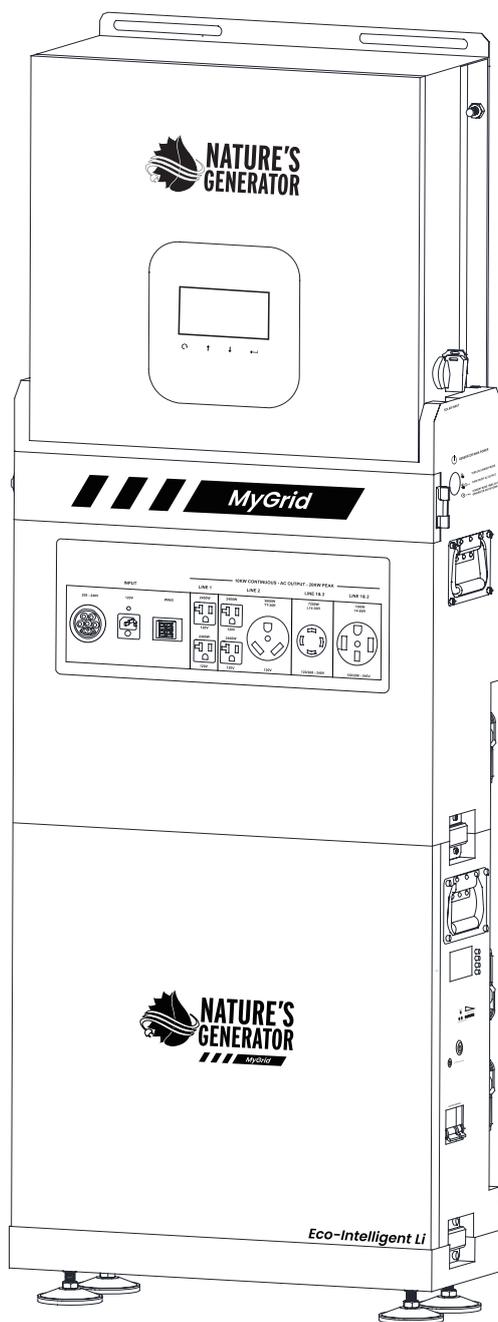


Nature's Generator

MyGrid 10K

User Manual



Nature's Generator

MyGrid 10K

Contents

1.0 Important Safety Instructions	1
1.1 Safety Instructions	1
1.2 General Requirements	1
1.3 Warning	2
1.4 Caution	3
1.5 Battery Safety	3
1.6 Maintenance Safety	4
1.7 Storage Safety	4
1.8 INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS	5
1.9 WARNING: GROUNDING INSTRUCTIONS	5
2.0 Introduction	7
2.1 Unpack Your Nature's Generator MyGrid 10K Generator	7
2.2 Unpack Your Nature's Generator MyGrid 10K Battery	9
2.3 Get to Know Your Nature's Generator MyGrid 10K	10
2.4 Install Your Nature's Generator MyGrid 10K	18
2.5 Use Your Nature's Generator MyGrid 10K	28
2.6 Charge Your Nature's Generator MyGrid 10K	31
2.7 Set Your Nature's Generator MyGrid 10K to 120V/208V	36
2.8 Expand Your Nature's Generator MyGrid 10K	37
2.9 How to Maintain and Store Your Nature's Generator MyGrid 10K	45
3.0 Settings	45
4.0 Troubleshooting and FAQ	47
5.0 Specifications	53
6.0 Notice	54
7.0 Warranty	54

1.0 Important Safety Instructions

1.1 Safety Instructions

1.1.1 Read these instructions.

1.1.2 Keep this user manual in a safe and accessible place.

1.1.3 Take note of all warnings to avoid injury or damage.

1.1.4 Follow all instructions.

1.1.5 The safety instructions provided herein are for illustrative purposes that include but are not limited to those listed in this manual. Actual operation shall comply with all applicable safety standards.

1.1.6 Always operate or store the equipment in the conditions specified in this manual. The installation and ambient conditions must comply with the regulations in the relevant national and local standards.

1.1.7 Avoid unauthorized disassembly, equipment replacement, or modification of software codes.

1.1.8 Natures Generator Inc shall not be liable for the equipment damages, personal injury, property loss or other damages resulting from the following circumstances:

- Force majeure events such as earthquakes, fires, storms, floods, or mudslides.
- Damages caused by improper handling and installation.
- Damages resulting from inadequate storage conditions as specified in the manual.
- Hardware or data damage caused by customer negligence, improper operation, or intentional actions.
- System damage caused by third parties or customers.
- Adjustments, changes, or removal of labels in violation of this manual.

1.1.9 This product is not intended for use with devices that have high-performance requirements for UPS (Uninterruptible Power Supply), including but not limited to data servers, workstations, medical equipment, and similar devices.

1.2 General Requirements

1.2.1 Do not install, use or maintain this equipment near water.

1.2.2 Do not install, use and maintain this equipment in adverse weather conditions such as lightning, rain, storm, snow and earthquake.

1.2.3 Keep this equipment away from heat sources or high temperatures or direct sunlight.

1.2.4 Do not insert foreign objects into or block any ventilation openings.

1.2.5 Always turn off the power source before starting any electrical work.

1.2.6 Allow a minimum 12 inch clearance from all sides of the equipment for proper air ventilation to dissipate heat.

1.2.7 Do not use near flammable gases or fumes or other equipment that produce a large amount of heat.

1.2.8 Do not store this equipment with flammable or explosive materials.

1.2.9 Do not place the equipment on an unstable or inclined surface.

1.2.10 Use the equipment for its intended purpose and avoid stacking objects on top of it during storage or use.

1.2.11 Keep the system out of the reach of children and pets.

1.2.12 Only use attachments/accessories approved by the manufacturer.

1.2.13 Regularly inspect the equipment and its accessories for damage or deterioration.

1.2.14 Refer all servicing to qualified service personnel. Servicing is required when the equipment has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the equipment, the equipment has been exposed to rain or moisture, has been dropped or does not operate normally.

1.2.15 The equipment should not be exposed to dripping or splashing, and no objects filled with liquids, such as drinking glasses or vases, should be placed on the equipment.

1.2.16 The transportation, wiring, installation and maintenance shall comply with all applicable laws, regulations and standards.

1.2.17 Do not make changes or modifications to the equipment's structure, installation sequence, etc.

1.2.18 Position the system on the flat surface and firmly secure it to a wall or other solid objects.

1.2.19 After installing the equipment, remove the idle package materials from the site such as cartons, foam, plastic, nylon ties, etc.

1.3 Warning

1.3.1 Electric Shock Hazard

Keep away from children. Nature's Generator MyGrid 10K generates the same potentially lethal AC power as a normal household wall outlet. Avoid working with live electrical components. To reduce the risk of fire or electric shock, do not remove any cover or expose the device to rain or moisture. Do not insert foreign objects into the AC outlets or the ventilation holes.

1.3.2 Static Electricity

Wear or use personal protective equipment (PPE) that is appropriate for the work to avoid static electricity, such as protective goggles, hearing protection, dust mask, gloves, anti-static or bracelet, safety rubber boots.

1.3.3 Explosion Hazard

Do not burn or incinerate this item. This item may explode, causing property damage or personal injury. Do not use near flammable gases or fumes or other equipment that produces large amounts of heat. Allow a minimum 20 inch clearance from all sides of the equipment for proper air ventilation to dissipate heat.

1.3.3 Lightning Hazard

For added protection for your device during a lightning storm, unplug it from the power outlet and disconnect the cables. This helps to prevent property damage and personal injury from lightning and power line surges.

1.3.4 Energy and Burn Hazard

Nature's Generator MyGrid 10K has lithium iron phosphate batteries, which can present a risk of burn or fire hazard from high current because of short-circuit.

1.3.5 Replacement Parts

When replacement parts are required, make sure that the service technician uses replacement parts specified by the manufacturer that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, personal injury, or other hazards.

1.3.6 Drilling Safety Requirements

When drilling holes in the wall or on the ground, wear goggles and protective gloves all the time. Cover the equipment to prevent debris from falling into it and remove all debris after drilling.

1.4 Caution

1.4.1 Damage Requiring Service

Stop using the Nature's Generator MyGrid 10K and refer servicing to qualified service personnel under the following conditions:

- If liquid has been spilled or objects have fallen into your Nature's Generator MyGrid 10K.
- If your Nature's Generator MyGrid 10K has been exposed to rain or water.
- If your Nature's Generator MyGrid 10K has been dropped or damaged in any way.
- When your Nature's Generator MyGrid 10K exhibits a distinct change in performance.

1.4.2 Cold Weather

Cold temperatures can impact Nature's Generator MyGrid 10K performance. If you are in area that will be consistently below freezing, we recommend keeping your Nature's Generator MyGrid 10K in an insulated location.

1.4.3 Recycling and Disposal

Your Nature's Generator MyGrid 10K may contain materials that are regulated for environmental reasons. Your Nature's Generator MyGrid 10K also contains materials that can be recycled and reused. To help protect the environment, contact your local authorities for information about disposal or recycling and about finding a recycler in your area before you dispose of your Nature's Generator MyGrid 10K.

1.4.4 Safety Check

After completing any service or repair to this device, ask the service technician to perform routine safety checks to determine that your Nature's Generator MyGrid 10K is in correct operating condition.

1.4.5 Servicing

These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

1.4.6 Metal Tools

Be very cautious when working with metal tools on or around Nature's Generator MyGrid 10K. A potential risk exists of dropping a tool that sparks or short circuits batteries or other electrical parts which could cause an explosion.

1.5 Battery Safety

1.5.1 Connect the terminals and ports securely and conduct regular checks.

1.5.2 Prevent the positive and negative terminals of the battery from touching each other or any metal objects to avoid heat generation or electrolyte leakage.

1.5.3 Do not short-circuit the battery terminals. A short circuit can cause a fire.

1.5.4 Do not expose the battery to high temperatures or around heat sources, such as sunlight, fire, transformers, welding machines, grinding machines, or heaters.

1.5.5 Do not disassemble, modify or damage the battery to avoid leakage, overheating or fire.

1.5.6 Never use damaged batteries or components. Improper use of damaged batteries or components can damage your device or injure yourself as a result of battery fluid leakage, fire, overheating, or explosion.

1.5.7 Do not turn the battery upside down or tilt it.

1.5.8 Safely and carefully dispose of used batteries by the provisions of local laws and regulations. Avoid treating batteries as regular household waste, as improper disposal can lead to environmental pollution.

1.5.9 If you find a leaking or damaged battery pack, contact an authorized battery recycling company for expert assistance.

1.5.10 Avoid contact with spilled liquid or gas if the battery leaks chemicals or odors. Do not approach the battery and contact a professional for disposal.

1.5.11 If you inhale vapors of the battery electrolyte, get fresh air immediately and seek medical attention.

1.5.12 If you have eye contact with the battery electrolyte, wash the eyes with water for at least 15 minutes and seek medical attention.

1.5.13 If you have skin contact with the battery electrolyte, wash the infected area with soap and water for at least 15 minutes and seek medical attention.

1.5.14 If you ingest the battery electrolyte, seek medical attention immediately.

1.5.15 Nature's Generator shall not be liable for the equipment damages, personal injury, property loss or other damages caused by the following reasons:

- Failure to charge the battery after installation leading to battery over-discharge.
- Inadequate maintenance. improper capacity expansion, or prolonged periods of incomplete charging and frequent over-discharging of the battery.
- Failure to charge the battery as required during storage, resulting in capacity loss or irreparable damage.
- Improper operation or connection errors causing battery short-circuits, damage, drops, or leaks.
- Battery damage caused by operating conditions or external power parameters that do not meet environmental requirements.
- Users or third parties using the battery in ways not specified in the user manual.

1.6 Maintenance Safety

1.6.1 Disconnect all the cables and turn off the equipment and wait at least 30 minutes after the equipment is completely off.

1.6.2 Wear personal protective equipment (PPE) during maintenance to avoid damage or electric shock.

1.6.3 Use tools correctly to avoid injury or damage to equipment.

1.6.4 Do not touch energized equipment.

1.6.5 Do not clean the electrical components inside and outside the cabinet with water.

1.6.6 Do not stand, lean on or sit on top of the equipment.

1.6.7 Be careful of high temperatures.

1.6.8 Do not disassemble or damage the battery. The released electrolyte is harmful to your skin and eyes. Avoid contact with electrolyte.

1.6.9 Avoid metal objects such as rings or metal tools to touch the battery.

1.7 Storage Safety

1.7.1 When not using Nature's Generator MyGrid 10K for extended periods of time, turn off the power and remove all electrical connections.

1.7.2 Charge the system to 40%-60% SoC before storage.

1.7.3 In order to keep the battery healthy, fully charge and discharge the system every 6 months.

1.7.4 Make sure the place where to store the system is well ventilated and spacious.

1.7.5 Do not store the system in flammable or explosive environments.

- 1.7.6 Keep the system out of the reach of children and pets.
- 1.7.7 Do not stack anything on top of the equipment during storage.
- 1.7.8 Avoid exposing the equipment to rain, humidity or direct sunlight.

1.8 INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

IMPORTANT SAFETY INSTRUCTIONS

1.8.1 WARNING – When using this product, basic precautions should always be followed, including the following:

- a. Read all the instructions before using the product.
- b. To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c. Do not put fingers or hands into the product.
- d. Use of an attachment not recommended or sold by power pack manufacturer may result in a risk of fire, electric shock, or injury to persons.
- e. To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting the power pack.
- f. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- g. Do not operate the power pack with a damaged cord or plug, or a damaged output cable.
- h. Do not disassemble the power pack, take it to a qualified service person when service or repair is required. Incorrect reassembly may result in a risk of fire or electric shock.
- i. To reduce the risk of electric shock, unplug the power pack from the outlet before attempting any instructed servicing.
- j. When charging the internal battery, work in a well ventilated area and do not restrict ventilation in any way.
- k. Do not expose a power pack to fire or excessive temperature. Exposure to fire or temperature above 130°C (265°F) may cause explosion.
- l. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.

SAVE THESE INSTRUCTIONS

1.9 WARNING: GROUNDING INSTRUCTIONS

1.9.1 When the local codes require, this product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in accordance with all local codes ordinances.

1.9.2 WARNING – Improper connection of the equipment grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

1.8 INSTRUCTIONS CONCERNANT LE RISQUE D'INCENDIE, DE CHOC ÉLECTRIQUE OU DE BLESSURES AUX PERSONNES

INSTRUCTIONS DE SÉCURITÉ IMPORTANTES

1.8.1 AVERTISSEMENT - Lorsque vous utilisez ce produit, les précautions de base doivent toujours être suivies, y compris ce qui suit:

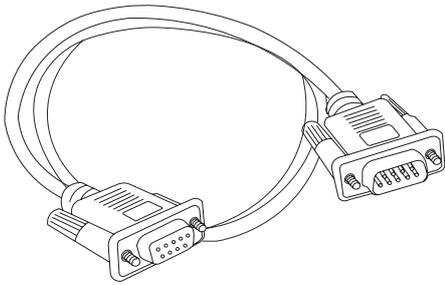
- a. Lisez toutes les instructions avant d'utiliser le produit.
- b. Pour réduire le risque de blessure, une surveillance étroite est nécessaire lorsque le produit est utilisé près des enfants.
- c. Ne mettez pas les doigts ni les mains dans le produit.
- d. L'utilisation d'une attache non recommandée ou vendue par le fabricant de packs peut entraîner un risque d'incendie, de choc électrique ou de blessures aux personnes.
- e. Pour réduire le risque de dommage à la fiche électrique et au cordon, tirez la fiche plutôt que le cordon lors de la déconnexion du pack d'alimentation.
- f. N'utilisez pas de batterie ou d'appareil endommagé ou modifié. Les batteries endommagées ou modifiées peuvent présenter un comportement imprévisible, ce qui entraîne un incendie, une explosion ou un risque de blessure.
- g. Ne faites pas fonctionner le pack d'alimentation avec un cordon ou une fiche endommagée, ou un câble de sortie endommagé.
- h. Ne démontez pas le pack d'alimentation, apportez-le à un service qualifié lorsque le service ou la réparation est requis. Un réassemblage incorrect peut entraîner un risque d'incendie ou de choc électrique.
- i. Pour réduire le risque de choc électrique, débranchez le pack d'alimentation de la prise avant de tenter tout service instruit.
- j. Lorsque vous chargez la batterie interne, travaillez dans une zone bien ventilée et ne restreignez en aucun cas la ventilation.
- k. N'exposez pas un pack d'alimentation au feu ou à une température excessive. L'exposition au feu ou à la température supérieure à 130 ° C (265 ° F) peut provoquer une explosion.
- l. Avoir un entretien effectué par un réparateur qualifié en utilisant uniquement des pièces de remplacement identiques. Cela garantira que la sécurité du produit est maintenue.

1.9 AVERTISSEMENT: INSTRUCTIONS DE MISE À LA TERRE

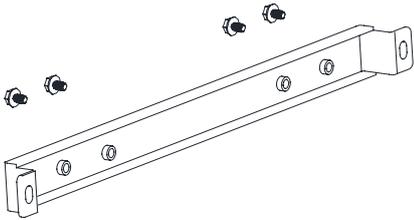
1.9.1 Lorsque les codes locaux nécessitent, ce produit doit être mis à la terre. S'il doit dysfonctionner ou une dégradation, la mise à la terre fournit un chemin de moindre résistance pour le courant électrique afin de réduire le risque de choc électrique. Ce produit est équipé d'un cordon ayant un conducteur de mise à la terre d'équipement et une bougie de mise à la terre. La prise doit être branchée sur une prise correctement installée et mise à la terre conformément à toutes les ordonnances de codes locaux.

1.9.2 AVERTISSEMENT - Une connexion inappropriée du conducteur de mise à la terre de l'équipement est en mesure d'entraîner un risque de choc électrique. Vérifiez avec un électricien qualifié si vous doutez de savoir si le produit est correctement mis à la terre. Ne modifiez pas la fiche fournie avec le produit - si elle ne s'adapte pas à la prise, ayez une prise appropriée installée par un électricien qualifié.

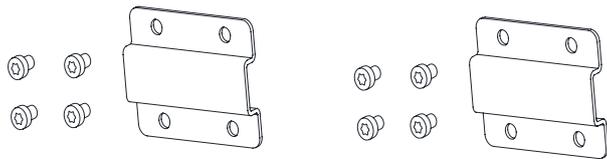
2.1.4 Generator Battery Communication Cable



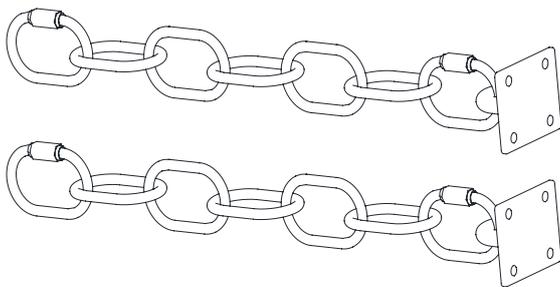
2.1.5 Generator Mounting Bar with Bolts and Nuts



2.1.6 Side Security Brackets and Screws



2.1.7 Anchor Chains

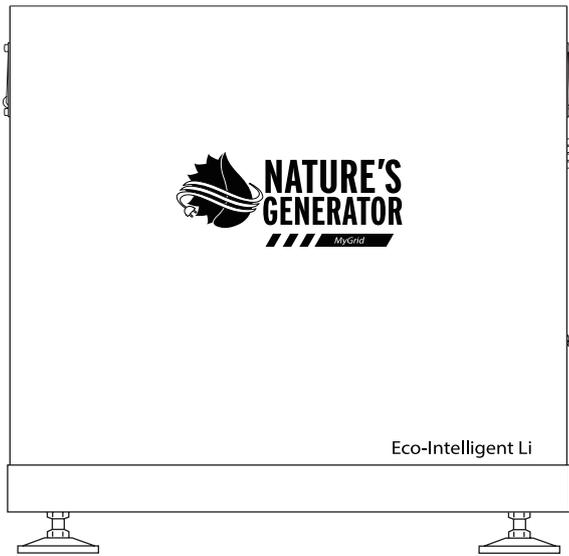


2.1.8 This User Guide

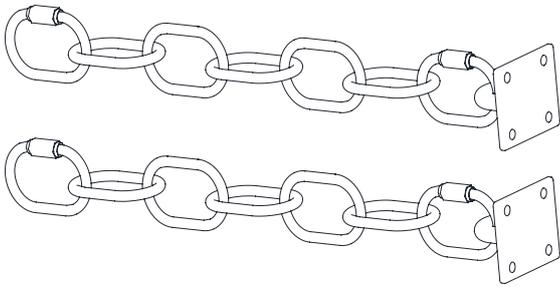


2.2 Unpack Your Nature's Generator MyGrid 10K Battery

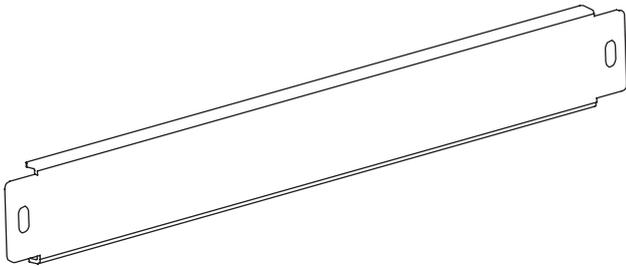
2.2.1 Nature's Generator MyGrid 10K Battery



