and the RanchOn Privacy Policy. Each subject has one home: this warranty states what is covered and on what conditions; the Installation Guide states how to site, mount, commission, and maintain a Device; the Battery Safety Statement states battery specifications and what to do when something is wrong with a Device; the Terms of Service governs subscription, data, and alert services. Where a subject belongs to another document, this warranty names that document rather than restating it.

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