



## Guarantees

... there you can be sure!



### Up to 20 years

#### **Product warranty guarantee**

SolteQ gives a 5-year warranty on the solar tiles and shingles, which can be extended by up to 20 years for an additional cost. The warranty for the BFA-System is 2 Years.

**For the region of south africa the product warranty for the tiles is 20 years \*)**



### 40 years

#### **Performance Warranty**

SolteQ warrants the performance of the tiles on the basis that their output in 40year's time will still be 80% of their output today.



### 80 years lifespan and more

Here at SolteQ we use only carefully selected, top quality materials in the production of our roof tiles. We use high-quality glass, silicon, and premium PV cells which ensure we have a product that can withstand the test of time, does not deteriorate and is resistant to harsh environment's extreme temperature changes for the lifetime of the product. The SolteQ Energy Roof is best roof money can buy.



### 30 years

#### **Spare Parts Guarantee**

SolteQ guarantees to support your roof purchase by ensuring that replacement parts will be available for at least 30 years from the date of purchase.



### 20 years warranty

#### **on the sealing rubbers**

Some product variants have sealing rubbers for waterproofing and to absorb mechanical movements and shock loadings. SolteQ provides a 20-year warranty on the sealing function of rubber seals.



### 50 years

#### **Rain Security Guarantee**

We guarantee that our roofs will be rainproof for 50 years, provided that no mechanical damage has taken place. In reality the rain protection and durability of our roofs will be well in excess of 50 years. The glass we use is very high quality, low in iron oxide, low in oxygen, does not absorb moisture and is therefore frost-proof. The glass is also toughened to ensure that our roofs are both strong and robust for the lifetime of the product.

**100%**  
**MADE**  
**IN**  
**GERMANY**

\*) This special warranty is valid under normal european conditions and in the responsibility of the SolteQ South Africa Ltd., extrem weather conditions or catastrophies are excluded. The warranty is limited to only the materials such as glas, solarcells, aluminium hooks, efficiency and electric power. Not included are rubbers, sealings, adhesions, glueing of sealings and hooks, electronic components, delamination caused by non european weather conditions.

**SolteQ**

# Guarantee conditions of SolteQ Solarroof GmbH

The guarantee terms that are listed in our general terms and conditions apply. The following also apply.

Extract from our general terms and conditions:

## 1. Business basis

The following conditions apply to all delivery transactions and services of the above. Company with which the transactions are concluded, hereinafter referred to as "SolteQ". Orders are only accepted on the basis of our offers and the following terms and conditions. Placing an order is considered acceptance of our conditions.

## 2. Warranties and guarantees

2.1 A 5-year guarantee (unless expressly stated otherwise) applies to solar tiles and begins on the day of purchase. The guarantee is valid ex works. The warranty period for all products is 12 months in the commercial area, according to usual, legal conditions. If a product is identified differently, this is based on goodwill and is subject to change. Warranty services do not extend the warranty period, nor does it entitle you to a new warranty. Defective devices can be sent to the service address during the warranty period. After checking, you will receive the repaired or a new device free of charge. This does not extend the total warranty period of the original invoice content.

2.2 Immediately after receipt of the goods, the customer must examine the goods in detail, this also includes the mechanical and electrical functionality of the parts. Detected defects must be reported to us in writing within 2 days of receipt of the goods, regardless of the actual time of use. The same applies to incorrect deliveries or quantity deviations.

2.3 Our warranty does not apply if defects are not reported in time or if the goods are tampered with or damaged. Appropriate sealed devices must not be opened. Otherwise the warranty claim expires.

2.4 At our discretion, we will repair or replace products with manufacturing or material defects that result in impairment of function. Further claims against us are excluded, in particular claims of any kind and for consequential damage caused by a defective product from us or damage from lost feed-in tariffs or similar.

2.5 In the event of a complaint, we exercise our right to repair the goods. The customer must allow us the opportunity to check each specific fault and repair the rejected goods, in particular to make the goods available to our factory. If the customer refuses to do so, we are released from liability for defects. Replacement goods are delivered on a purely goodwill basis without any legal obligations or concessions and do not constitute a replacement delivery or improvement. In the event of a guarantee or improvement, at least 3 attempts at the same fault in the same place on an item are permitted before legal regulations apply. In the event of a complaint, the customer is obliged to cooperate, so the customer has the obligation to hand over the rejected goods to the contractor in his warehouse or at his plant at his own expense and risk. In the event of an exchange, the contractor has a period of up to 6 weeks to provide the replacement delivery. Claims going beyond this, in particular claims for compensation for consequential defects, loss of profit, loss of earnings, damages of any kind, transport costs, replacement of removal and installation costs or other replacement costs, loss of feed-in tariffs are mutually excluded. All legal and contractual claims of the customer for warranty or other legal reasons expire 6 months after delivery.