2.2.2 Anchor Chains



2.2.3 Mounting Bar

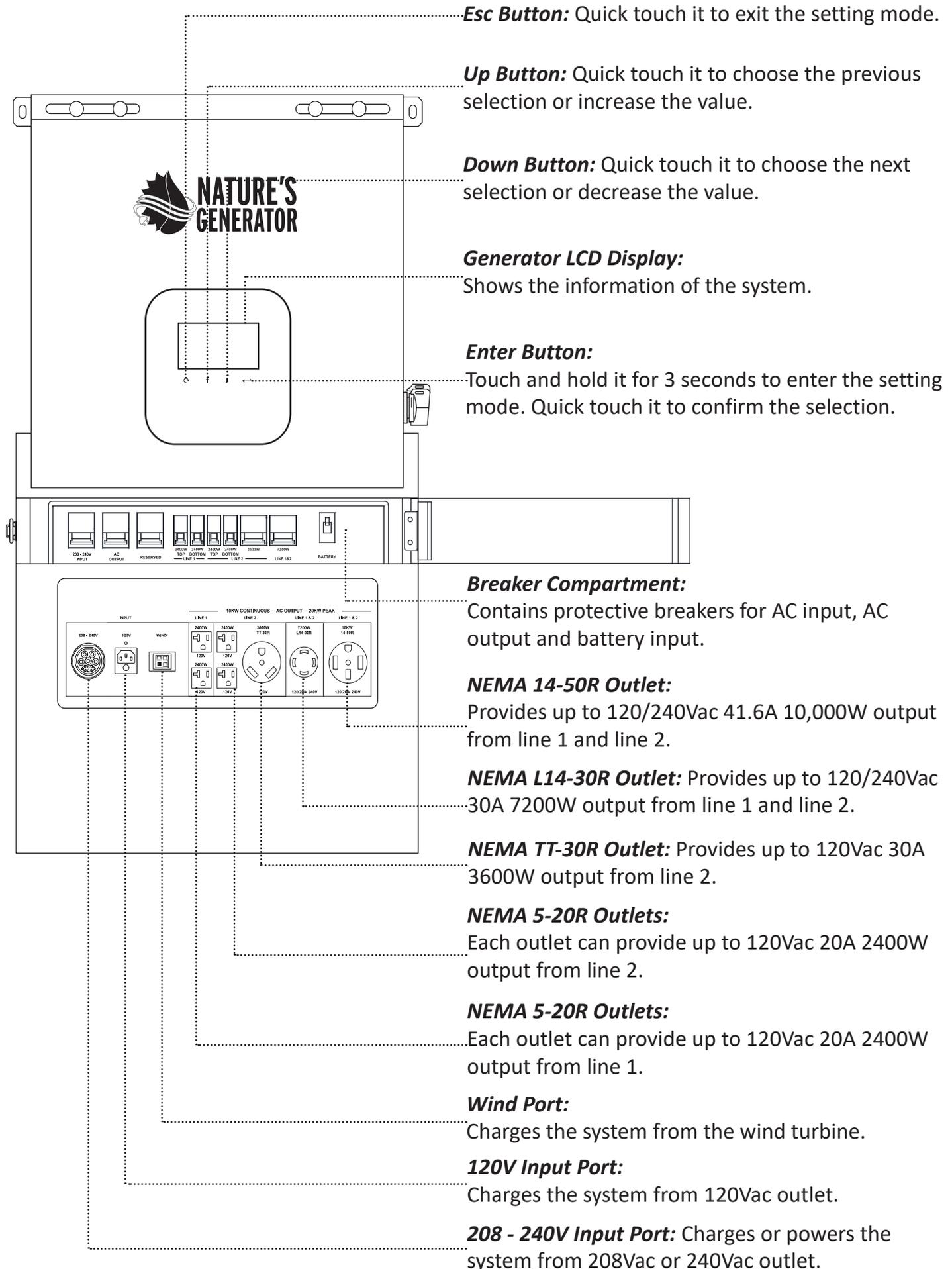


2.2.4 This User Guide

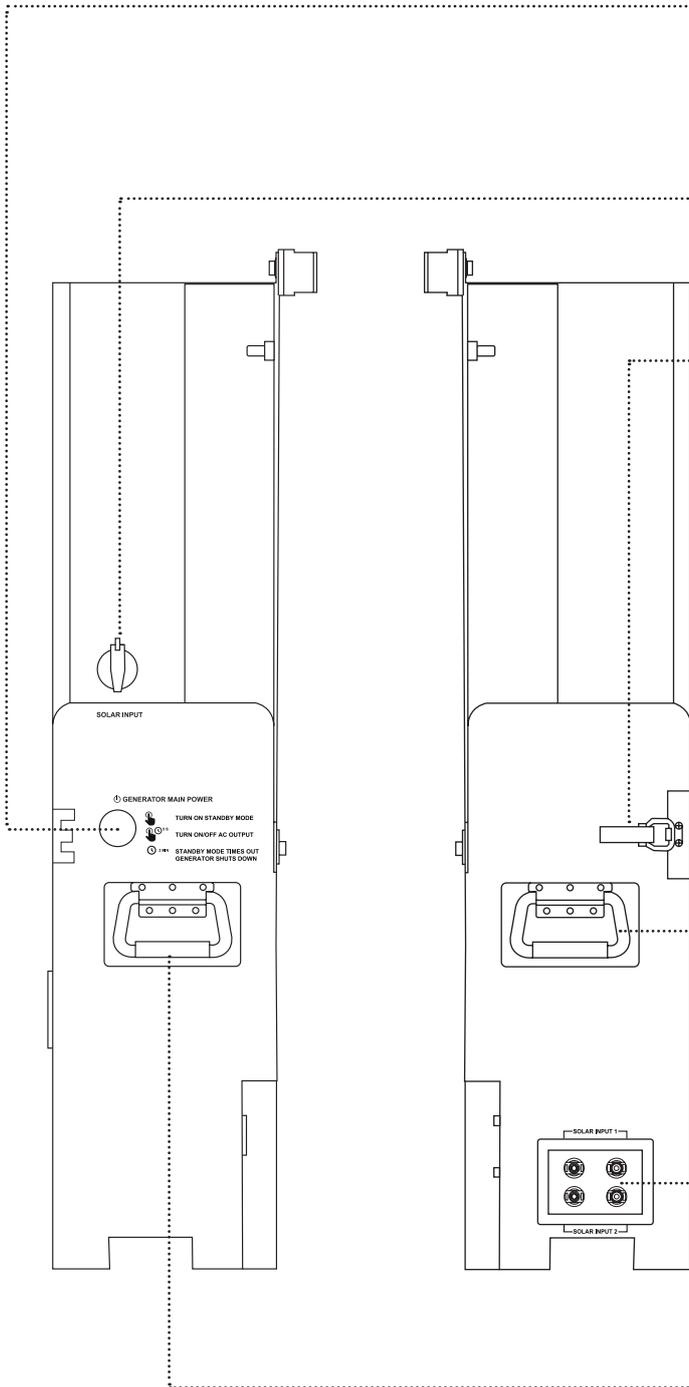


2.3 Get to Know Your Nature's Generator MyGrid 10K

2.3.1 Nature's Generator MyGrid 10K Generator Front View



2.3.2 Nature's Generator MyGrid 10K Generator Side Views



Generator Main Power Button: Press it to turn on the standby mode. Press and hold it for 5 seconds to turn on or off the AC output.

Solar Input Switch:
Turn on or off the solar input.

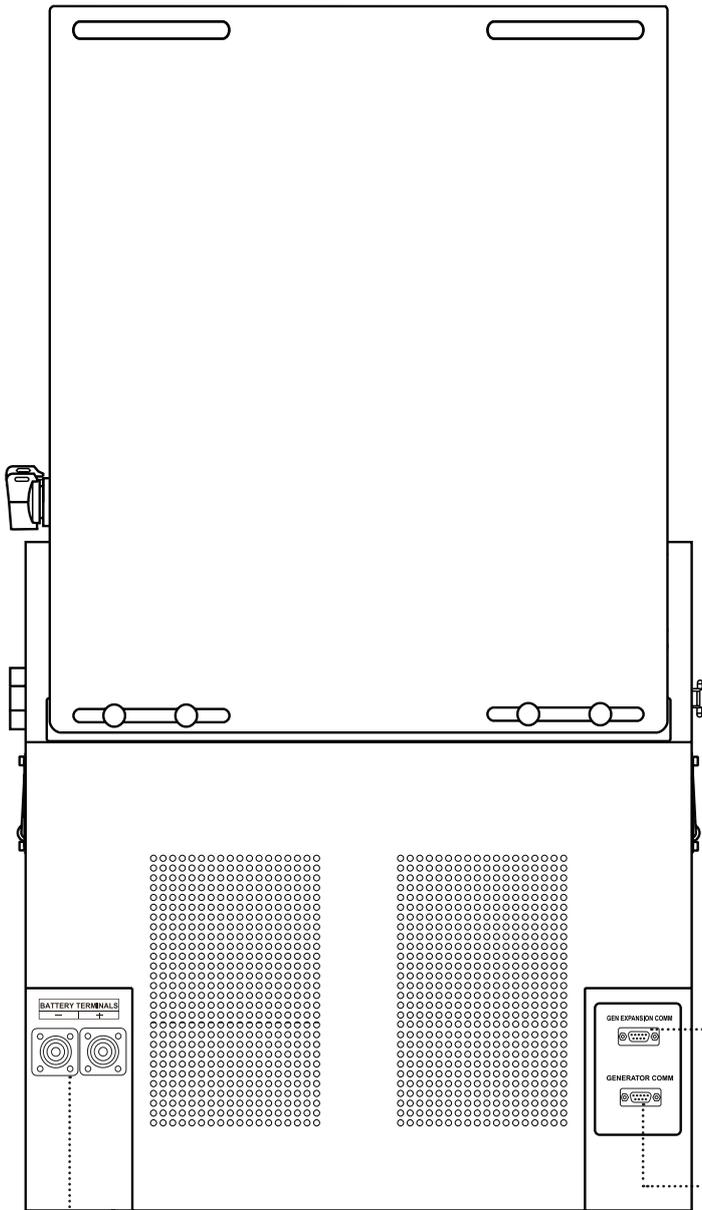
Latch: Release it to access the Breaker Compartment.

Generator Handle:
For carrying the generator.

Solar Input Ports: Two separate solar input lines charge or power the system from the solar panels.

Generator Handle:
For carrying the generator.

2.3.3 Nature's Generator MyGrid 10K Generator Back Views



Generator Expansion Communication Port: Communicates the data with other Nature's Generator MyGrid 10K(s).

Generator Communication Port: Communicates the data with the battery.

Battery Terminals: Connect to Battery Cables.

2.3.4 Nature's Generator MyGrid 10K Battery Side View

Down Button:

Press it to move to the next selection.

Enter Button:

Press it to confirm the selection.

Menu Button:

Press it to go to home page.

Battery Handle:

For carrying the battery.

Battery LCD Display:

Shows the information of the battery.

Back Button:

Press it to go to the previous page.

Power LED:

Lights green when the battery is powered up.

Status LED:

Lights green when the battery is running normally.

Battery Breaker:

Protects the battery from over current charging or discharging.

Battery Main Power Button:

Press it for 3 seconds to turn on or off the battery.

Protection LED:

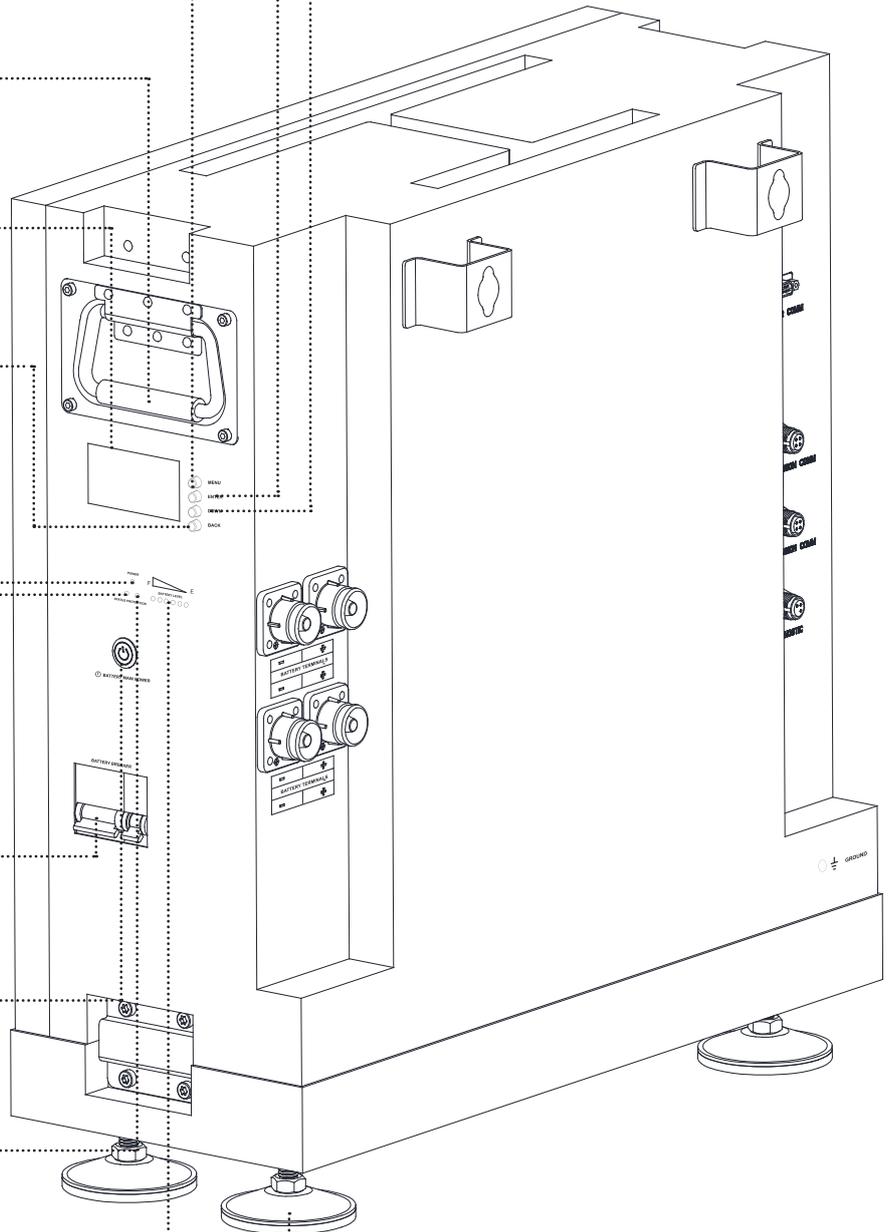
Lights red when the battery is protected.

Battery Level LEDs:

Shows the battery level in six increments.

Battery Stands:

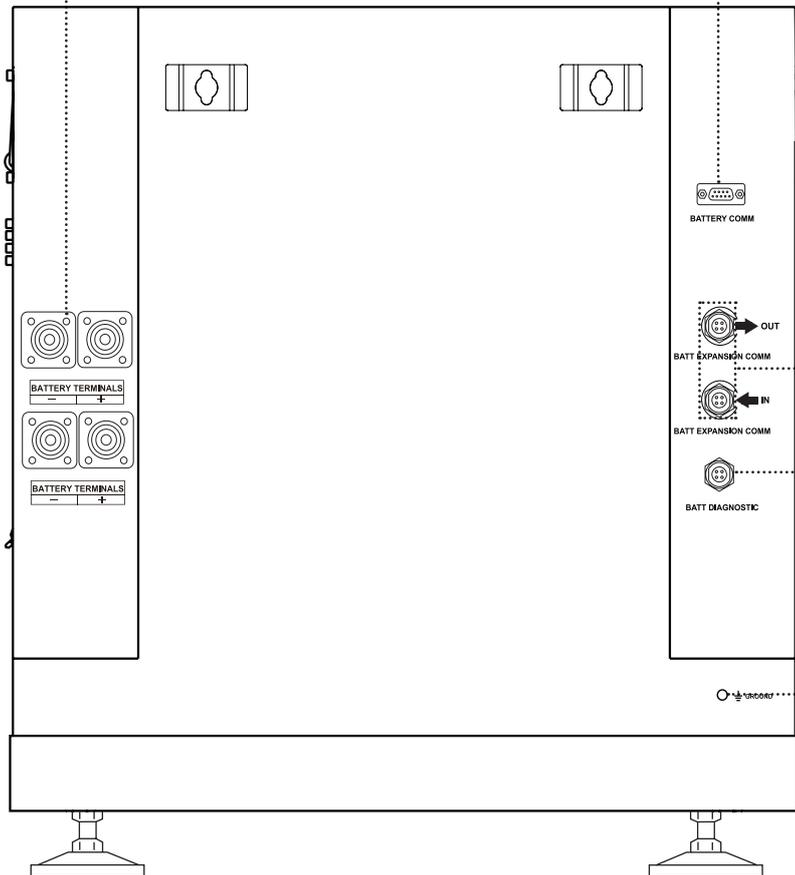
The height is adjustable to level the system. They can also be removed if they are not needed.



2.3.5 Nature's Generator MyGrid 10K Battery Side View

Battery Terminals: Connect to Battery Cables. They can be used to connect to the generator or the other battery.

Battery Communication Port: Communicates the data with the generator.



Battery Expansion Communication Ports: Communicate the data with other batteries. The OUT port must connect the IN port of the other battery.

Battery Diagnostic Port: For diagnosing the battery.

Ground Terminal: For grounding connection.

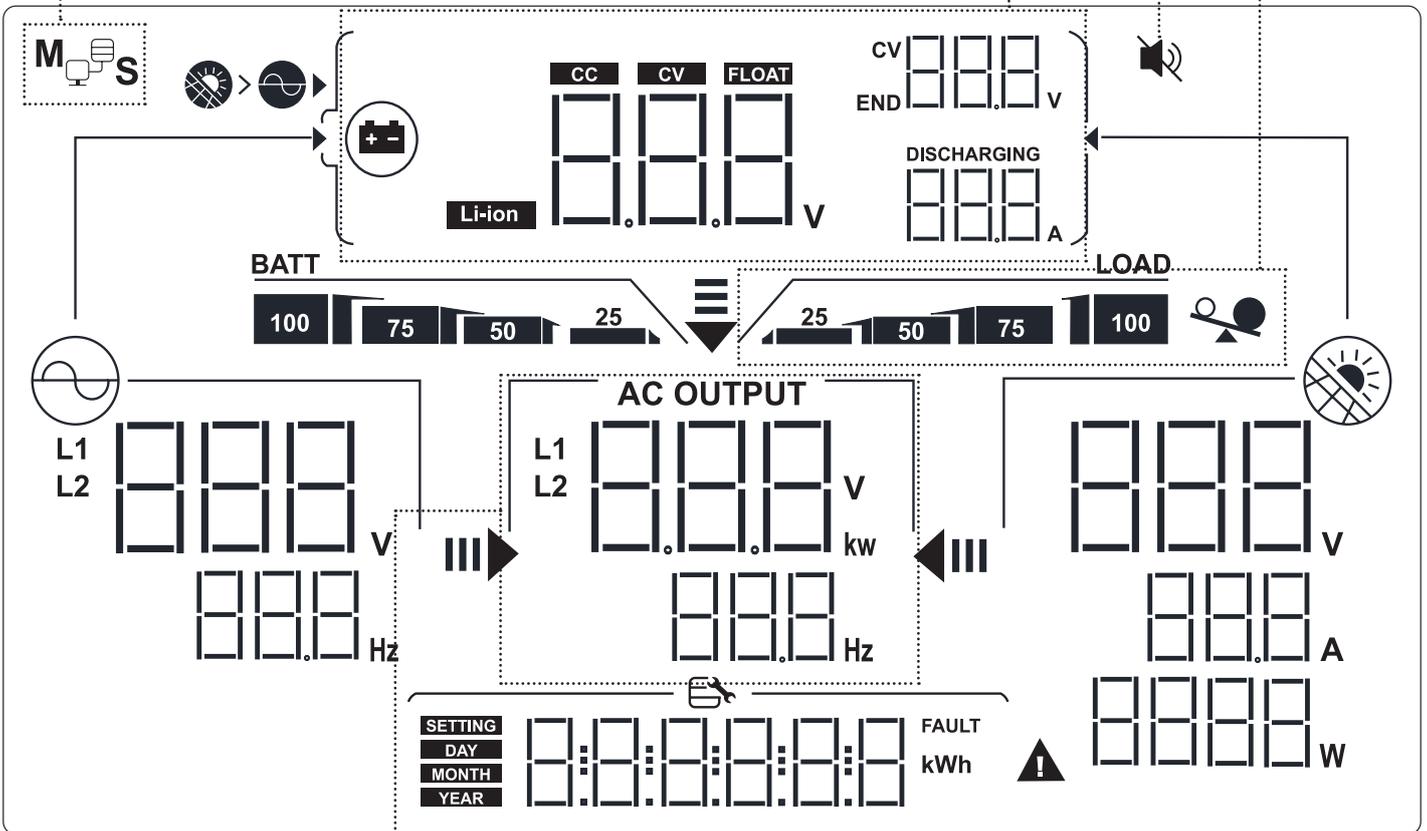
2.3.6 Nature's Generator MyGrid 10K Generator LCD Display

Load Information Display: Shows the loading in four increments. Overload icon lights up when it is overloaded.

Alarm Icon: Indicates if the alarm is muted or not.

Battery Information Display: Shows the battery voltage and amperage information during charging or discharging status.

Generator Expansion Icon: Lights up when the generator is in the expansion mode. The master unit lights up M and the subordinate unit lights up S.

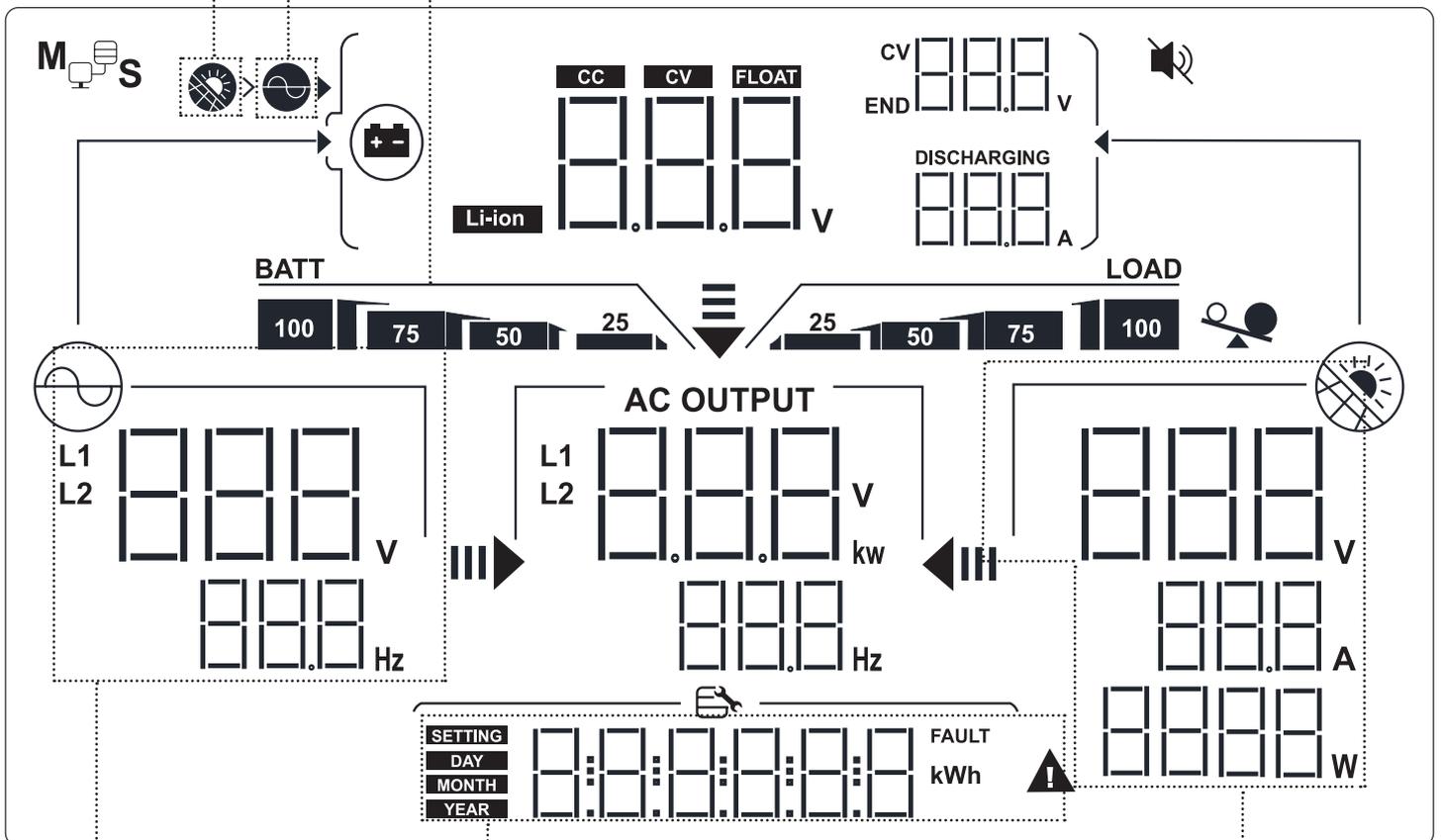


AC Output Display: Shows the AC output voltage, amperage, wattage and frequency information. Flashing means attention is required.

Solar Icon: Shows the system can be charged by the solar panels.

AC Icon: Shows the system can be charged by 208Vac or 240Vac.

Battery Level Bar: Shows the battery level in four increments. If the 25% icon is flashing, it means the battery level is low.



Solar Input Display:

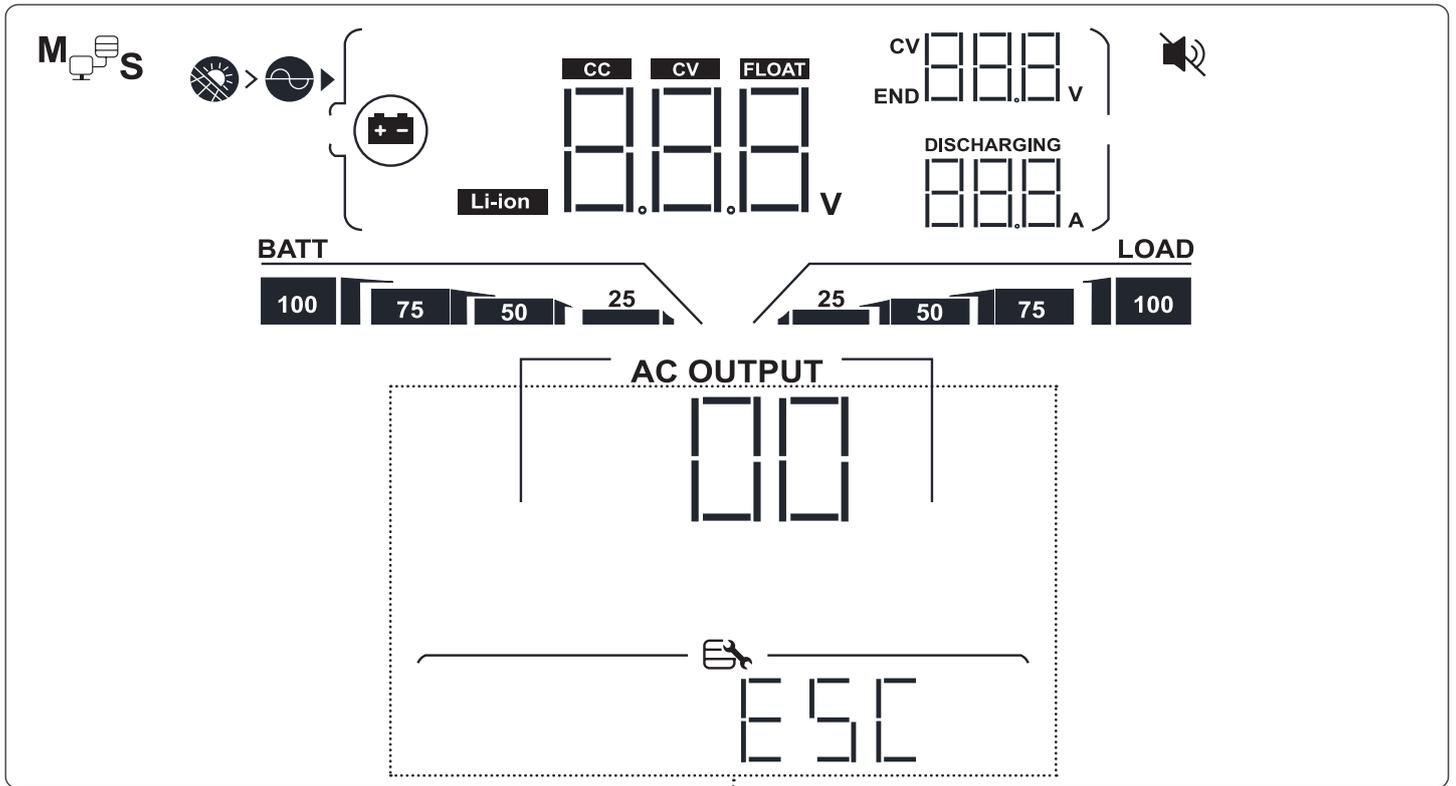
Shows the solar input voltage, amperage, wattage information. Flashing means attention is required.