2.6 Should components that we receive for further processing become unusable due to a processing error, this is at the providers own risk. Claims for damages of any kind, e.g. We are excluded from positive breach of claim, fault at the conclusion of the contract and tort.

2.7 The specific manufacturer's warranty conditions apply to non-SolteQ manufactured items, in particular inverters, connectors, etc. In this case, the customer must contact the manufacturer in question directly.

2.8 The place of fulfillment of the warranty is our factory in Oberlangen. The goods must be delivered to the customer ex works.

2.9 The purchaser or importer has to bear the guarantee for foreign business. For this he has to take out a corresponding product liability insurance for the respective country, unless agreed otherwise in writing with SolteQ.

2.10 Our warranty is limited to repairing or replacing the defective goods in the factory, but does not apply to follow-up costs, assembly costs, shipping costs or other costs or claims for damages.

2.11 In the case of open invoices or partial payments, the warranty claim is void and only applies again after full payment of our invoices.

2.12 The specified performance guarantees apply to system maintenance by our company or subsidiary, with comprehensible, in-house maintenance booklet for the entire warranty period. The systems, including the energy roofs, must be properly cleaned, maintained and logged. This includes any existing safety devices.

2.13 The warranty is void in the event that the system that we have installed is modified in any way without our approval in writing.

2.14 Specified performance values for performance guarantees, e.g. over 15, 25 or 40 years are purely guide values and relate to the possible yield on first installation. Yield values are dependent on weather and climate and cannot be 100% defined.

## 3. Liabilities

3.1 Open defects are to be reported in writing immediately after receipt of the goods, in the case of hidden defects immediately after discovery. If the complaint is not made immediately, all claims and rights arising from liability for defects for these defects expire.

3.2 Although our products are subjected to strict quality checks and detailed intermediate and final tests before delivery, products can fail due to material defects or during shipping. We reserve the right to make technical changes to the hardware and software, as well as colour deviations. In the event of damage due to incorrect or improper handling, non-observance of the corresponding operating instructions or manual, improper maintenance of the system, failures caused by overvoltage or overcurrent, the warranty claim expires. General claims for damages for consequential damages, even in the event of defects or misconduct by our products, are excluded in any case. Dismantling, replacement, shipping, scaffolding or other assembly costs cannot be covered either. The guarantee is limited to repair or replacement at our choice of the appropriate device. The place of fulfillment of the warranty is our factory. The returned goods must be sent back ex works. The resending is at the expense of the customer or collection by the customer.

3.3 No liability is expressly assumed for all purchased parts, such as solar modules, cables and connectors, especially solar connectors. This also applies in the event of consequential damage caused by our own or commercial products. The manufacturer's warranty applies to which the customer must contact directly.

3.4 Loss of earnings or feed-in tariffs are fundamentally excluded. This also applies in the case of warranty, complaint or other claims or other failures due to our products.

3.5 We are not liable for defects caused by the exporter or third parties.

3.6 The illustrations, drawings, colour, weight and measurement details belonging to the offer are only approximate values, unless they are expressly designated as binding. The customer is obliged to check the studies and calculations submitted to him and to ensure that they comply with his intended terms of use.

3.7 We are NOT liable for any installation work that is outwith our agreed scope of work.

## 4. General

4.1 The following guarantee conditions of SolteQ Solarroof GmbH (hereinafter SolteQ) regulate your rights as a consumer towards SolteQ in the event of material or manufacturing defects in your SolteQ product. Here you will find information on the scope, duration and enforcement of the guarantee. The guarantee granted by SolteQ does not affect your statutory warranty rights vis-à-vis the seller of the product. If your product is faulty, you can therefore contact the seller of the product in any case and without restrictions, regardless of whether a warranty claim exists and whether or not the warranty is claimed.

4.2 Start and duration of the guarantee: The guarantee period for all products begins on the date of purchase by the end user. We do not give any guarantee for devices whose production date was more than five years ago at the time of purchase.

4.3 Areas solar roofs: For products (devices and accessories) from these areas we grant a guarantee period of 5 years

4.4 Security technology areas: We guarantee a warranty period of 12 months for products (devices and accessories) from these areas.

4.5 For the recognition of warranty claims, the claimant is to provide proof that the maintenance prescribed by SolteQ has been carried out seamlessly, and is also to submit the proof of purchase. The maintenance intervals can be found in the operating instructions. The inspection and maintenance checklist completed by a SolteQ employee or an authorized service partner serves as proof. Replacement deliveries for guarantee reasons or free improvements in the guarantee period neither extend the original guarantee period nor does the guarantee period begin again.

4.6 The warranty expires if non-original parts and accessories are used.

4.7 SolteQ customer service or an authorized SolteQ service partner will remedy any material or manufacturing defects within the warranty period free of charge, either by repair or by replacement / replacement of the relevant parts / devices. Replaced parts / devices become the property of SolteQ.

4.8 The guarantee does not include any further claims for damages against SolteQ.

4.9 Limitation of the guarantee The guarantee expires if errors or defects are due to:

- Unusual wear, especially with seals after 2 months
- Incorrect installation, e.g. Failure to comply with applicable regulations or installation instructions
- Improper use or handling
- Use of unsuitable chemicals
- External influences, e.g. B. External damage, damage due to weather influences or other natural phenomena
- Repairs or modifications that were not carried out by SolteQ or a third party authorized by SolteQ
- Use of non-original accessories or non-original spare parts from SolteQ
- Defects that were already known to the customer at the time of purchase
- Failure to observe the operating, maintenance, storage and transport specifications described in the operating instructions.

# Guarantee conditions of SolteQ Solarroof GmbH

Warranty conditions for solar roofs and accessories - In addition to our general terms and conditions, the following sections apply  
- Please also note the section "Liability Committee" -

5 years guarantee on the rubber seals, 20 years as a cost option unless agreed otherwise in writing by SolteQ.

SolteQ Solarroof GmbH grants a 5-year guarantee on the roof shingles of the SolteQ energy roof for material defects and operational failures. For a surcharge, the guarantee can be extended in 5-year increments up to 20 years, unless agreed otherwise in writing by SolteQ. When the goods are taken over by the shipping company, the goods must be checked immediately. Mechanical defects, including glass damage, must be reported to the shipping company immediately in writing. Subsequent complaints cannot be considered.

All claims and complaints are to be handled through your dealer.

In the case of an extended warranty option or guarantees over 5 years:

The extended warranty is limited to the glass, the solar cells, performance. Mechanical defects or defects, delamination, loosening of seals and rubbers, or other adhesives are excluded from the warranty extension.

20-year guarantee on the rubber seals.

We grant a 20-year guarantee on the rubber seals of the SolteQ roof shingles. The guarantee is limited to the replacement delivery of the defective sealing rubber, the installation has to be done by an approved SolteQ Installer. The guarantee is limited to the material. Optical errors, such as Cracks, discoloration are no reason for complaint. Detachment from the shingle is also no reason for complaint, these can simply be stuck on with silicone. The exchange or attachment must be carried out by the customer himself. Consequential damage is excluded.

1 year warranty on all other products and electronic components

SolteQ Solarroof GmbH grants 1 year from the date of purchase for the electronic components. Possibly, different deadlines are based on goodwill and are not legally binding. Upon request, a warranty extension of up to 20 years can be purchased for certain products at an additional cost. All mechanical components, connectors and merchandise, e.g. Inverters and batteries. Here the guarantee of the respective manufacturer applies, to which the buyer must contact directly. Damage caused by lightning, water or moisture, as well as mechanical damage or damage due to failure to observe these operating instructions or improper handling are excluded from the guarantee.

Note: The guarantee only applies to defects that are discovered BEFORE or during assembly and operational failures. Failures immediately after installation can be avoided by simply following the installation instructions.

In the event of a complaint, please contact the dealer from whom you purchased the device or only contact our service department by email or fax: Service email: [service@solteq.eu](mailto:service@solteq.eu) Service fax: 05933/92 48 29

Important: The following documents are required for processing:

1. Type and serial number (see type plate on the side / rear of the respective device)
2. Exact description of the error with description of the operating conditions (module data sheet, string plan, etc.)
3. Purchase receipt / date

A complaint is not possible without this information. Please do not ship the device without contacting the service. In the event of a guarantee or repair, please send the shipment free of charge.