Setting and Display Table:

View and change the settings of the system. Shows the time, date, energy, system codes and etc.

AC Input Display:

Shows the 208Vac or 240Vac input voltage and frequency information. Flashing means attention is required.



Setting Display:

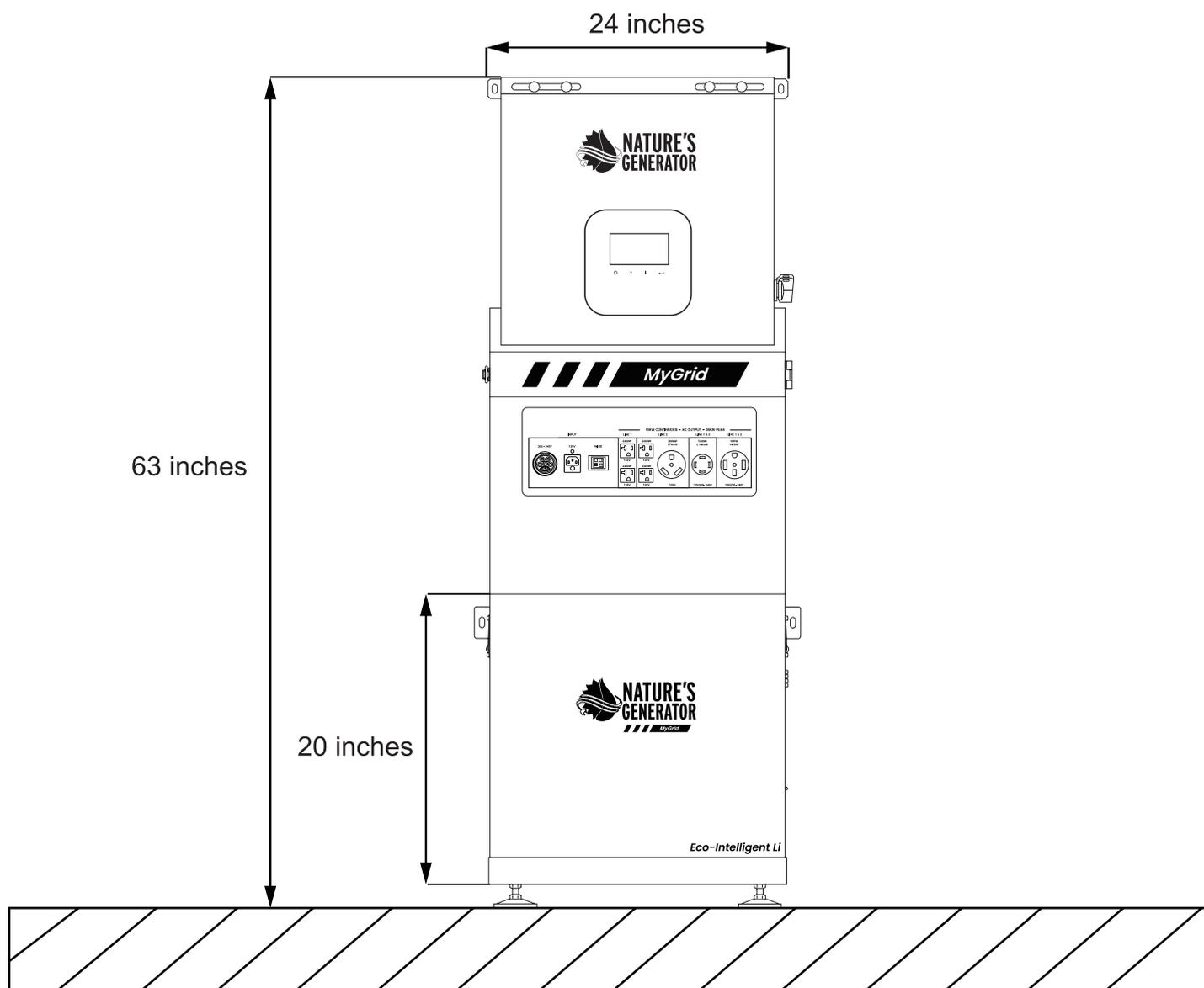
Press the Enter Button for 3 seconds to enter the setting mode. This display shows the program number in the center and the selectable options on the bottom. Touch Up Button and Down Button to choose setting selections. Touch Enter Button to confirm the selection. Touch Esc Button any time to exit setting mode.

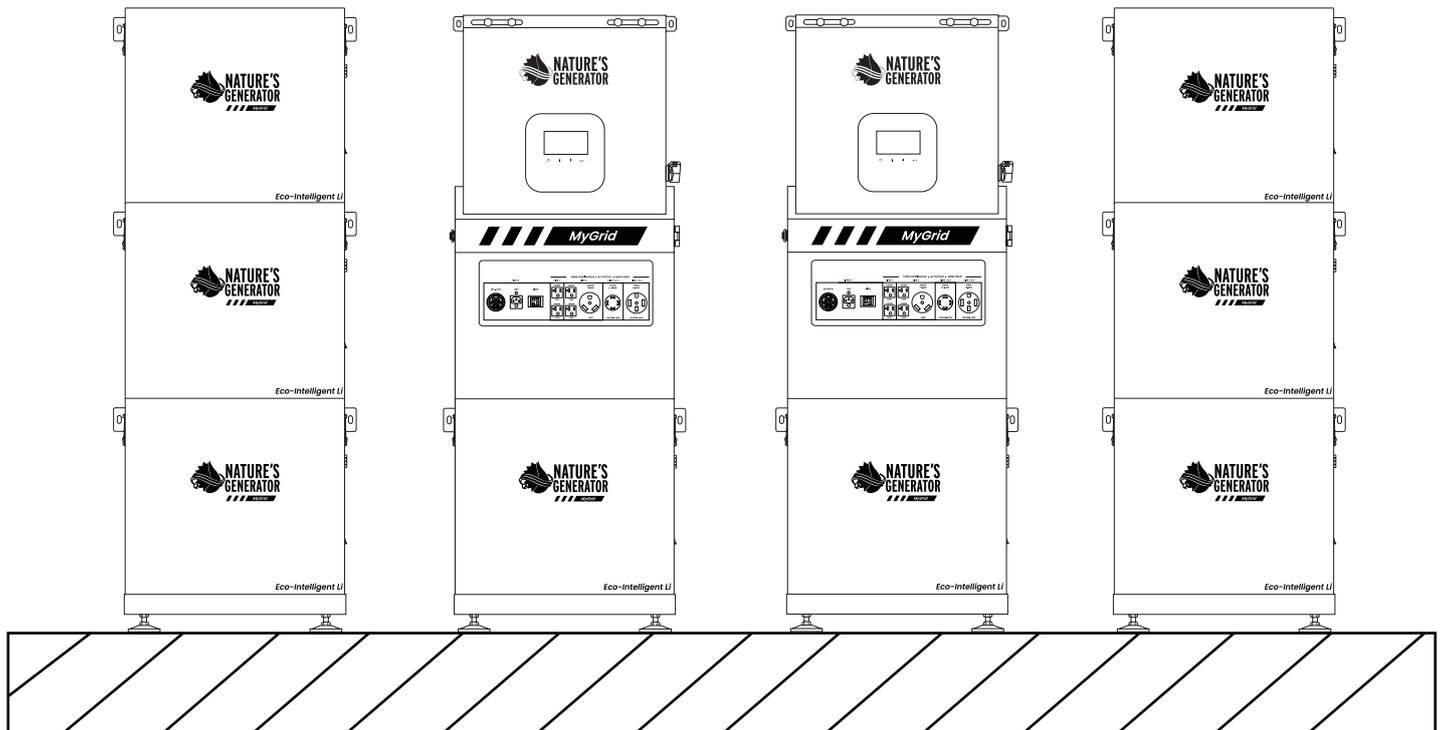
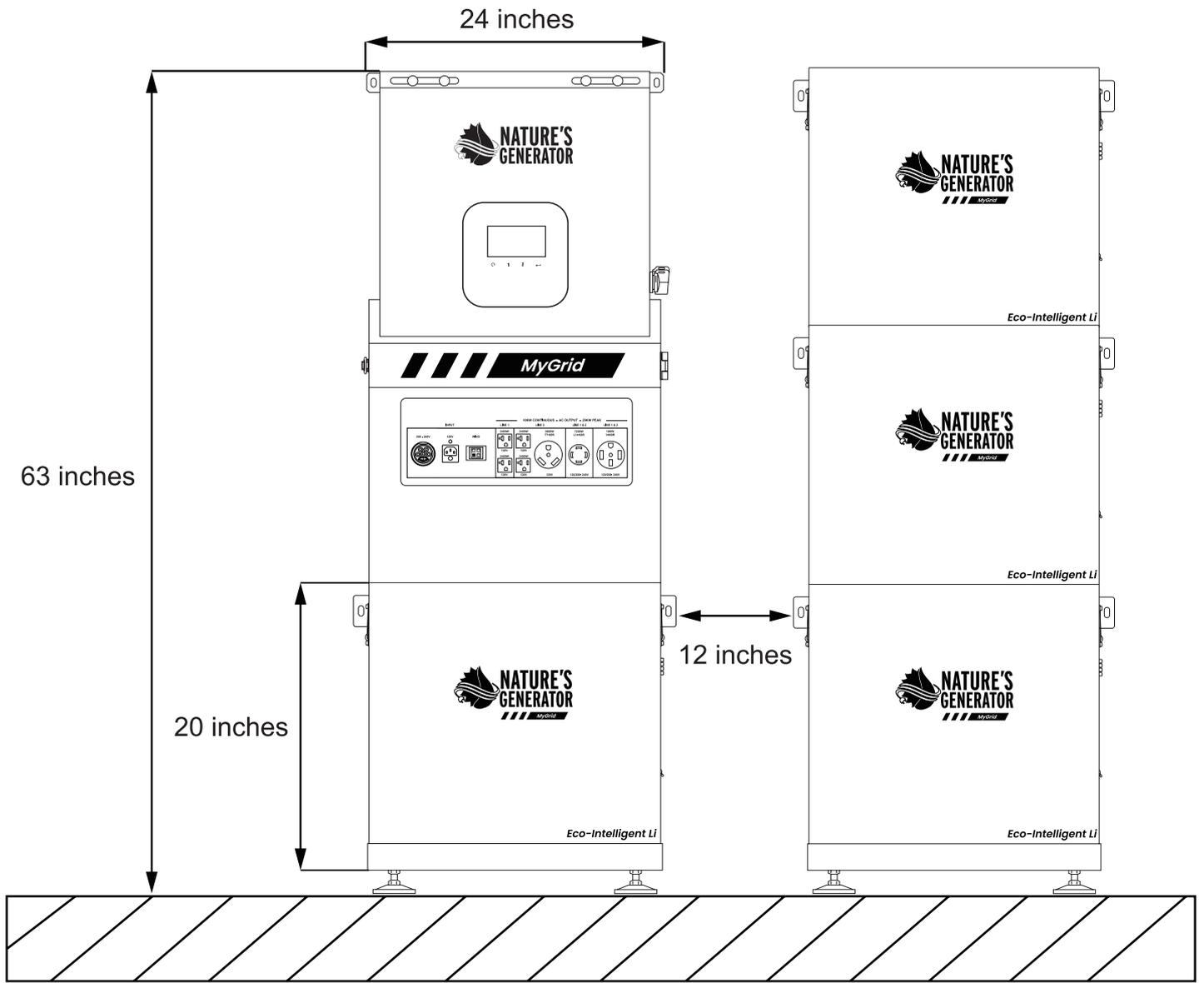
2.4 Install Your Nature's Generator MyGrid 10K

2.4.1 Step 1. Understand the location requirements

- Nature's Generator MyGrid 10K should be installed on a firm, flat, level surface. If the surface slopes a bit, use shim or other padding material to flatten the surface.
- Consider the weight requirements to ensure adequate structural support.
- Install Nature's Generator MyGrid 10K in a well-ventilated and spacious area to ensure good heat dissipation.
- The equipment might get hot while it is working. Do NOT install the equipment in places where you might touch inadvertently.
- Do not install the system near flammable or explosive materials.
- Keep away from children and pets.
- Do not install the system in low-lying areas where water tends to accumulate.
- Ambient temperature range: -4°F-104°F / -20°C+40°C.
- Relative humidity: 5%-95% (non-condensing).
- Maximum altitude: 6561ft / 2000m.

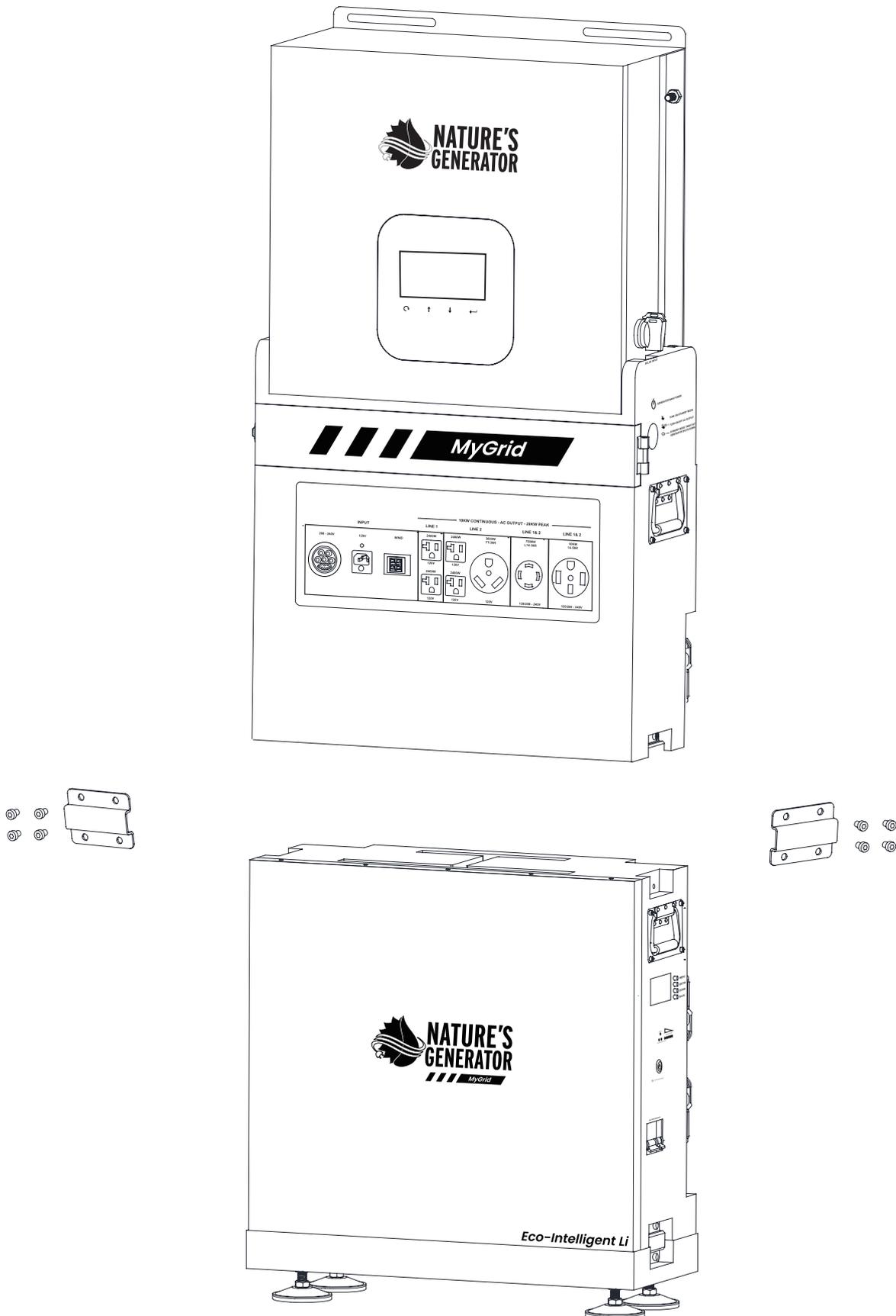
2.4.2 Step 2. Understand the space requirements

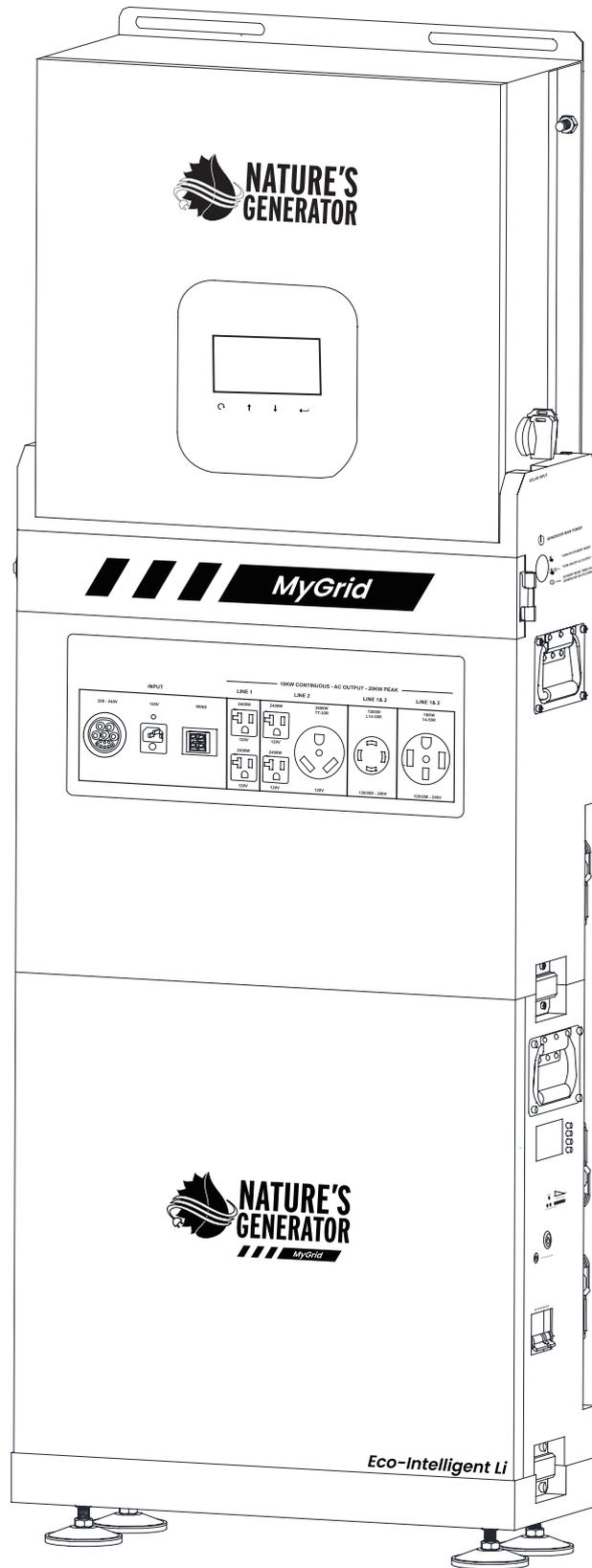




2.4.3 Step 3. Stack the generator on the battery

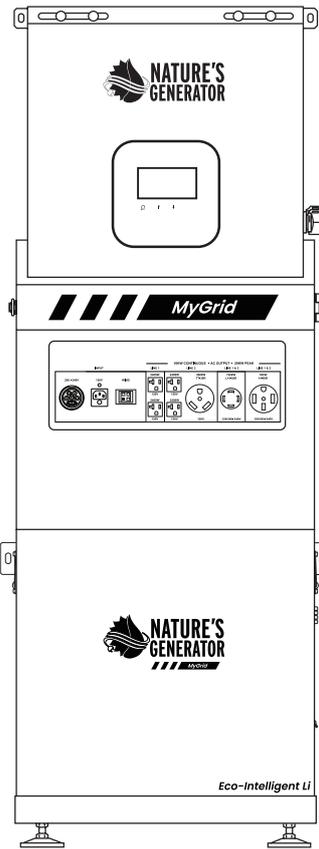
Team lift the generator and sit the generator on top of the battery. Use the Side Security Brackets and Screws to secure the generator and battery together.



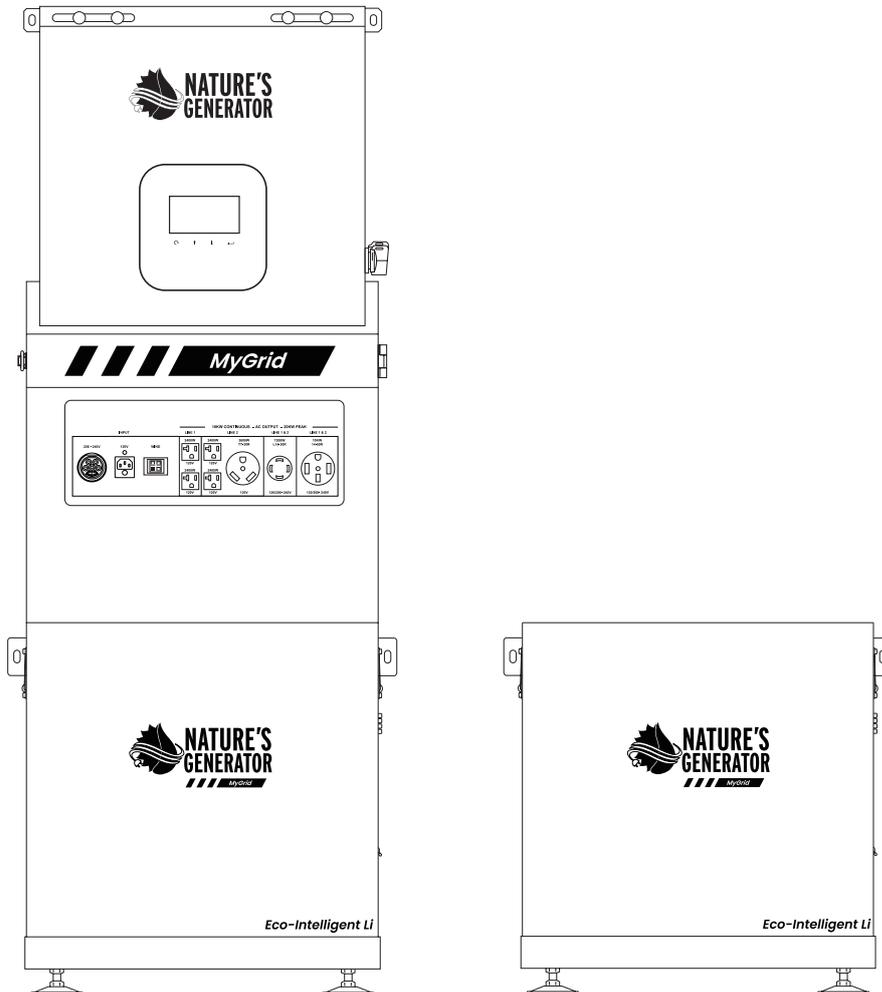


See the possible layouts as below.