! In the event of a complaint, please request an RMA number!

Consignments without an RMA number and prepaid consignments cannot be accepted!

## Disclaimer

The general terms and conditions of SolteQ Solarroof GmbH, SolteQ Solarroof GmbH apply

Although the information contained in this manual has been created with the greatest care, no liability can be accepted for errors or mistakes. We reserve the right to make technical changes to the hardware and software, as well as color deviations. There may be color deviations from pictures and also from each other within a delivery or a project and are not a reason for complaint, provided they do not impair the function. The delivered devices and their characteristic data have to be checked intensively for the respective application and completely electrically tested before assembly. In the event of damage due to incorrect or improper handling, assembly, overcurrent or overvoltage problems, the guarantee expires. Claims for consequential damage of any kind, including defects or misconduct by our products, are excluded in any case. The guarantee is limited to repair or replacement (at our choice) of the corresponding device, component or component. The place of fulfillment of the guarantee is our factory. The return must be made freight collect. Disassembly, replacement or other assembly costs cannot be covered. In the event of damage caused by failure to observe the instructions, the guarantee will expire.

No liability is accepted for consequential damage.

In the event of incorrect advice from our specialist advisors, we are entitled to correct the offer. There is no right of withdrawal. The customer has the option of foregoing a possible additional price. In this case, the material is delivered and delivered according to the order value. For components from third-party manufacturers, e.g. Inverters, the guarantee conditions of the respective manufacturer apply, which can be requested and read from the manufacturer. Any complaints must also be made to them.

Lightning damage: The PV system must be adequately protected to prevent lightning damage to the electronic units. External influences, mechanical damage and lightning damage are excluded from the guarantee.

Express notice:

Due to the wide variety of PV modules and connector variants that are available on the market today, an in-depth inspection is essential. When connecting the power generation system to inverters and other connections, it is recommended to use mating connectors of the same type and manufacturer as those on the devices. When using third-party manufacturers or „compatible“ we reject a warranty claim. Therefore, before installing the system, please check whether the information given in the data sheet, in particular currents and voltages, is correct and cannot be exceeded. For this, the local solar radiation values and the data of the components used are to be consulted. Otherwise there may be considerable costs that we cannot cover. In particular, it must be checked whether the connector compatibility among the used, possibly compatible variants with one another. When reassembling, all components must be checked for proper function and interaction with the components and connectors. A later complaint is excluded! The guarantee only applies to defects that are discovered BEFORE assembly and operational failures. The perfect functioning of all delivered parts must be checked and ensured BEFORE and DURING the assembly. Subsequent disassembly / assembly costs are not covered! Failure to follow these instructions or an improperly maintained maintenance manual will exclude any guarantee and damage claims!

For assembly by us: We are released from the liability of the preliminary works and are only liable for the work we have carried out. Liability for the preliminary works on which our service is based remains with the company that carried it out, e.g. the sub-roof, insulation or battens and more.

Power output:

The final system performance is based on the design planning based on the final dimensions and conditions. This can differ from the value listed in the offer. The offer includes GUIDED VALUES with the maximum possible approximate performance values. There is no entitlement to the exact performance value listed, as this depends on many factors, including also from the local times. Under certain circumstances, in the specified active area also contain a necessary passive area.

Note on deliveries:

The client must agree a delivery time with the shipping company. The builder must ensure that access to the construction site for large trucks is guaranteed on the delivery date.

With the handover from the factory to the shipping company, the risk is transferred to the buyer. That he is also responsible for ensuring that the goods are stored in a safe and dry place after acceptance until installation and also during this time.

The builder must ensure that the construction site is appropriately equipped and equipped with all necessary safety measures. He bears the risk of damage and theft and must take appropriate measures and take out insurance. The builder must ensure that the construction site with trailer trucks or 40-ton truck from the freight forwarder is suitable and freely accessible up to the object, that the construction site is equipped accordingly, as well as all the necessary breakthroughs and measures for the perfect assembly of the roof and laying of the cables our assembly team is possible. He must ensure that a suitable furniture lift is available at the construction site. In the case of waiting times or corresponding overtime, 750 euros will be charged per man and day. If the freight forwarder cannot deliver, the additional costs of the freight forwarder will be passed on to the customer.

Please note the construction schedule, in which payment methods are also specified. Payments that are not made on time can affect the delivery date.

Our general term & conditions are available on [www.SOLTEQ.eu](http://www.SOLTEQ.eu)