#1

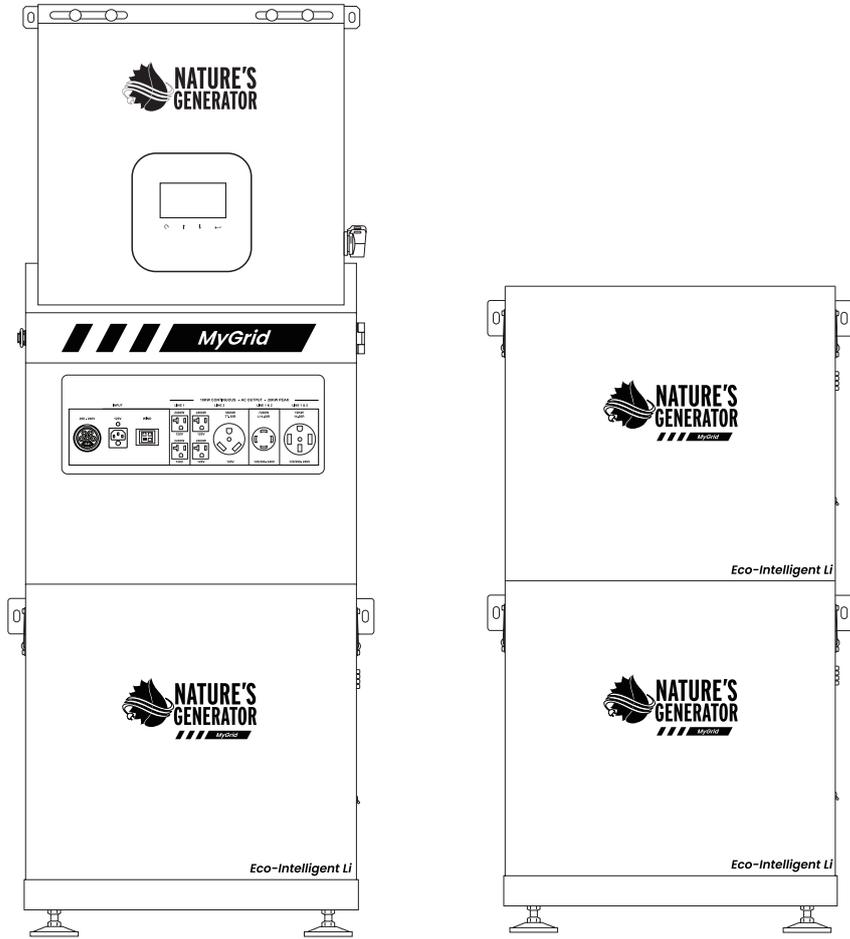


#2



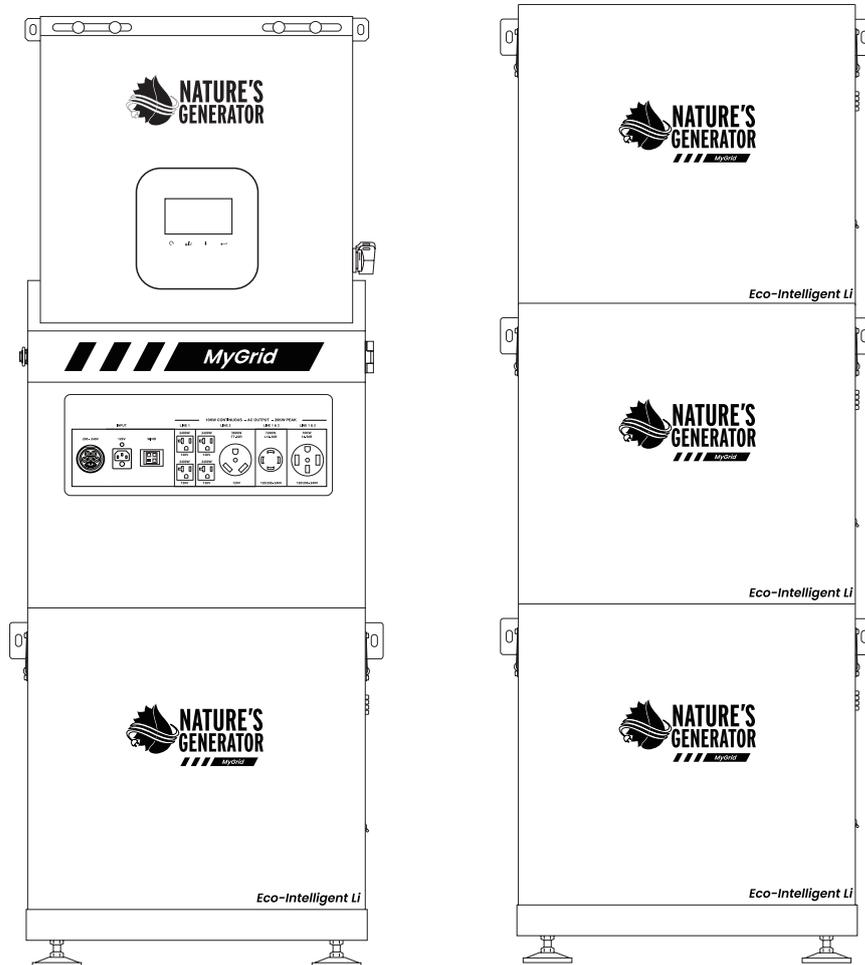
(Additional battery is shown. Need to purchase additional battery and cables.)

#3



(Additional batteries are shown. Need to purchase additional batteries and cables.)

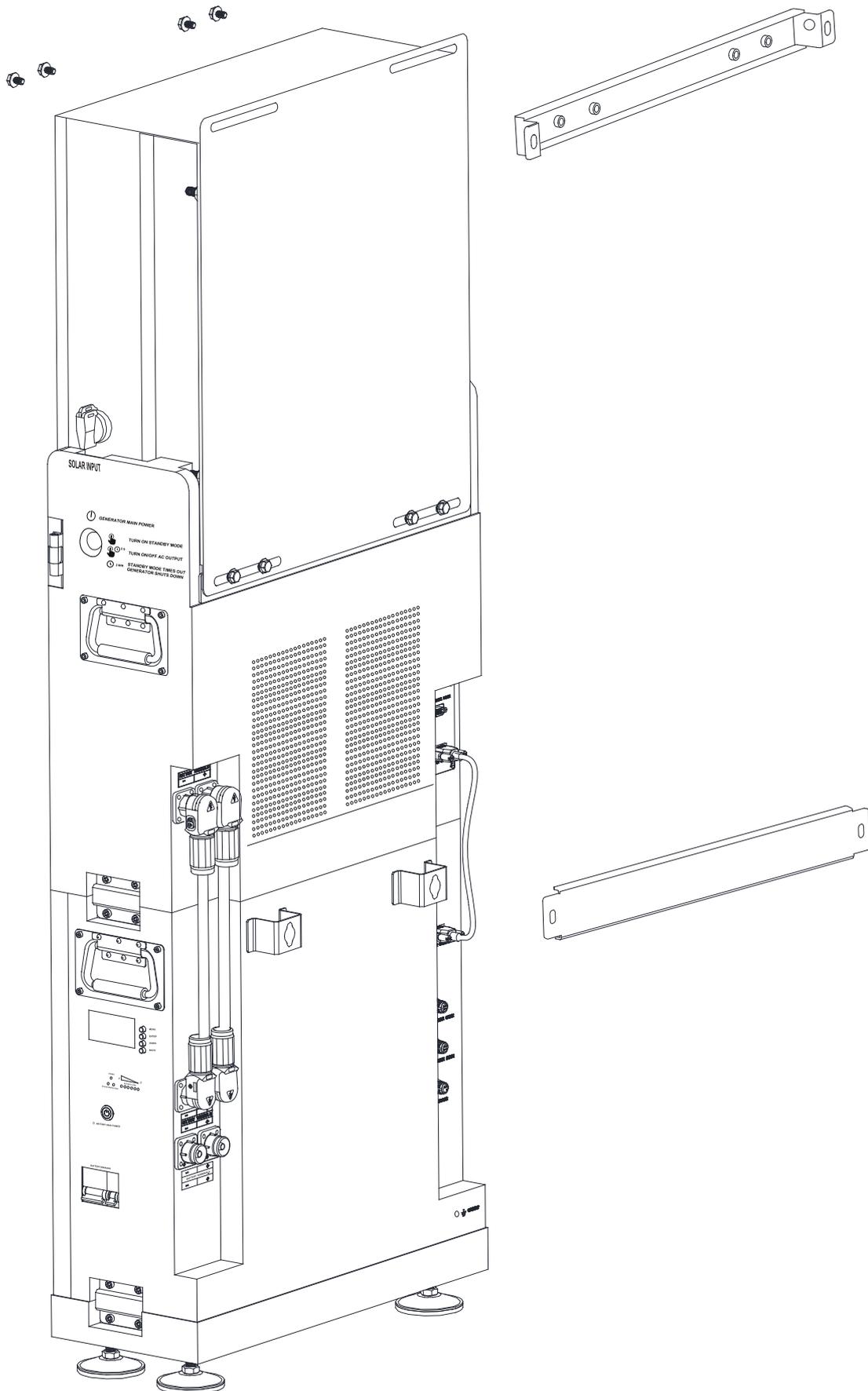
#4



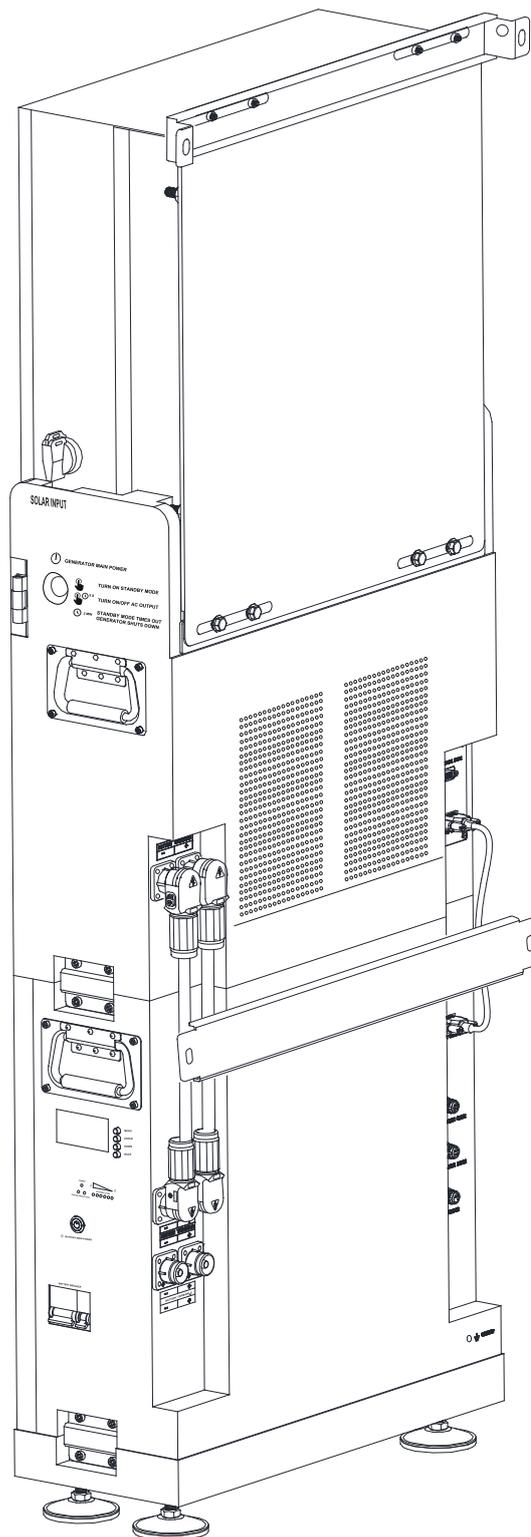
(Additional batteries are shown. Need to purchase additional batteries and cables.)

2.4.4 Step 4. Anchor the mounting bars

Attach the Generator Mounting Bar to the generator.



Attach the Battery Mounting Bar to the battery.



Secure both Generator Mounting Bar and Battery Mounting Bar to the structural components of the building.

Refer to the local building code to ensure the use of appropriate fasteners.

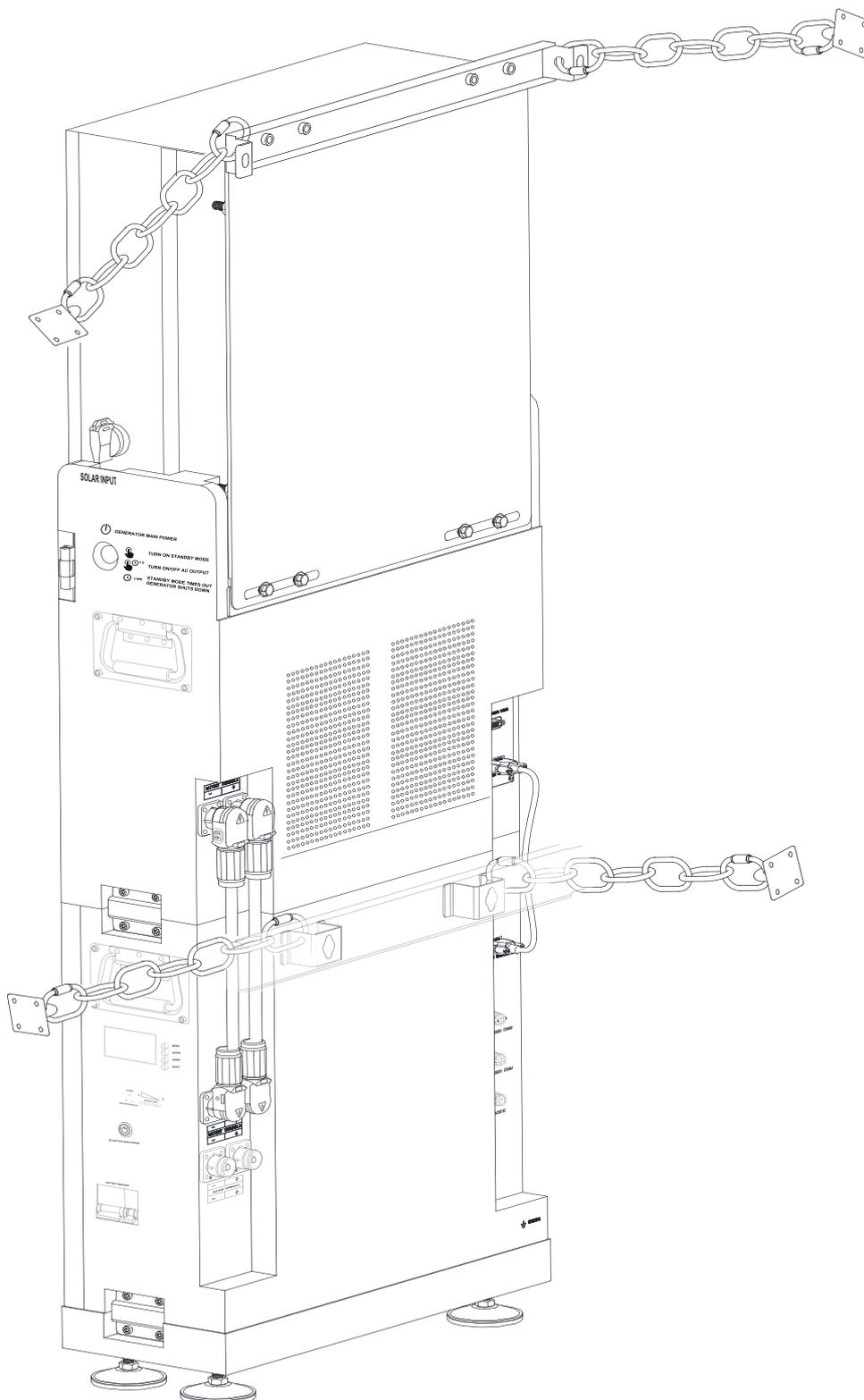
The fasteners need to be attached to the structural components of the building such as wood stud, metal stud, concrete, masonry or channel strut. If there is no structural components behind the mounting holes, reinforce the wall before the installation, such as adding studs or plywood.

2.4.5 Step 5. Attach the Anchor Chain

Attach one end of the Anchor Chain around the generator or battery, and attach the other end to the structural components of the building. This enhances the security during the extreme situations such as earthquakes.

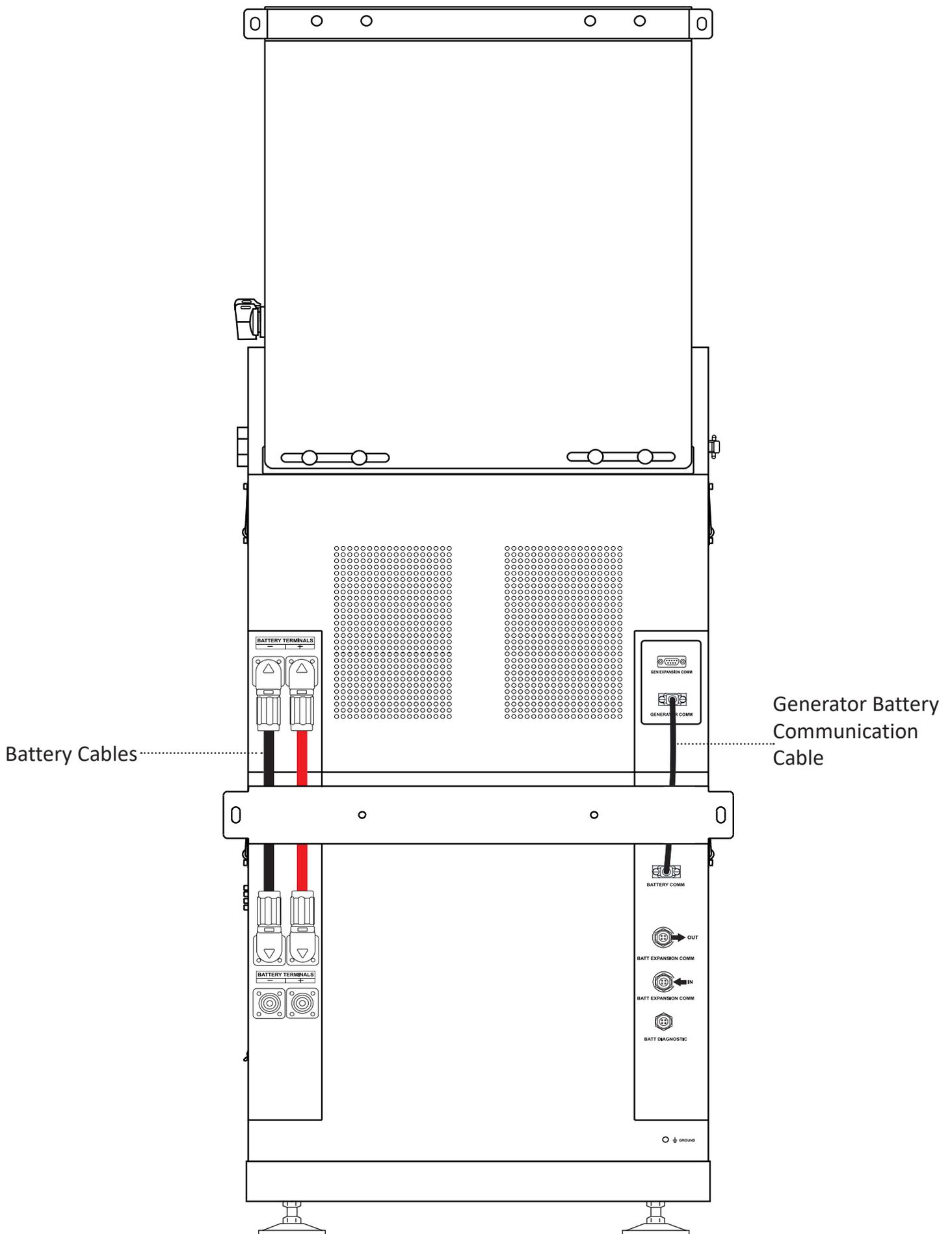
Refer to the local building code to ensure the use of appropriate fasteners.

The fasteners need to be attached to the structural components of the building such as wood stud, metal stud, concrete, masonry or channel strut. If there is no structural components behind the mounting holes, reinforce the wall before the installation, such as adding studs or plywood.



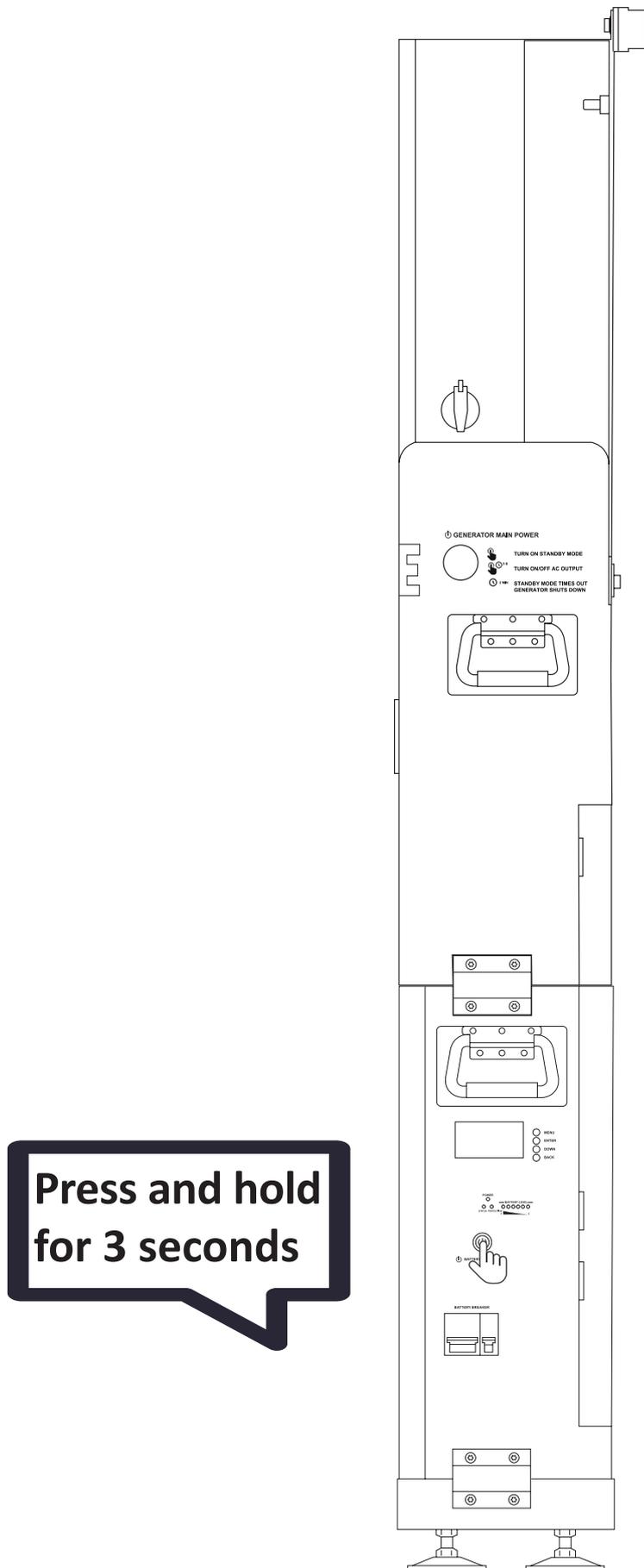
2.4.6 Step 6. Connect the cables

Connect the Battery Cables and Generator Battery Communication Cable as shown below.

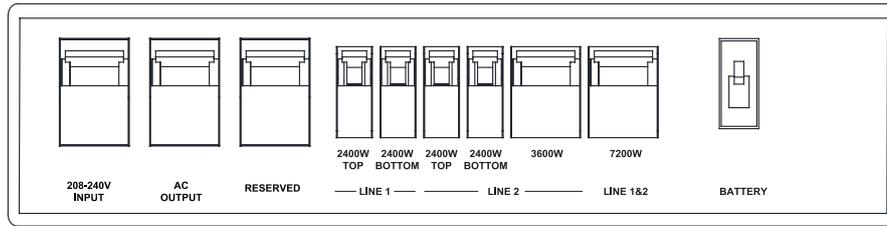


2.5 Use Your Nature's Generator MyGrid 10K

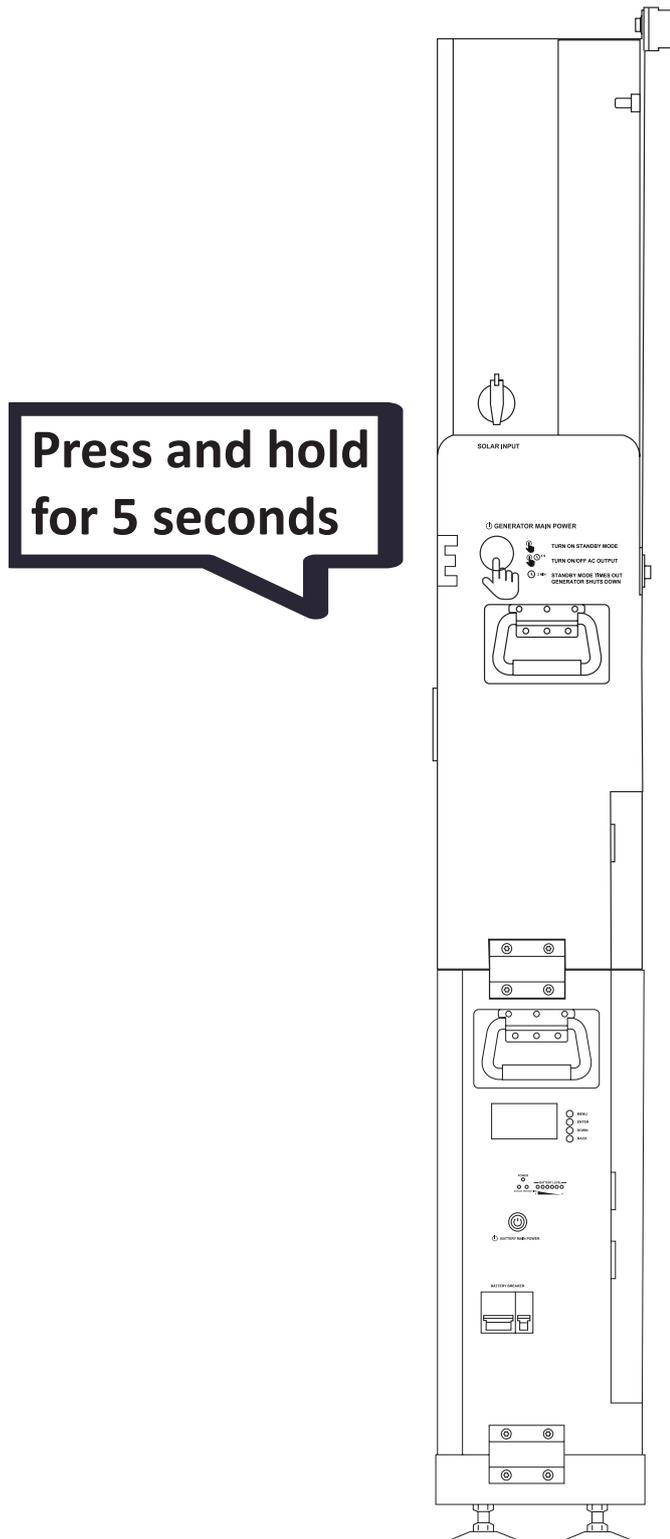
2.5.1 Flip on the Battery Breaker. Press the Battery Main Power Button for 3 seconds. The Power LED will light up and the Battery LCD Display will show the battery information.



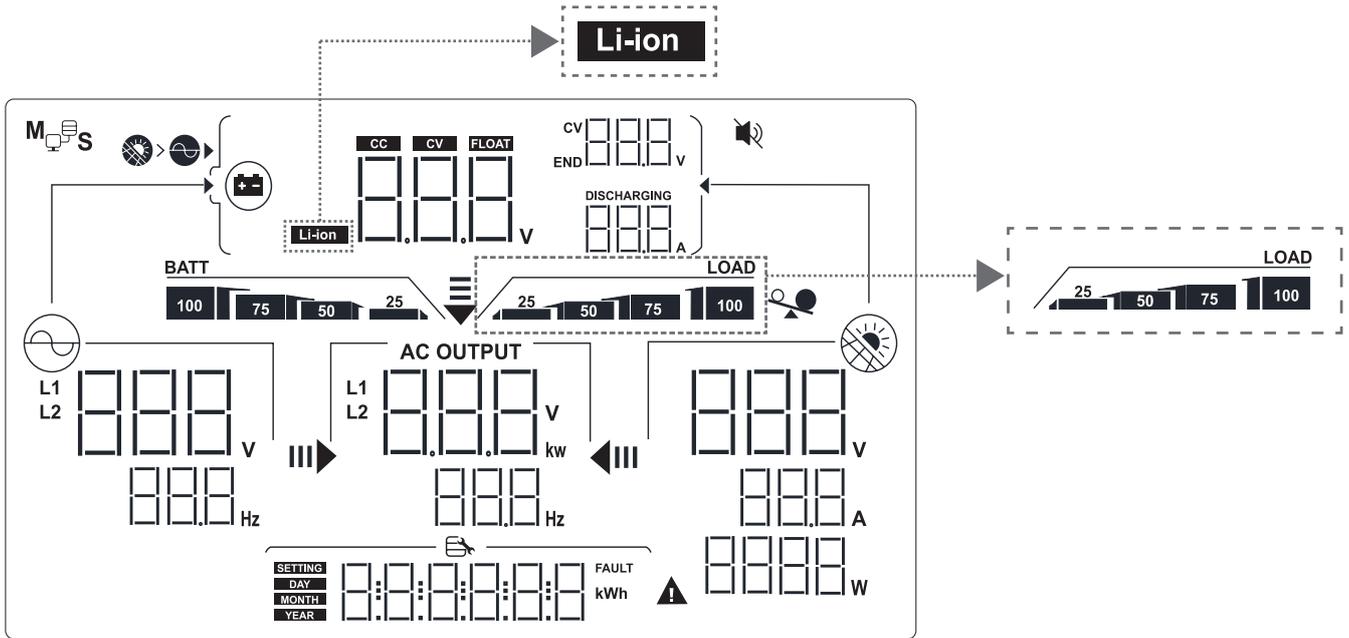
2.5.2 Flip on the breakers in the Breaker Compartment. If you want to keep some breakers off, you can keep them in the off position.



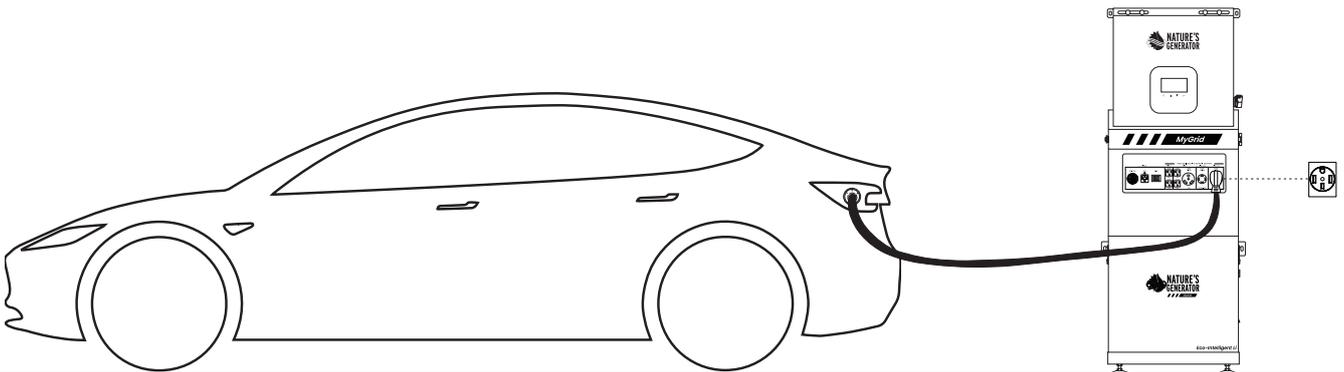
2.5.3 Press and hold the Generator Main Power Button for 5 seconds to turn on your Nature's Generator MyGrid 10K Generator. The LCD display will enter into 20 second countdown mode and show the system information after the countdown.



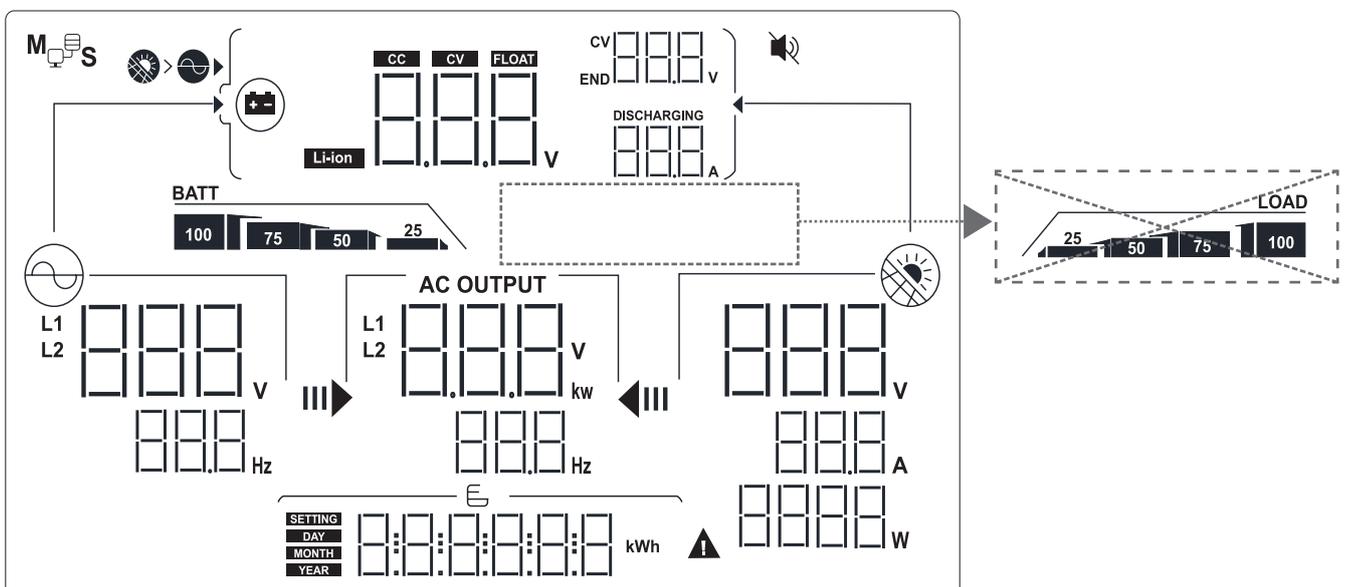
2.5.4 Check the proper information on the LCD display. The Load Information Display needs to light up. If not, press the Generator Main Power Button again for 5 seconds. The **Li-ion** badge needs to light up to show the proper data communication.



2.5.5 Plug in your AC devices to the AC outlets. The Generator LCD Display will show the AC output information.



2.5.6 After use, press and hold the Generator Main Power button for 5 seconds to turn off the AC output. Nature's Generator MyGrid 10K Generator will enter into Standby mode at first and after 2 minutes, Nature's Generator MyGrid 10K Generator will shut off automatically.



2.5.7 Turn off the breakers in the Breaker Compartment.

2.5.8 Press the Battery Main Power button for 3 seconds to turn off the battery. Turn off the Battery Breaker.

2.6 Charge Your Nature's Generator MyGrid 10K

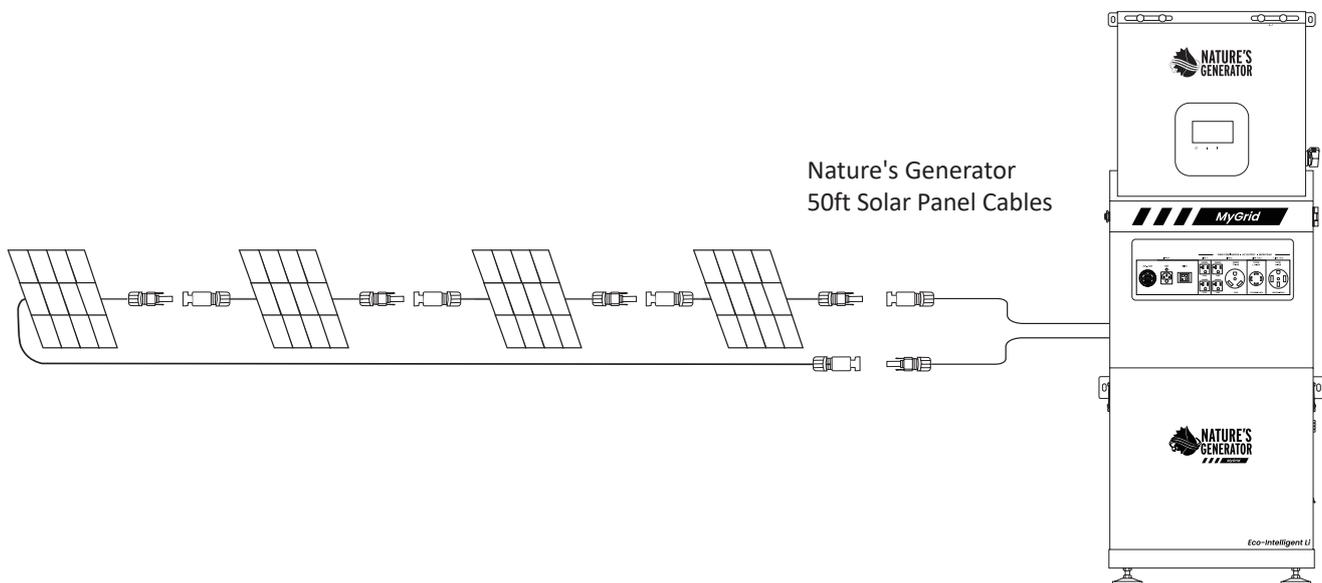
2.6.1 Charging from Nature's Generator 410W Solar Panels or 400W Folding Solar Panels (sold separately):

- Place your Nature's Generator Solar Panels where they will get as much direct sunlight as possible. While direct sunlight is always preferred, the power panels will also send a small amount of charge to your Nature's Generator MyGrid 10K during hazy or overcast sky conditions.
- Connect the Nature's Generator Solar Panel(s) as the diagram below.
- Insert solar panel cables into Solar Input Ports of your Nature's Generator MyGrid 10K Generator. Turn on the Solar Input Switch. The Generator LCD display will show the solar input information.

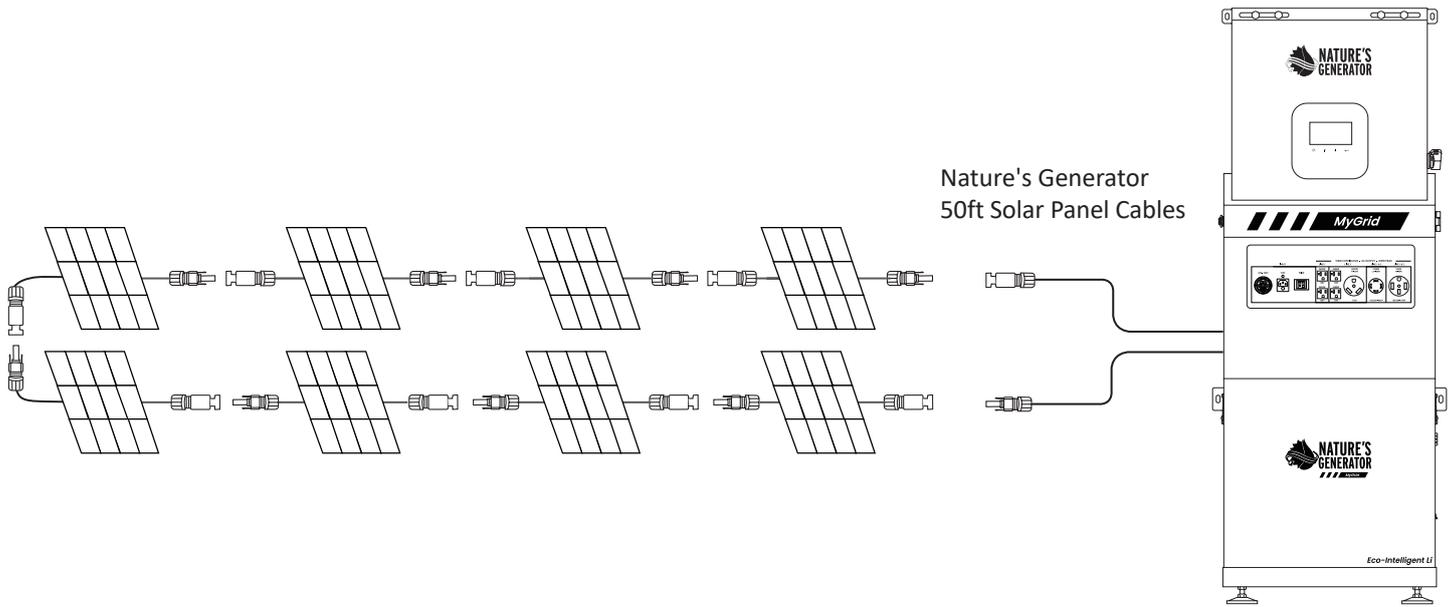


The solar panel connections might generate high DC voltages. Contact qualified personnels to install or maintain the solar panels.

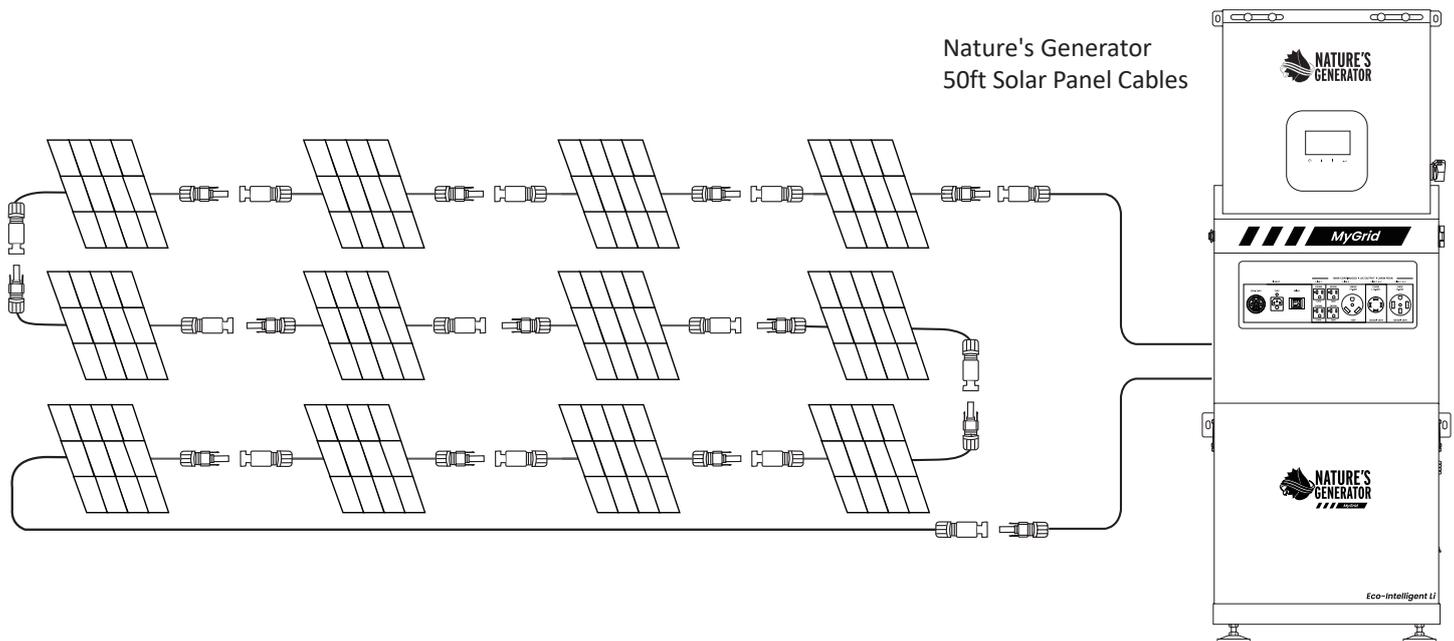
Four Solar Panels



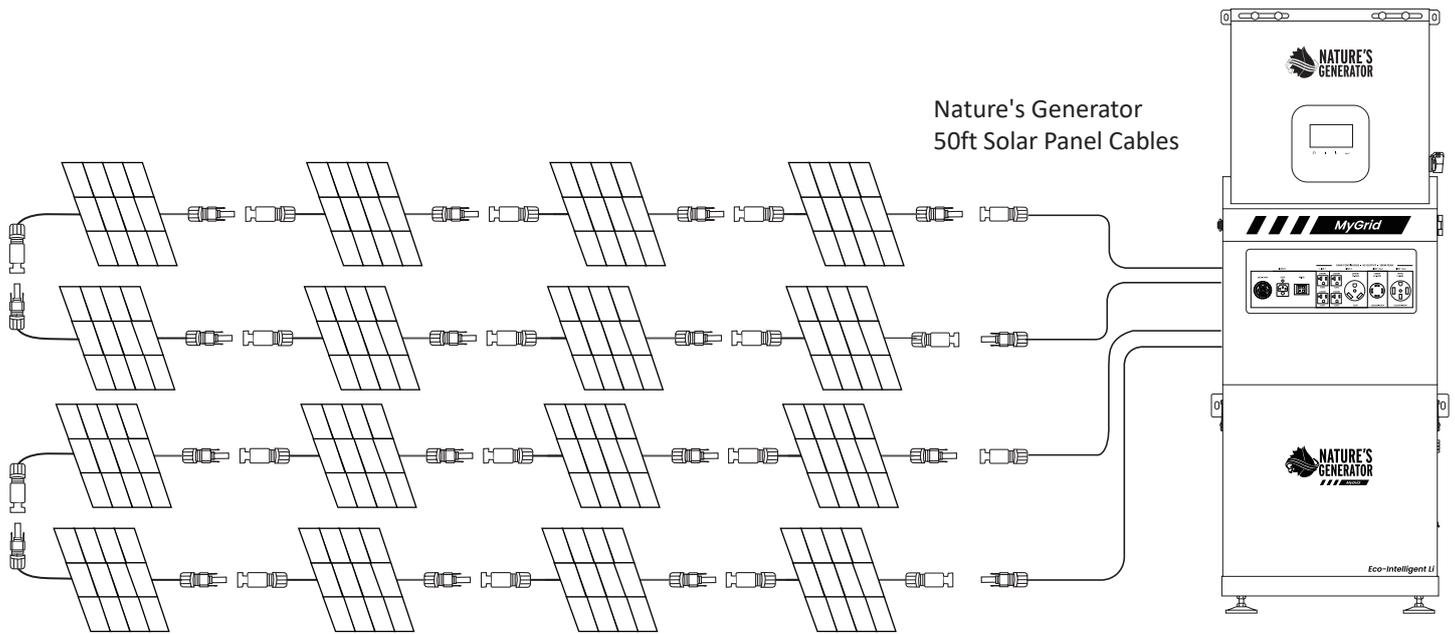
Eight Solar Panels



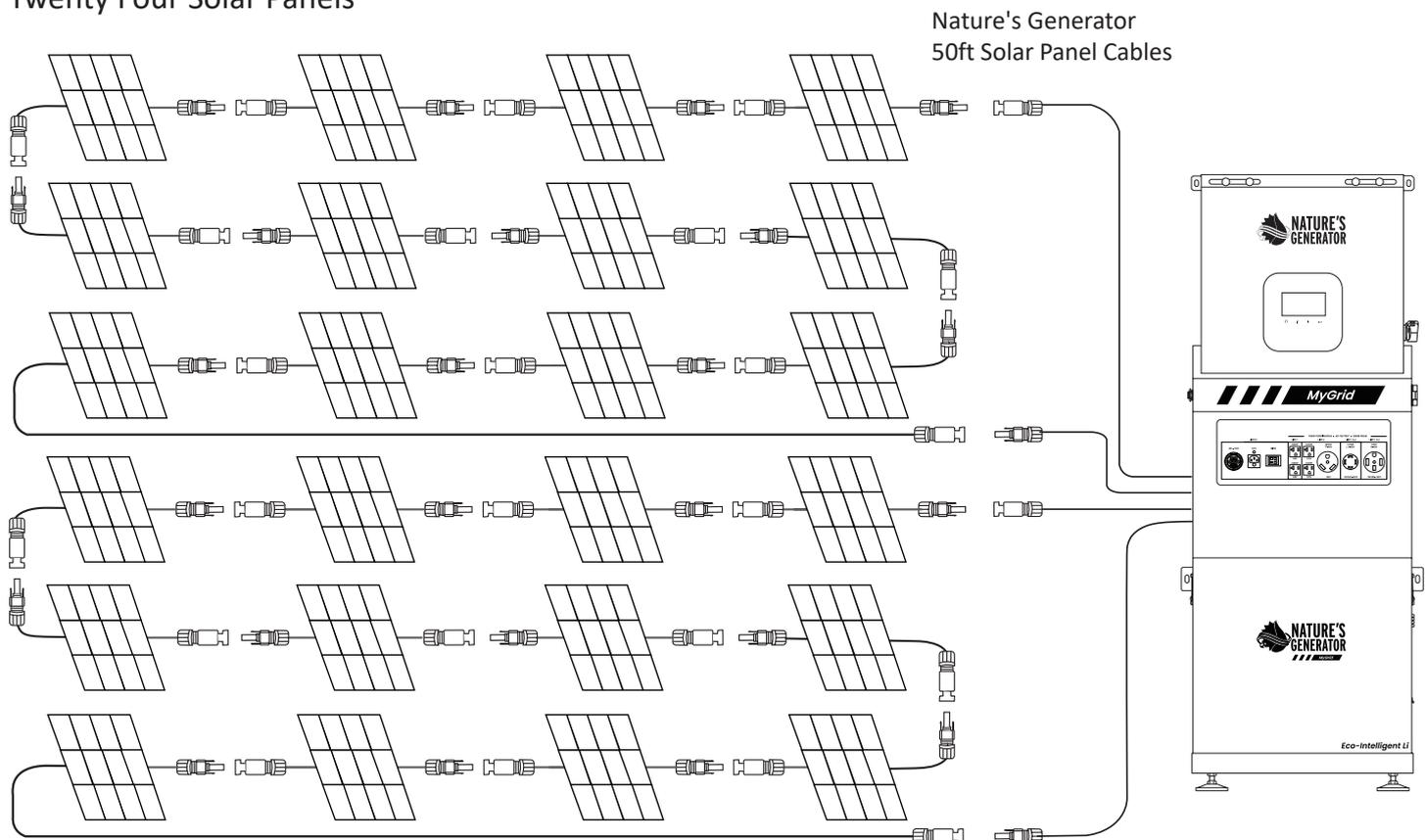
Twelve Solar Panels



Sixteen Solar Panels

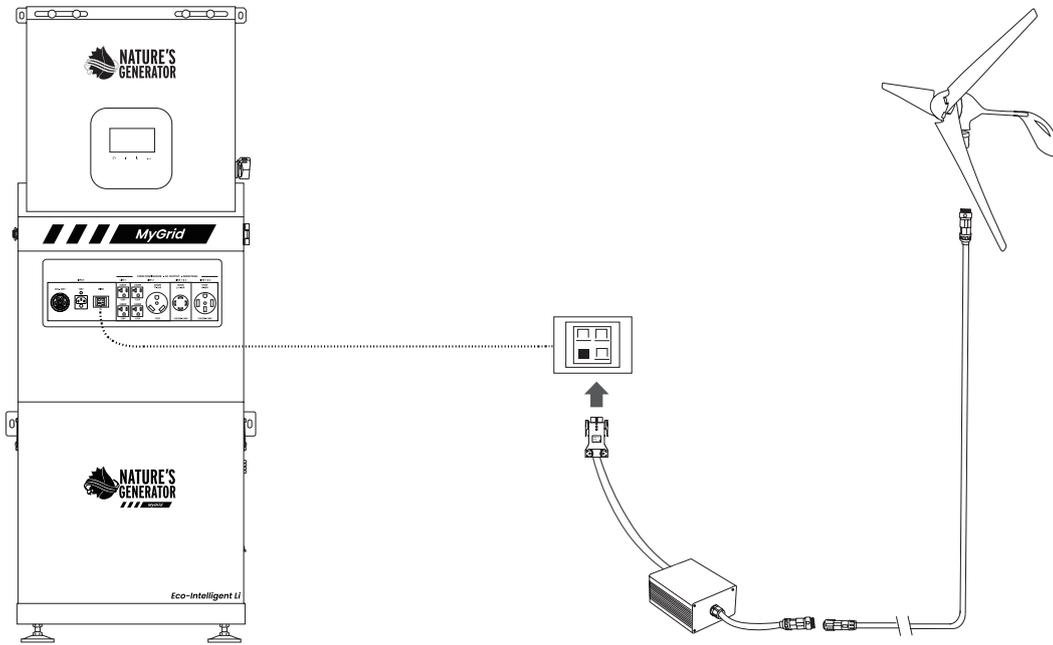


Twenty Four Solar Panels



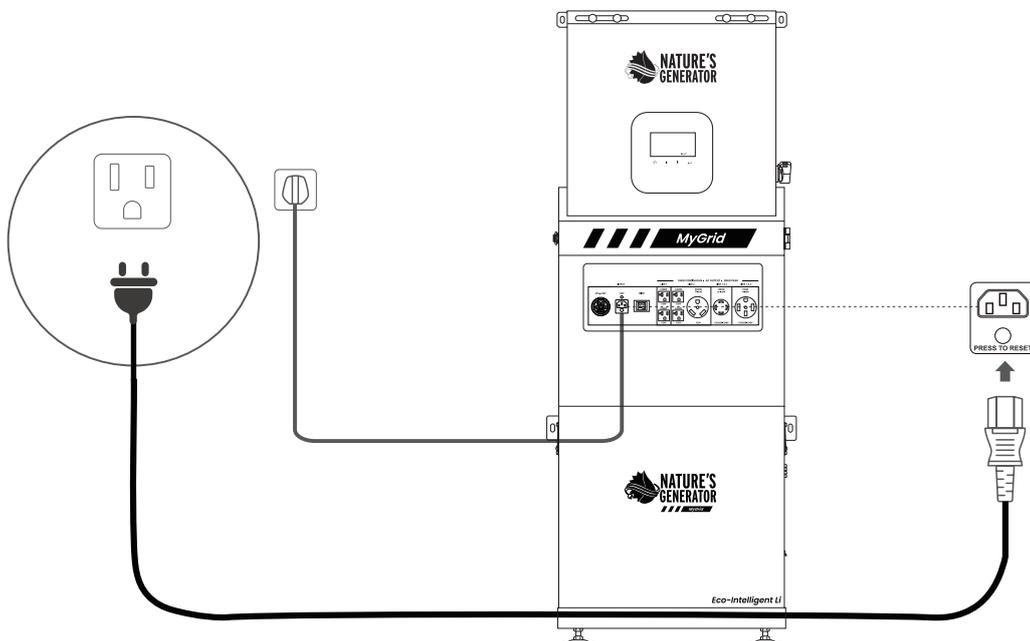
2.6.2 Charging from Nature's Generator Wind Turbine (sold separately):

- Place your Nature's Generator Wind Turbine where it will get sufficient wind.
- Follow the instructions on the manual of Nature's Generator Wind Turbine to set up the wind turbine.
- Connect the plug to the Wind Input Port. Refer to the wind turbine manual to understand the charging status.



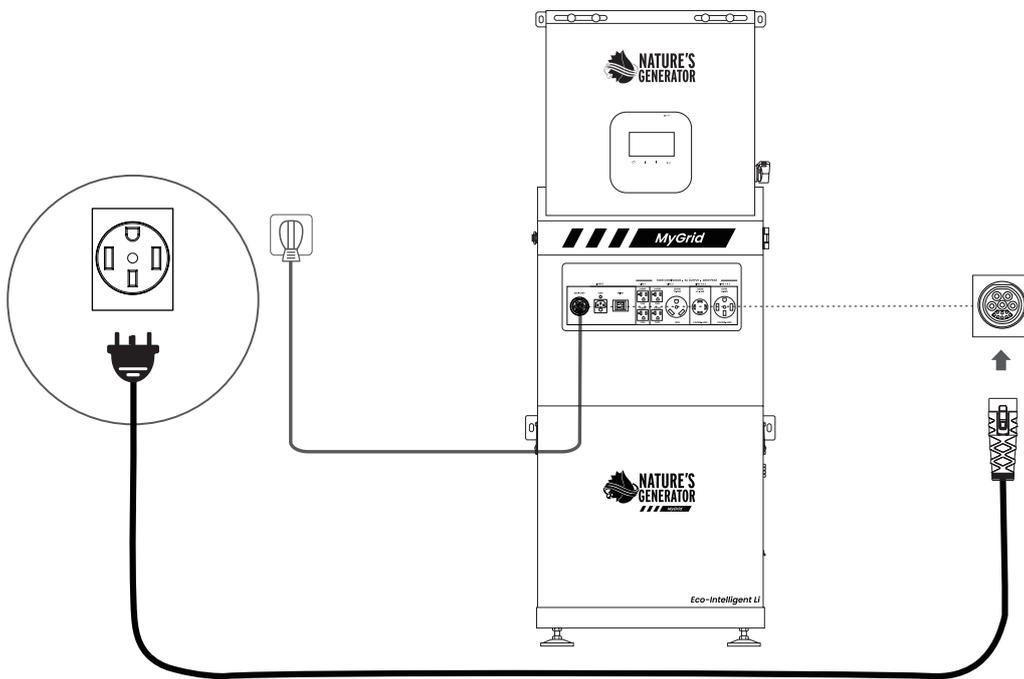
2.6.3 Charging from 120V wall outlet.

- Insert the Power Cord to the 120V Input Port of the Nature's Generator MyGrid 10K.
- Plug the other end of the Power Cord into the 120V wall outlet. The LED on top of the 120V Input Port will light red when charging and light green when charged.
- Nature's Generator MyGrid 10K has built-in the intelligent charging technology that prioritizes the charging from 120V.

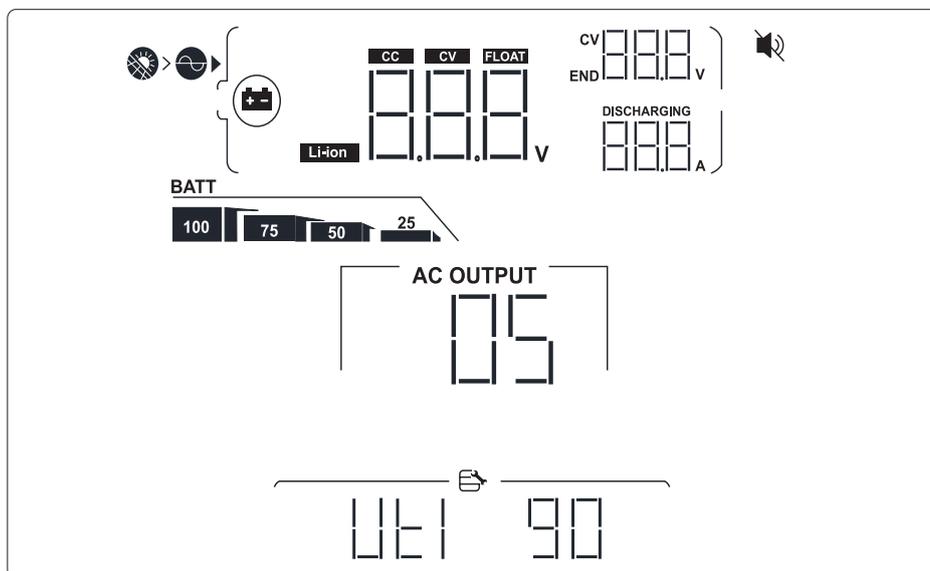


2.6.4 Super charging from 208V or 240V wall outlet.

You can use the Super Charge Cable (sold separately) to super charge Nature's Generator MyGrid 10K through the 208V or 240V Input Port up to 10,000W depending on the system setting and battery status.



The super charging wattage can be adjusted by the battery charging amperage via program code 05. The default amperage is 90A and it can be lowered to 10A or raised to 200A in 10A increments. 90A results in approximately 4500 watts, while 200A delivers 10000 watts.



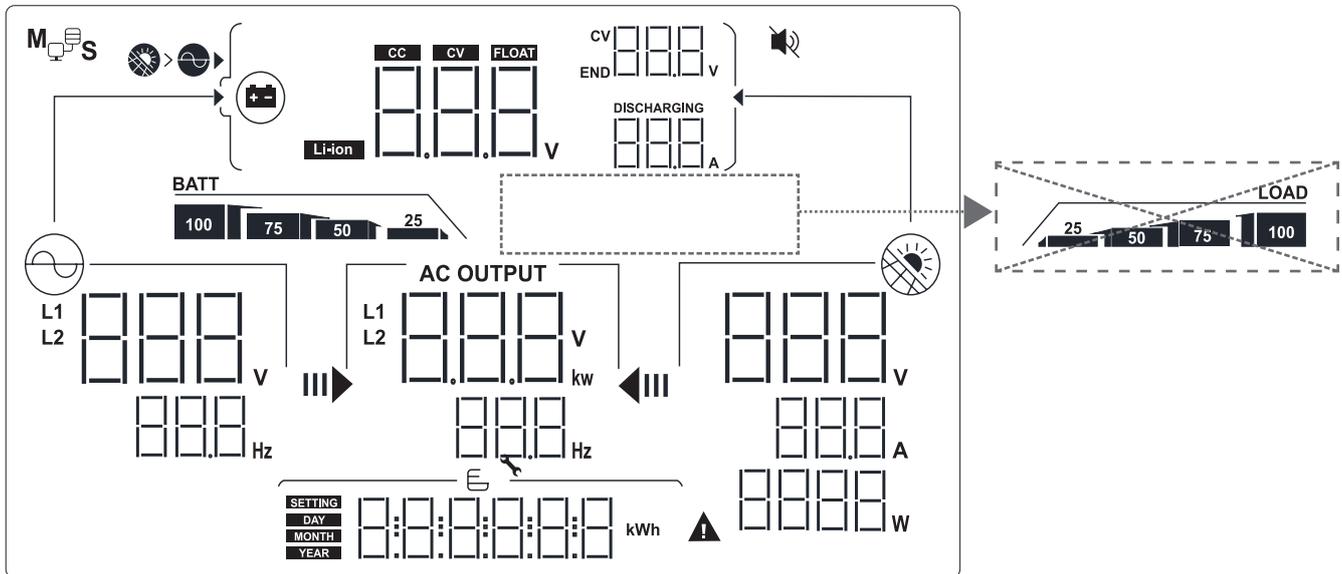
When both solar panel charging and super charging are available, solar charging takes the priority. The super charging only begins once the solar charging is no longer active.

You can super charge your Nature's Generator MyGrid 10K and power your devices at the same time. By doing so, your Nature's Generator MyGrid 10K turns into power relay mode and your devices will receive power directly from the wall outlet. If the power goes out suddenly, your Nature's Generator MyGrid 10K will supply power to your connected AC devices within 20ms (milliseconds). Please check the specifications of your device for the required switching time.

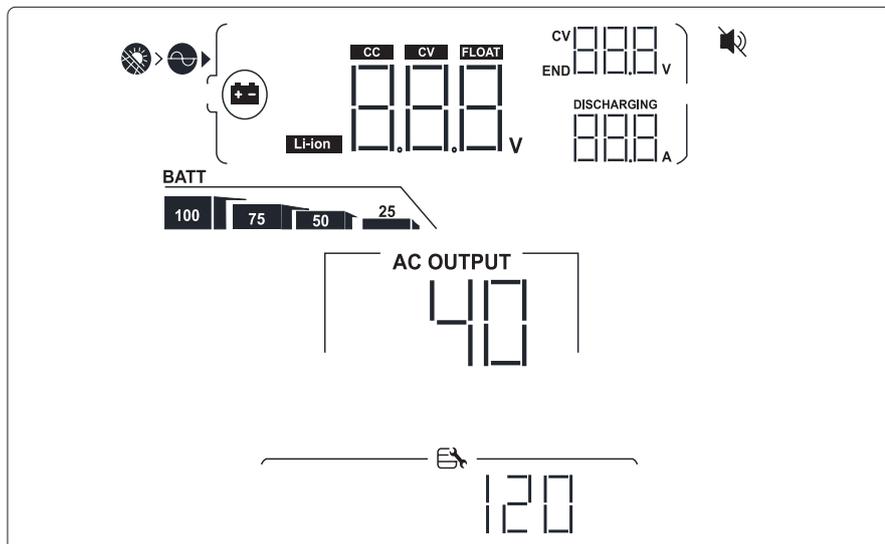
2.7 Set Your Nature's Generator MyGrid 10K to 120V/208V

Nature's Generator MyGrid 10K can be changed from 120V/240V to 120V/208V by changing the phase of the sine wave.

2.7.1 Quick press the Generator Main Power Button. The Generator LCD Display will enter 20 seconds count down mode and show the system information. Make sure the Load Information Display does not light up.



2.7.2 Press Enter Button for 3 seconds to enter the setting mode. Select the program code 40 and change it from 180 to 120. With 120° phase, the voltage between L1 and L2 is 208V. The voltage between the hot to neutral is still 120V.



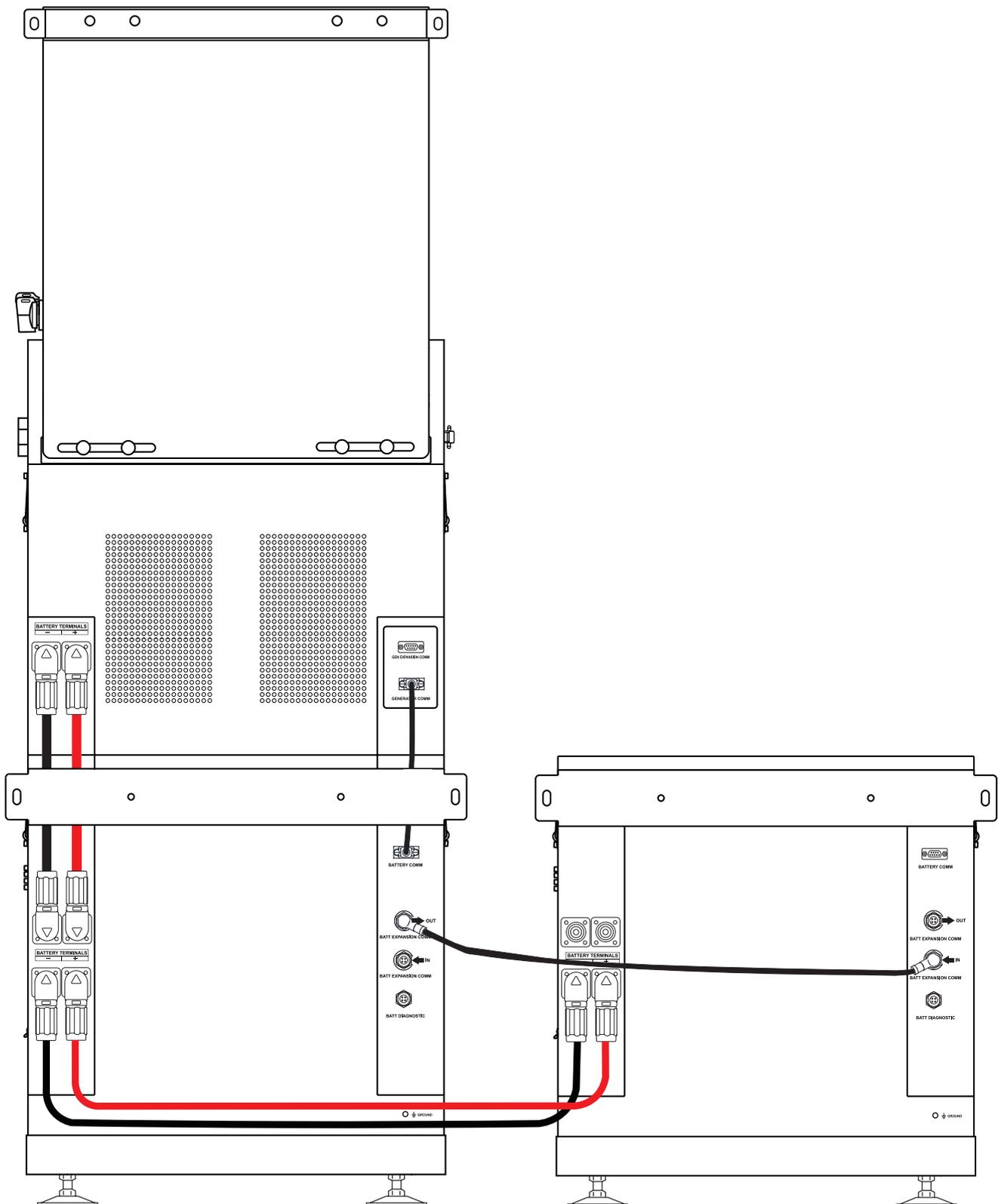
2.7.3 Wait and allow the generator to shut down automatically, then restart the generator.

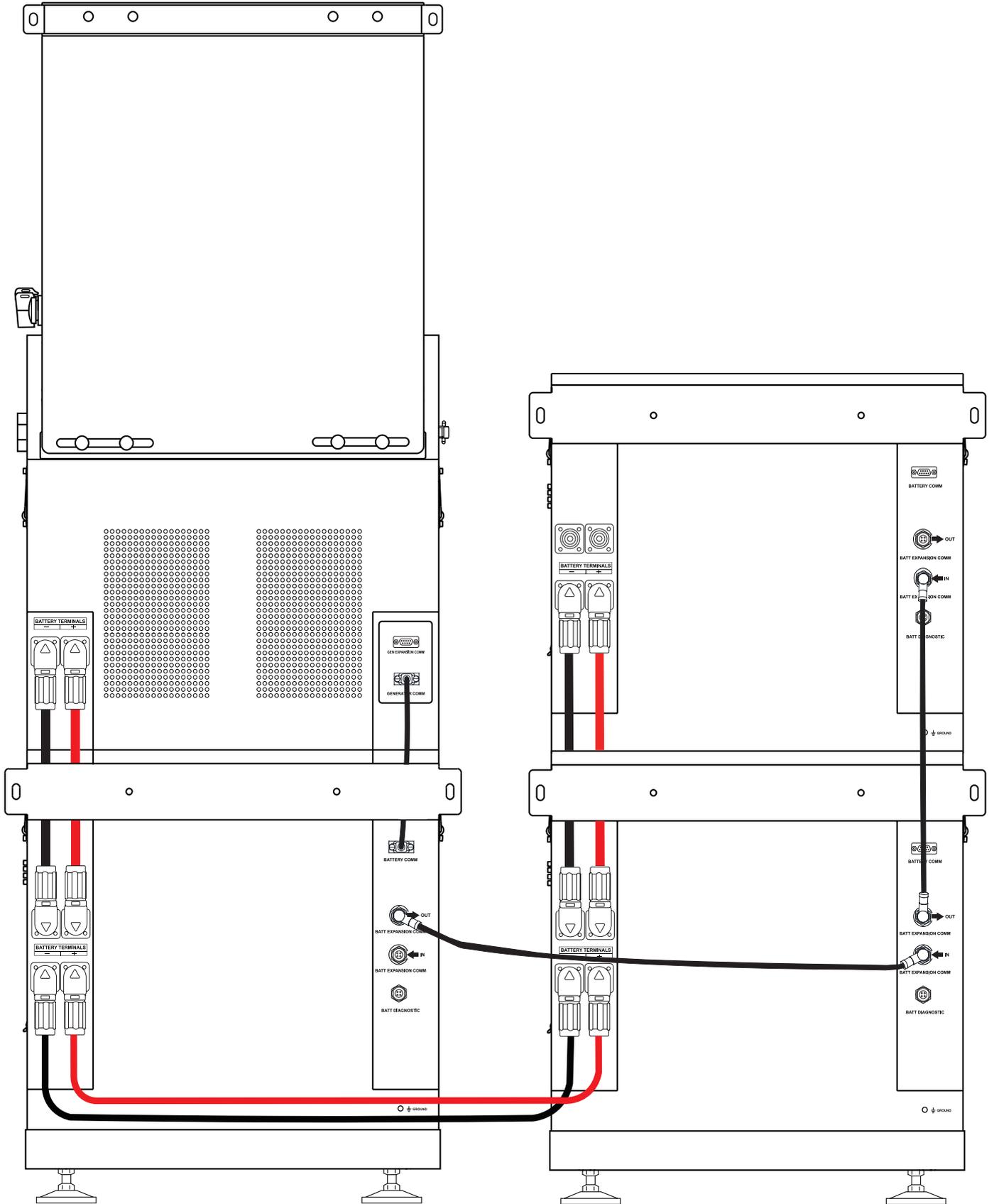
2.8 Expand Your Nature's Generator MyGrid 10K

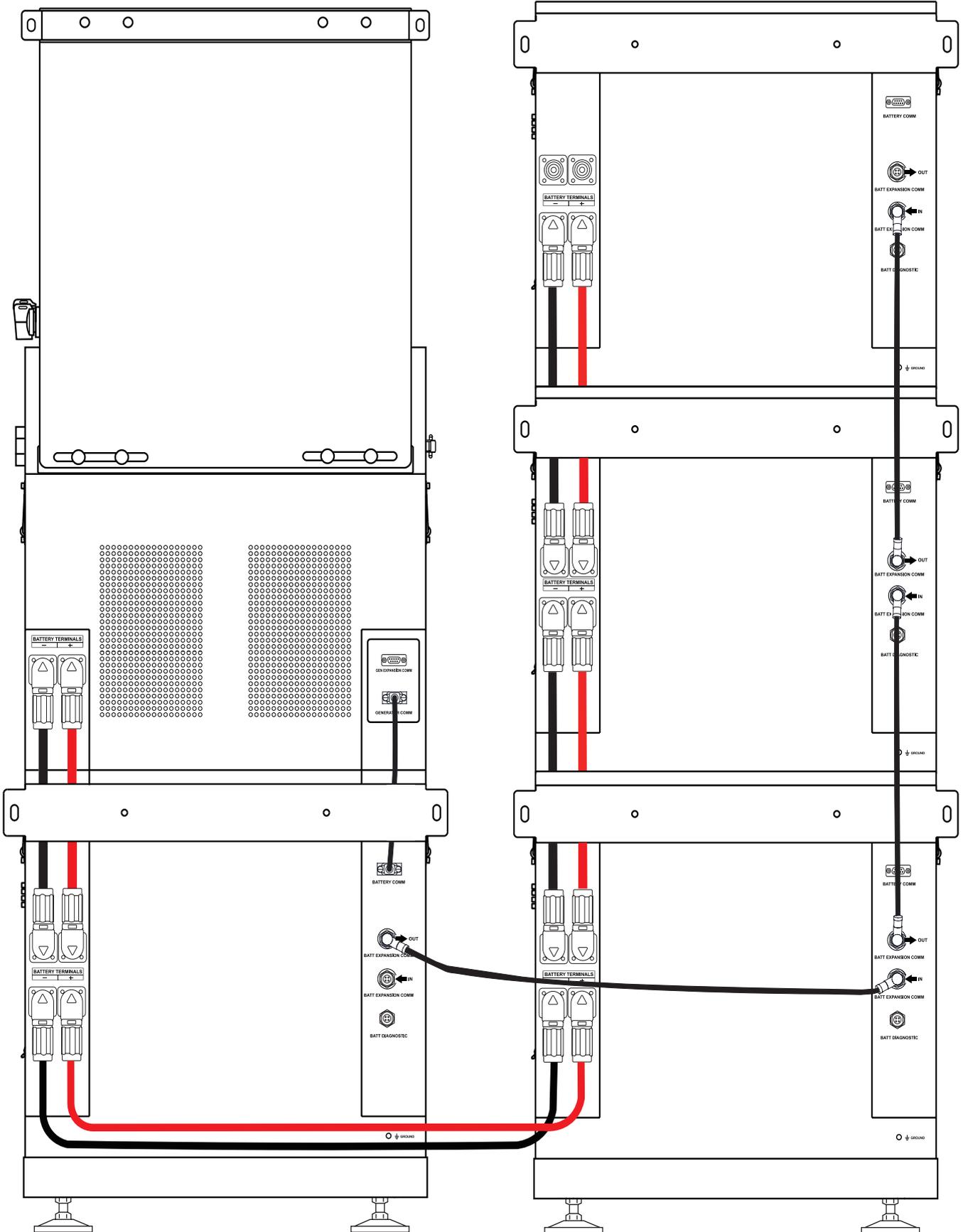
2.8.1 Extend the run time:

You can extend the run time of your Nature's Generator MyGrid 10K by connecting additional Nature's Generator MyGrid 10K Batteries. Visit naturesgenerator.com to purchase another Nature's Generator MyGrid 10K Battery and Connection Kit.

- IMPORTANT! Please make sure the generator and battery are turned off!
- Connect the battery cables and the communication cable. The communication cable must be connected from the OUT port of the existing battery to the IN port of the added battery.





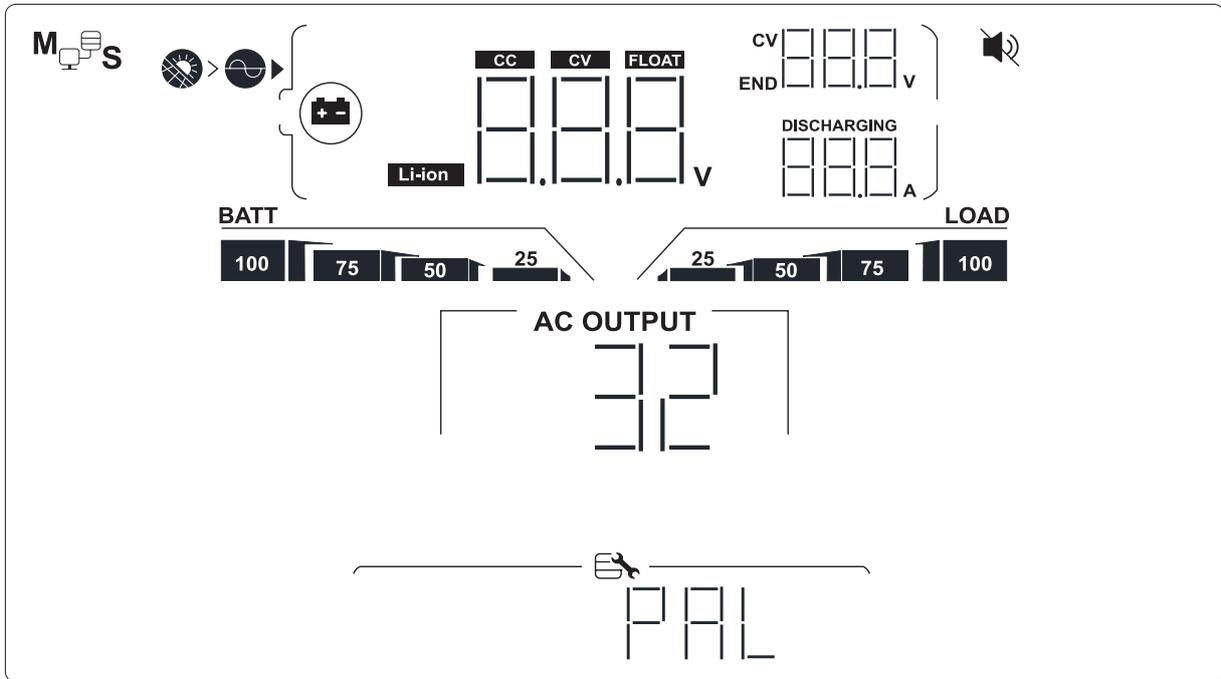


You will experience an increased 100% of the run time by adding one more Nature's Generator MyGrid 10K Battery, 200% by adding two more Nature's Generator MyGrid 10K Batteries and 300% by adding three Nature's Generator MyGrid 10K Batteries. You can connect up to 7 Nature's Generator MyGrid 10K batteries.

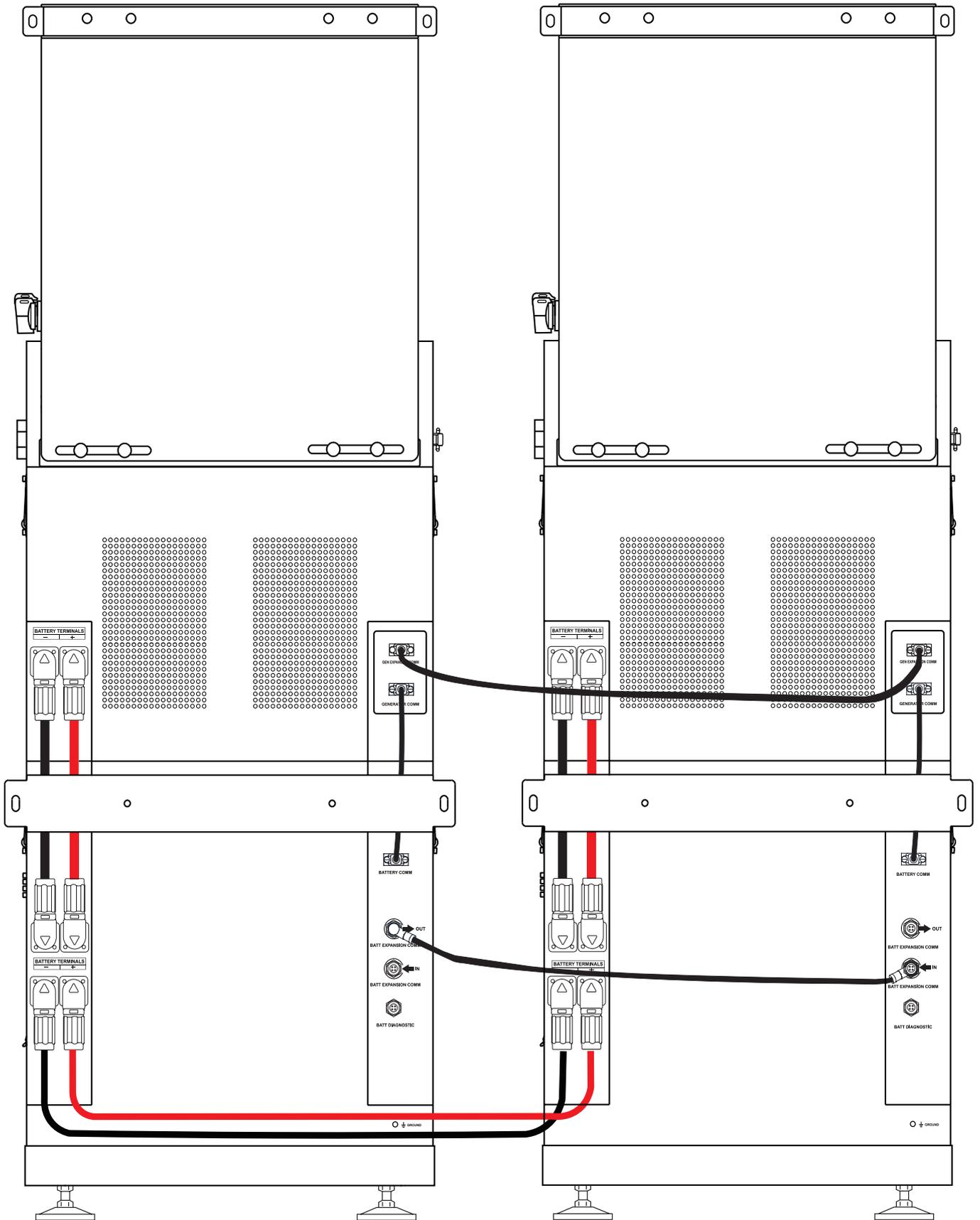
2.8.2 Expand the Power:

You can expand the power by connecting to another Nature's Generator MyGrid 10K. Visit naturesgenerator.com to purchase another Nature's Generator MyGrid 10K and Expansion Kit.

- IMPORTANT!!** Change the setting of program code 32 from SIG to PAL on both Nature's Generator MyGrid 10Ks. The Generator Expansion icon  will light up. The master unit lights up M and the subordinate unit lights up S.



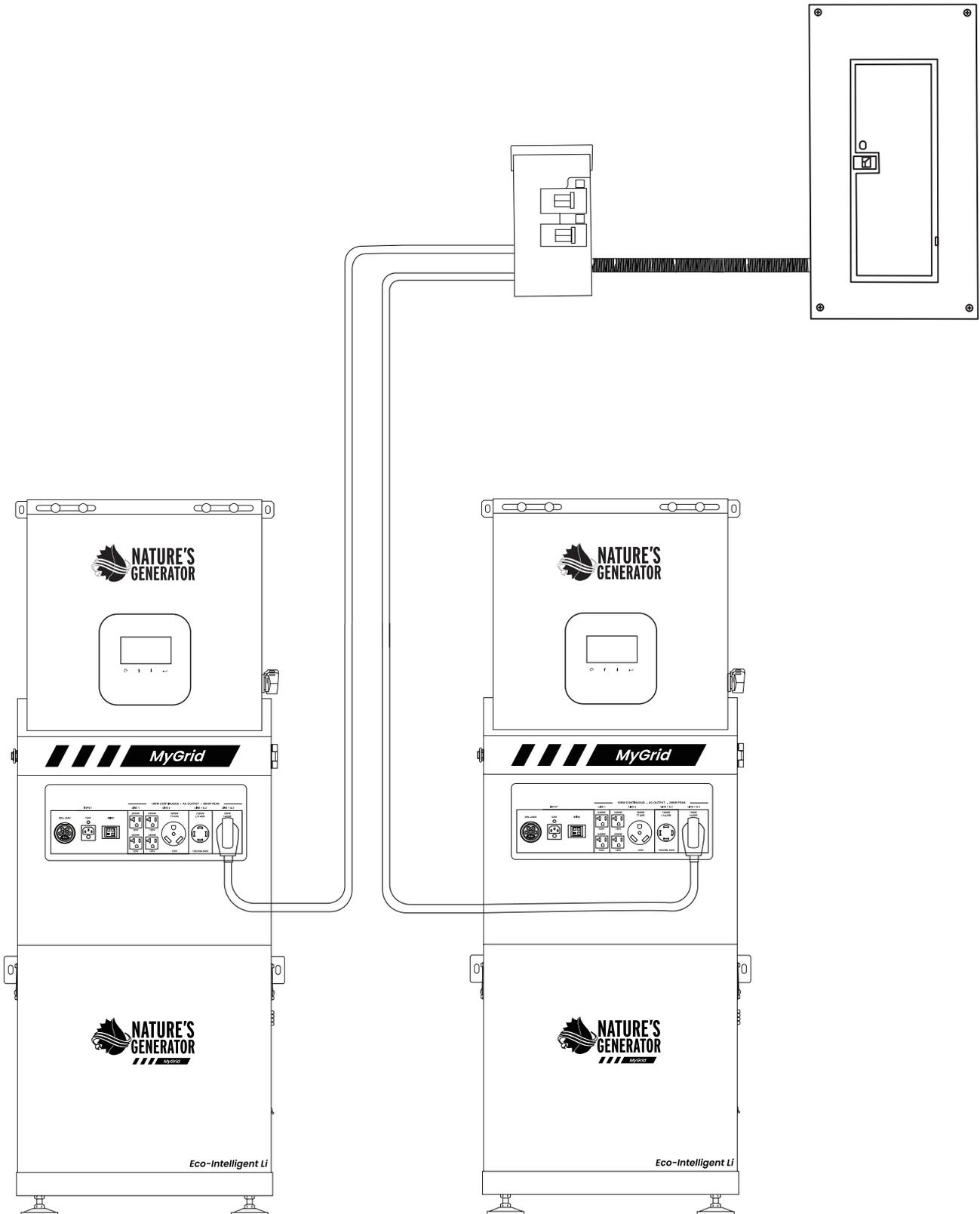
- b. Turn off the generators and batteries.
- c. Connect Battery Cables and Communication Cables. The Communication Cable must be connected from the OUT port of the master unit to the IN port of the subordinated unit.



- d. Use the Generator Expansion Cables to connect the NEMA 14-50R outlets and connect the other end to a sub electrical panel (not provided). With 2 Nature's Generator MyGrid 10K, the total output will reach maximum 20,000W (240V/83.3A).

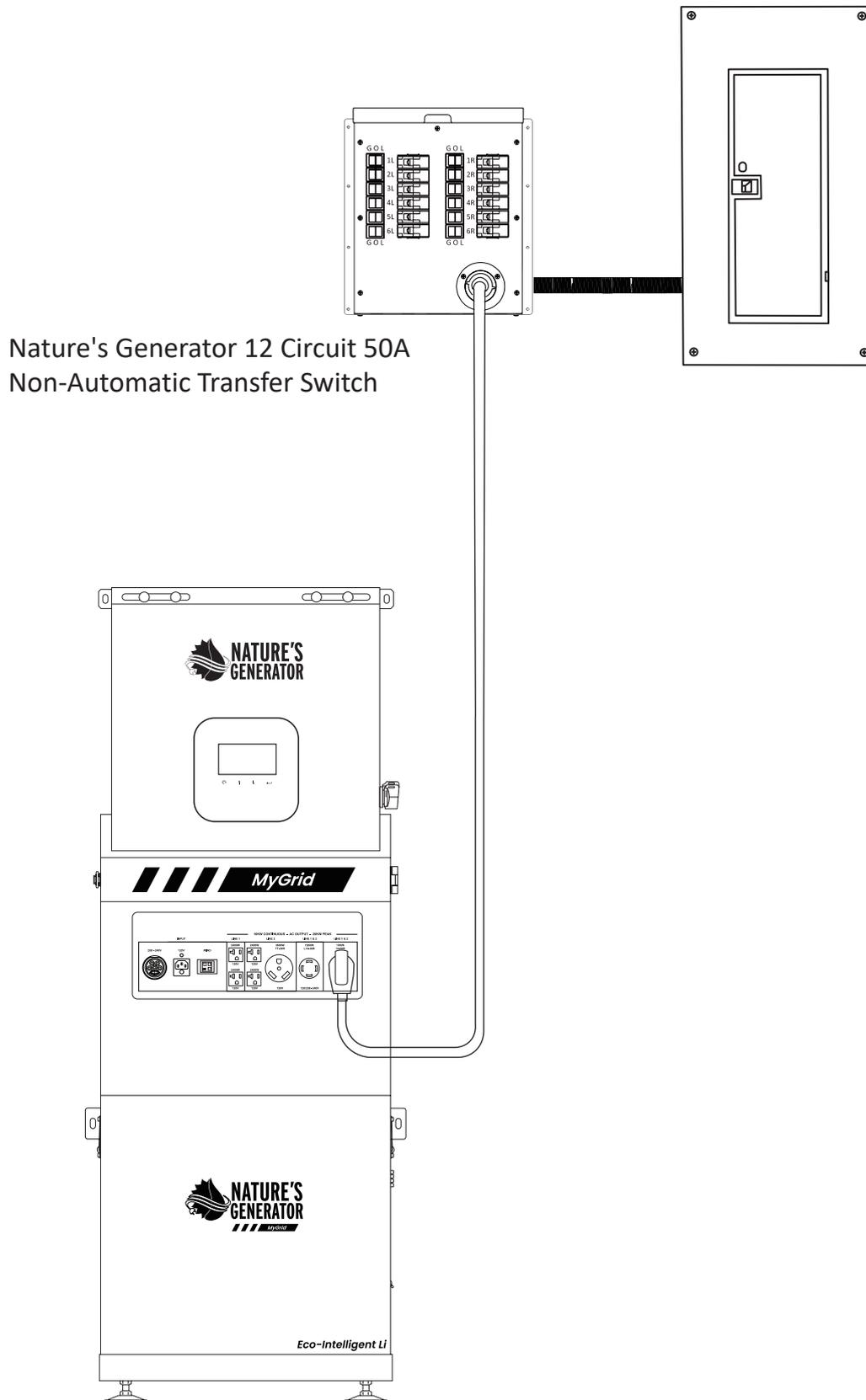


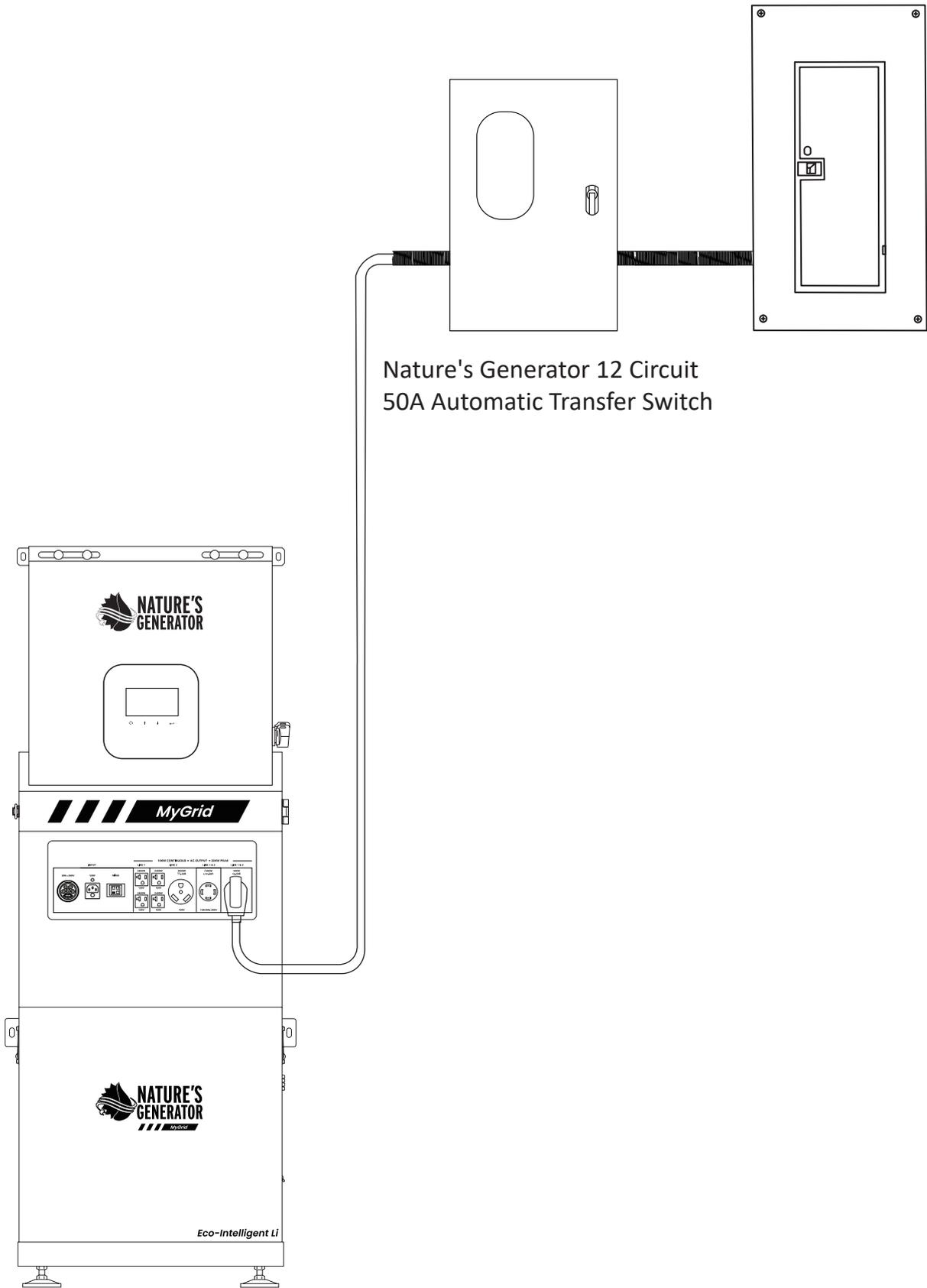
Turn off the both breakers on the sub electrical panel at first before unplug the NEMA 14-50 connectors. When two Nature's Generator MyGrid 10Ks are connected, exercise caution when handling the Nature's Generator MyGrid 10K power expansion cables, as they can be energized by either MyGrid 10K.



2.8.3 Expand the Connections by Transfer Switch:

You can expand the connections by using Nature's Generator 12 Circuit 50A Non-Automatic Transfer Switch (sold separately) or 12 Space 24 Circuit 50A Automatic Transfer Switch (sold separately). Refer to the transfer switch manuals for the setup.





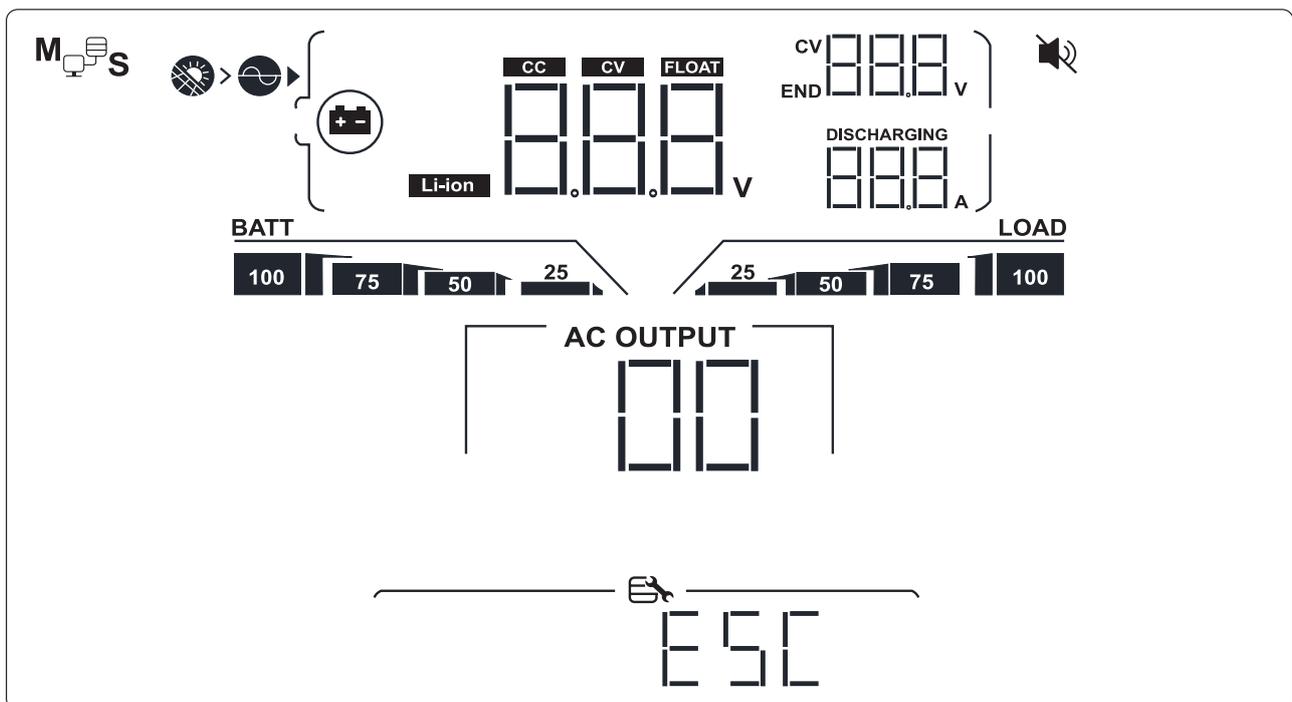
2.9 How to Maintain and Store Your Nature's Generator MyGrid 10K

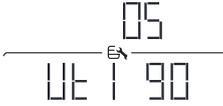
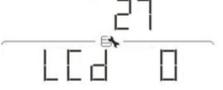
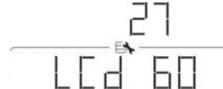
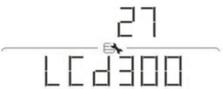
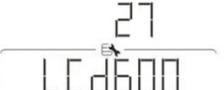
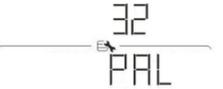
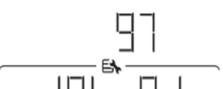
Turn off the main power when your Nature's Generator MyGrid 10K is not in use. Recharge your Nature's Generator MyGrid 10K once every six months and store it in a ventilated, cool and dry location. This keeps the battery healthy and prolongs its life. Failure to maintain Nature's Generator MyGrid 10K by these steps can result in battery damage which will void the product warranty.

Clean your Nature's Generator MyGrid 10K with a soft, lint-free cloth. If your Nature's Generator MyGrid 10K is very dirty, moisten a soft, lint-free cloth in a weak detergent solution, squeeze the excess moisture from the cloth, then wipe Nature's Generator MyGrid 10K with the cloth, followed by a clean dry cloth to wipe down you Nature's Generator MyGrid 10K.

3.0 Settings

Touch and hold Enter Button under Generator LCD Display for 3 seconds. The system will enter setting mode. Touch Up Button and Down Button to choose setting selections. Touch Enter Button to confirm the selection. Touch Esc Button any time to exit setting mode.



Program	Description	Selectable option	
00	Exit setting mode	Escape 	
05	Maximum charging current that battery accepts	90A(default) 	The setting range is from 10A to 200A with the increment of 10A.
27	Generator LCD on duration	LCD is always on 	The LCD turns off after 30s 
		The LCD turns off after 60s(default) 	The LCD turns off after 300s. 
		The LCD turns off after 600s 	
28	Alarm beep control	Alarm beep on(default) 	Alarm beep off 
32	Generator Expansion Mode	Single mode (default) 	Parallel or expansion mode 
40	Phase difference	180° phase difference 	120° phase difference 
95	Time setting – Minute		Set minute from 00 to 59.
96	Time setting – Hour		Set hour from 00 to 23.
97	Time setting– Day		Set day from 01 to 31.
98	Time setting– Month		Set month from 01 to 12.
99	Time setting – Year		Set year from 17 to 99.

4.0 Troubleshooting and FAQ

4.1 My solar panels cannot recharge my Nature's Generator MyGrid 10K.

Please follow these steps.

- If you are not using Nature's Generator solar panels, make sure the other solar panels have similar specifications.
- Make sure the power panels are pointed directly towards the sun. The solar panels may produce little or no power if they are placed in the shade.
- Check the cable connections on Nature's Generator solar panels and your Nature's Generator MyGrid 10K. Make sure all the connectors are properly secured.
- Follow the solar panel layout diagrams on this manual and make sure do not exceed its charging capacity.
- Make sure Solar Input Switch on the side is turned on.
- If the LCD display shows fault code and/or flashing , refer to the code list below.

4.2 My wind turbine cannot recharge my Nature's Generator MyGrid 10K.

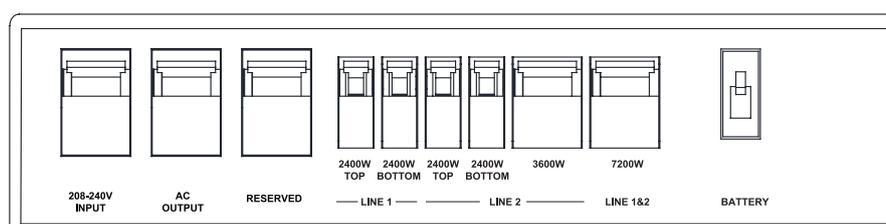
Please follow these steps.

- If you are not using Nature's Generator Wind Turbine, make sure the other wind turbine has similar specifications.
- Make sure there is sufficient wind that spins the wind turbine fast enough. The wind turbine must spin fast enough to generate high enough voltage to recharge Nature's Generator MyGrid 10K.
- Check the cable connections on your Nature's Generator Wind Turbine and Nature's Generator MyGrid 10K. Make sure all the connectors are properly secured.
- If possible, use the power drill to turn the rotor shaft of the wind turbine to do a simulation test. Set the power drill at high-speed mode and use the appropriate drive bit to turn the rotor shaft of the wind turbine. If the wind turbine is good, it should recharge Nature's Generator MyGrid 10K.

4.3 My wall outlet cannot recharge my Nature's Generator MyGrid 10K.

Please follow these steps.

- Make sure there is power from the wall outlet that Nature's Generator MyGrid 10K is connected to.
- Check your power cable connectors and make sure all the connectors are properly secured.
- Make sure the Battery Breaker on the battery is flipped on.
- Make sure the circuit breakers on the generator are flipped on.

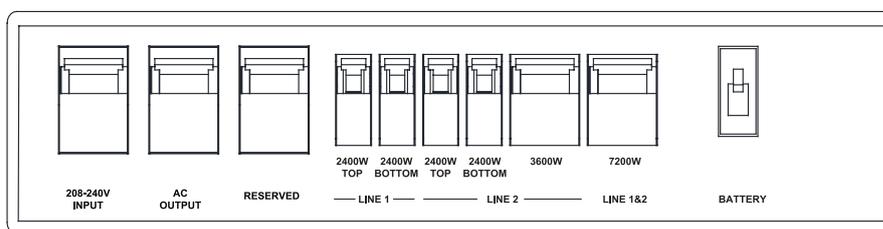


- Check if there is any protection code on the LCD display. If the LCD display shows fault code and/or flashing , refer to the code list below.

4.4 My Nature's Generator MyGrid 10K does not turn on.

Please follow these steps.

- a. Make sure the Battery Breaker on the battery is flipped on.
- b. Make sure the circuit breakers on the generator are flipped on.

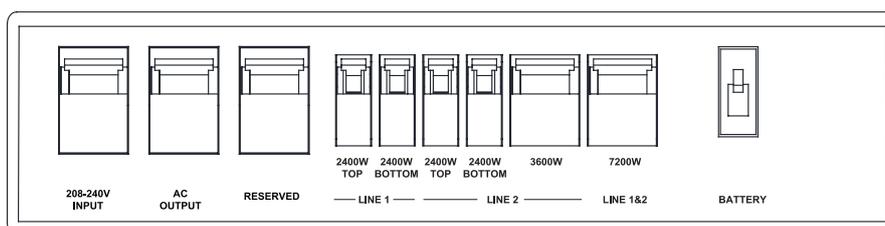


- c. Make sure the battery power is turned on.
- d. Press and hold the Generator Main Power button long enough to turn on the generator. If the generator AC output is not turned on, press and hold the Generator Main Power button again to turn on the AC output. If the AC output is not turned on for a while, the generator will shut down itself to save the energy.

4.5 My Nature's Generator MyGrid 10K does not power my AC device(s).

Please follow these steps.

- a. Verify your AC devices are suitable for use with your Nature's Generator MyGrid 10K. The Nature's Generator MyGrid 10K works with 10,000W (5,000W for L1/L2 individually) at most for the outlets combined.
- b. Some devices might require grounding before they can be used. Ground Nature's Generator MyGrid 10K before trying to power these types of devices.
- c. Some devices might draw far more than 5,000W when starting up, even if their running wattage is less than 5,000W. Check that device's manual to obtain more information.
- d. Make sure the Battery Breaker on the battery is flipped on.
- e. Make sure the battery power is turned on.



- f. Make sure the circuit breakers on the generator are flipped on.
- g. Press and hold the Generator Main Power button long enough to turn on the generator. If the generator AC output is not turned on, press and hold the Generator Main Power button again to turn on the AC output. If the AC output is not turned on for a while, the generator will shut down itself to save the energy.

4.6 How do I understand the warning or faulty codes?

When a warning situation occurs, icon will flash. Press Up Button or Down Button to see the warning or faulty code. If there are several codes, it will display in a sequence.

Code	Warning Event	Icon (flashing)	Description
01	Line voltage high loss		Grid voltage is too high.
02	Line voltage low loss		Grid voltage is too low.
03	Line frequency high loss		Grid frequency is too high.
04	Line frequency low loss		Grid frequency is too low.
05	Line voltage loss for long time		Grid voltage is higher than 253V.
06	Ground Loss		Ground wire is not detected.
07	Island detect		Island operation is detected.
08	Line waveform loss		The waveform of grid is not suitable for inverter.
09	Line phase loss		The phase of grid is not in right sequence.
10	EPO detected		EPO is open.
11	Overload		Load exceeds rating value.
12	Over temperature		The temperature is too high inside.
13	Batter voltage low		Battery discharges to low alarm point.
14	Battery under-voltage when grid is loss		Battery discharges to shutdown point.
15	Battery open		Battery is unconnected or too low.
16	Battery under-voltage when grid is OK		Battery stops discharging when the grid is OK.
17	Solar over voltage		PV voltage is too high.
18	RSD is close		RSD is close
32	Communication lost between DSP and communication board		Communication lost between DSP and communication board

Fault Codes

See below for fault codes for reference.

Situation			Solution
Fault Code	Fault Event	Possible Cause	
01	Bus voltage over	Surge	1. Restart the generator. 2. If the error message still remains, please contact Nature's Generator.
02	BUS voltage under	PV or battery disconnect suddenly	1. Restart the generator. 2. If the error message still remains, please contact your Nature's Generator.
03	BUS soft start time out	Internal components failed.	Please contact Nature's Generator.
04	INV soft start time out	Internal components failed.	Please contact Nature's Generator.
05	INV over current	Surge	1. Restart the generator. 2. If the error message still remains, please contact Nature's Generator.
06	Over temperature	Internal temperature is too high.	1. Check the ambient temperature and fans. 2. If the error message still remains, please contact Nature's Generator.
07	Relay fault	Internal components failed.	Please contact Nature's Generator.
08	CT sensor fault	Internal components failed.	Please contact Nature's Generator.
09	Solar input power abnormal	1. Solar input driver damaged. 2. Solar input power is too much when voltage is more than 600V.	1. Solar input driver damaged. 2. Solar input power is too much when voltage is more than 600V.
11	Solar over current	Surge	1. Restart the generator. 2. If the error message still remains, please contact Nature's Generator.
12	GFCI fault	Leakage current exceeds the limit.	1. Check the wire and panels which may cause the leakage. 2. If the error message still remains, please contact Nature's Generator.
13	PV ISO fault	The resistance between PV and ground is too low.	
14	INV DC current over	Utility fluctuates.	1. Restart the generator. 2. If the error message still remains, please contact Nature's Generator.
15	Arc fault detected	PV arc detected.	Please check PV module installation.
16	GFCI sensor fault	GFCI sensor failed.	Please contact Nature's Generator.
22	Battery high voltage fault	Battery voltage exceeds the limit.	1. Check the battery voltage. 2. If the error message still remains, please contact Nature's Generator.

Situation			Solution
Fault Code	Fault Event	Possible Cause	
23	Over load	The inverter is loaded with more than 110% load and time is up.	Reduced the connected load by switching off some equipment.
26	INV short	Output short circuited.	Check if wiring is connected well and remove abnormal load.
27	Fan lock	Fan failed.	Please contact Nature's Generator.
32	DC/DC over current	Battery voltage fluctuates.	1. Restart the generator. 2. If the error message still remains, please contact Nature's Generator.
33	INV voltage low	Internal components failed.	Please contact Nature's Generator.
34	INV voltage high	Internal components failed.	Please contact Nature's Generator.
35	Wire connection fault	Internal wires loosen.	Please contact Nature's Generator.
36	OP voltage fault	Grid connects to output terminal	Don't connect the grid to the output terminal.
38	Short circuited on PV input	Short circuited on PV input	Please contact Nature's Generator.
47	The L1/L2 of the inverter is short-circuited.	Output short circuited.	Check if all wiring is connected well and remove abnormal loads.
60	Current feedback into the inverter is detected.		1. Restart the generator. 2. Make sure all the power cables are properly connected. 3. Make sure all the communication cables are properly connected. 4. If the problem remains, please contact Nature's Generator.
71	The firmware version of each inverter is not the same.	Software differences do not support parallel.	1. Update all generator firmware to the same version. 2. After updating, if the problem still remains, please contact Nature's Generator.
72	The output current of each inverter is different.		1. Check if sharing cables are connected well and restart the generator. 2. If the problem remains, please contact Nature's Generator.
80	CAN data loss		1. Check if communication cables are connected well and restart the generator. 2. If the problem remains, please contact Nature's Generator.
81	Host data loss		
82	Synchronization data loss		
88	BUS Balances overcurrent	Internal components failed.	Please contact Nature's Generator.
89	BUS balance hardware Fault	Internal components failed.	Please contact Nature's Generator.

Battery Warning Codes

Cell OV	Cell Overvoltage Warning
Cell UV	Cell Low Voltage Warning
Pack OV	Total Voltage Overvoltage Warning
Pack UV	Total Voltage Low Voltage Warning
CHG OC	Charge Overcurrent Warning
DSG OC	Discharge Overcurrent Warning
CHG OT	Charge Over Temperature Warning
DSG OT	Discharge Over Temperature Warning
CHG UT	Charge Low Temperature Warning
DSG UT	Discharge Low Temperature Warning
ENV OT	Environment Over Temperature Warning
ENV UT	Environment Low Temperature Warning
MOS OT	MOS Over Temperature Warning
SOC Low	LOW BATTERY
Cell OVP	Cell Overvoltage Protection
Cell UVP	Cell Overdischarge Protection

5.0 Specifications

Battery:

Type: Lithium Iron Phosphate (LiFePO4)
Capacity: 51.2V 205Ah (10496Wh)
Life Cycles: > 6000 cycles
Self-discharge: Recommend recharging every 6 months

Inverter:

Output Continuous Power: 10000W
Output Peak Power: 20000W
Output Voltage: 120V/240V split phase or 120V/208V 2 of 3 phases
Output Frequency: 60Hz
Output Power Form: pure sine wave

Output Ports:

4 x NEMA 5-20R Outlets
1 x NEMA TT-30R Outlet
1 x NEMA L14-30R Outlet
1 x NEMA 14-50R Outlet

Input Ports:

2 x Solar Input Ports
1 x Wind Input Port
1 x 120Vac Input Port
1 x 208Vac or 240Vac Input Port

Charges:

120Vac Charger: 1168W MAX
208Vac or 240Vac Charger: 10000W MAX
Solar Charger: 6000W × 2 MAX, 120Vdc – 550Vdc
Solar Charge mode: MPPT

Power Relay:

Max. Wattage: 10,000W
Transfer time: <20ms

General:

Generator Dimensions: 21.8 x 8.5 x 38.5 inches (555.4 x 216 x 980 mm) not counting mounting bar
Battery Dimensions: 21.8 x 8.5 x 23.4 inches (555.4 x 216 x 596 mm) not counting mounting bar
Optimal Operating temperature: 68 – 86°F (20 – 30°C)
Storage Temperature: 14 – 113°F (-10 – 45°C)
Battery Charging Temperature: 32 – 113°F (0 – 45°C)
Battery Discharging Temperature: 14 – 113°F (-10 – 45°C)
Generator Weight: 152 lbs (69 kg)
Battery Weight: 213 lbs (96.6 kg)

6.0 Notice

Nature's Generator products, services, and features are subject to the agreed-upon terms and conditions during purchase. Please note that some products, services, or features described in this manual may not be available under your purchase contract. Unless otherwise specified in the contract, Nature's Generator makes no representations or warranties of any kind, express or implied, with respect to the contents of this manual.

The contents of this manual are subject to change without notice. Please get the latest version from: <https://naturesgenerator.com/pages/help-center> If you have any questions or concerns about this manual, please contact Nature's Generator support for further assistance.

7.0 Warranty

7.1 Limited Warranty

Natures Generator Inc. warrants to you, the original purchaser/owner of the product purchased and used in the United States, that all products shall be free of defects in the original manufacture of the materials or workmanship from the original date of delivery through the specific "Warranty Period" -- with each product's warranty period specifics set forth herein.

Nature's Generator warrants the product(s) purchased directly online from Nature's Generator or from a Nature's Generator authorized dealer/reseller (in its original packaging and with its warranty statement inside) against defects in materials and workmanship when used in accordance with the product's Nature's Generator User Manual, technical specifications, and other Product published guidelines during the specific product's Warranty Period stated below starting from the date of delivery to the original purchaser/owner.

The exclusive remedies available under this Limited Warranty are product repair or replacement which can only be performed by Nature's Generator or an approved dealer. To receive warranty service, the purchaser/owner must contact Nature's Generator customer service for issue-determining troubleshooting and to ensure the owner understands all of the service procedure steps.

7.2 Limited Warranty Coverage for Specified Products:

7.2.1 For all Nature's Generator Portable Generators or the Whole-home Powerhouse Generators or Solar Panels or Wind Turbines or Accessories: Warranty Coverage Period for: Twelve (12) Months: Shipping, Parts and Labor.

7.2.2 For Nature's Generator Whole-home MyGrid 10K System: Warranty Coverage Period is for Thirty-six (36) months with:

Months 1-12: Shipping, Parts & Labor

Months 13-36: Parts Only.

7.2.3 For Nature's Generator Transfer Switches: Warranty Coverage for sixty (60) Months with:

Months 1-12: Shipping, Parts and Labor.

Months 13-24: Parts & Labor

Months 25-36: Parts Only

Months 37-60: Major Parts Component*

(*i.e. Contactors, Controlling Modules.)

7.3 Warranty Guidelines:

7.3.1 Warranty begins upon delivery of the product to the purchaser/owner.

7.3.2 Unit must be registered and have proof of purchase available.

7.3.3 Any and all applicable warranty repairs and/or concerns must be performed and/or addressed by Nature's Generator.

7.3.4 Nature's Generator will, at its sole discretion, repair or replace any part(s) which, upon evaluation, inspection, and testing by Nature's Generator is found to be defective.

7.3.5 Any equipment the purchaser/owner claims to be defective must be evaluated by Nature's Generator.

7.3.6 Damage to any covered components caused by use of an after-manufacture incompatible part or parts will not be covered by this warranty.

7.3.7 Any damage caused by the owner after receipt of the product is the responsibility of the owner and is not covered by this warranty.

7.3.8 Proof of performance of all required maintenance must be available.

7.3.9 Shipping to and from Nature's Generator for service will only be covered for 12 months and for a product with a manufacturer's defect requiring repair or replacement. If, upon inspection, it is found there is not a manufacturer's defect -- but instead an issue was caused by owner error or maintenance negligence or misuse -- the shipping, parts, and repair labor will be paid by the owner.

7.4 What does this Warranty Cover?

This Limited Warranty is conditioned on proper use of the product.

During the Warranty Period, if the original manufacture of the materials or workmanship of the product is determined to be defective by an authorized dealer or Nature's Generator, then Nature's Generator will at its sole discretion: (1) repair the product with new or rebuilt parts; or (2) replace the product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Nature's Generator Inc. and are not returned. If service of products or parts are required after the Warranty Period expires, the product owner must pay all shipping, parts and labor charges. This warranty lasts as long as the original purchaser owns the product during the Warranty Period. Warranty coverage terminates if the original owner sells or otherwise transfers the product. As far as applicable law allows, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent exchange, repair, or replacement of the Product. Product or part(s) repaired or replaced during the Warranty Period will be warranted for the remainder of the original Warranty Period from the date of repair or replacement.

7.5 The following will NOT be covered by this warranty:

7.5.1 Costs of normal maintenance.

7.5.2 Normal wear and tear including, without limitations, wear and tear of batteries which are consumables.

7.5.3 Damage to product caused by accidents, handling, or incorrect storage.

7.5.4 Damage/failures caused by operation with loads or installations other than what is recommended or specified by Nature's Generator.

7.5.5 Unauthorized modification/misapplication will not be warranted unless authorized by Nature's Generator in writing.

7.5.6 Damage to any covered components or consequential damages caused by the use of a non-compatible part(s) or noncompliance with Product instructions.

7.5.7 Failures due to normal wear and tear, rough handling, accident, misuse, abuse, negligence, improper installation, incorrect sizing, as well as fire, water, lightning or other acts of nature.

7.5.8 Damage related to rodent, reptile, and/or insect infestation.

7.5.9 Diagnostics or repairs performed by individuals other than Nature's Generator or not authorized in writing by Nature's Generator.

7.5.10 Damage that occurs because the product was not properly installed and/or was installed in a location that is not protected from weather if the product's user manual so directs.

7.5.11 Failures caused by any force majeure (act of God) or external cause including, and without limitation, fire, theft, freezing, war, lightning, earthquake, windstorm, hail, water, tornado, hurricane, or any other matters which are reasonably beyond the manufacturer's control.

7.5.12 Shipping costs associated with expedited shipping.

7.5.13 Any incidental, consequential, or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).

7.5.14 Failure to adequately package the product for transportation.

7.5.15 Extreme or external causes beyond the manufacturer's reasonable control including but not limited to failures or surge fluctuations in electrical power or failures to wireless networks or environmental electromagnetic interference or damaging solar flares.

7.5.16 Connection to improper power supply or faulty home wiring.

7.5.17 Any product with a warranty period that has expired.

7.6 Please note that the Limited Warranty does not cover the following:

- Cosmetic damage
- Damage due to force majeure, such as lightning strikes, fire, flood, etc..
- Accident
- Misuse
- Abuse
- Negligence
- Modification of any part of the product
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage supply or faulty house wiring
- Refurbished products
- Consumables, such as batteries
- Products where the factory applied serial number has been altered or removed.

For these cases, repair labor fee, plus the cost of the part(s) to be replaced, and shipping will be charged to the customer.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE PURCHASER/OWNER'S EXCLUSIVE REMEDY. NATURES GENERATOR INC SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO: LOSS OR CORRUPTION OF DATA, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF CONTRACTS, LOSS OF PROFITS, LOSS OF REVENUES, LOSS OF ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES FOR ANY INDIRECT LOSS OR DAMAGE OR ANY CONSEQUENTIAL LOSS OR DAMAGE OR ANY SPECIAL LOSS OR DAMAGE WITH RESPECT TO THE PRODUCT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE SPECIFIC PRODUCT WARRANTY PERIODS AND TERMS SET FORTH HEREIN. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD ENDS. THIS WARRANTY SUPERSEDES ALL OTHER WARRANTIES EXPRESS OR IMPLIED. SPECIFICALLY, NATURE'S GENERATOR MAKES NO OTHER WARRANTIES AS TO THE MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND NATURES GENERATOR'S ONLY LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF PART(S) AS SET FORTH HEREIN. IN NO EVENT SHALL NATURE'S GENERATOR BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF SUCH DAMAGES ARE A DIRECT RESULT OF NATURE'S GENERATOR NEGLIGENCE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU ALSO MAY HAVE OTHER RIGHTS UNDER APPLICABLE LAW. EXCEPT AS PROVIDED IN THIS WARRANTY, NATURE'S GENERATOR FURTHER DISCLAIMS ANY RESPONSIBILITIES FOR LOSSES, EXPENSES, INCONVENIENCES, OR SPECIAL, INDIRECT, SECONDARY, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP AND USE OF THE PRODUCTS. IF ANY WARRANTY TERM IS HELD TO BE ILLEGAL OR UNENFORCEABLE BY LAW, IT WILL BE EXCLUDED FROM THE WARRANTY WITH THE LEGALITY OF THE REMAINING TERMS NOT AFFECTED.

PLEASE NOTE: ALL CLAIMS MADE UNDER THIS LIMITED WARRANTY WILL BE GOVERNED BY THE TERMS SET FORTH IN THIS WARRANTY DOCUMENT AND THIS LIMITED WARRANTY SUPERCEDES ALL PREVIOUS NATURE'S GENERATOR WARRANTY STATEMENTS OR OTHER MARKETING MATERIALS.

7.7 How to Obtain Warranty Service?

Please call: 1-800-975-7909 Monday through Friday, 9:00AM to 5:00PM PST. You will be provided with a **Return Merchandise Authorization (RMA)** number and return instructions. Please include the RMA number prominently displayed on the shipping box and include your name, phone number and address with the product inside the box. Send product to:

NATURES GENERATOR INC
3233 Mission Oaks Blvd
Suite N
Camarillo, CA 93012

Contact Natures Generator Inc:

For customer service please call 1-800-975-7909

