

Important: The following documents are required for processing:

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

A complaint is not possible without this information. Please do not send the device without contacting Solteq service first: [service@solteq.us](mailto:service@solteq.us). The warranty only applies to undamaged and unchanged goods that are in their original condition. The return must be sufficiently and properly packaged. A warranty claim for goods not in original packaging will not be accepted,

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

Shipments without an RMA number and freight collect shipments cannot be accepted!

### 6. Technical data

see current data sheets of the respective system in the SolteQ main catalog

### 6. Address to

**Solteq USA INC.,  
4430 Orchid BLVD STE 202 Cape Coral FL, FLORIDA 33904**

### 7. EC declaration of conformity

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The manufacturer declares that the devices comply with the requirements of the relevant EMC standards and thus comply with the provisions of the EC directives 89/336 / EC.

### 8. Guarantee conditions

#### **- Please also note the section "Disclaimer"**

SolteQ grants guarantees that go far beyond legal requirements.

The warranty on the solar tiles applies as listed in the warranty certificate. Information from product brochures may be out of date and are only indicative.

In principle, the duration of the statutory warranty applies. All further guarantees are given voluntarily by the manufacturer, for which the conditions in the current guarantee certificate apply.

Guarantees are made purely as a gesture of goodwill and subject to change without any fixed claim. The manufacturer grants the statutory warranty on the electronic components for 12 months from the date of purchase. All commercial components and all connectors are excluded. The guarantee of the respective manufacturer applies here. In the event of a complaint, the customer must contact the respective manufacturer directly. Damage caused by lightning strikes, water or moisture, as well as mechanical damage or non-compliance with these operating instructions are excluded from the guarantee.

Note: The warranty only relates to defects that are discovered BEFORE installation and operational failures. Failures immediately after installation can be avoided with simple means by following these installation instructions. You should therefore check all components thoroughly BEFORE installation, to ensure that they work together perfectly and are working properly. Any damage must be reported to the transport company immediately. The products do not contain any serviceable parts, so please do not open them. The guarantee becomes null and void when it is opened. The place of fulfillment of the guarantee is the factory of the manufacturer.

Guarantee on the performance: We give a 40 year guarantee on 80% of the installed capacity.

IMPORTANT: There is only a claim to this guarantee if the system has been properly installed according to the installation instructions and with the correct performance values and the measured values have been entered in the table in the SolteQ design planning string table and have been sent to us within 14 days of delivery from our Work, or dealer with proof, have been submitted. Installation and recording of measured values must take place within 2 weeks of delivery. The submission must be confirmed by us. If there is no confirmed submission of the measured values, there is no entitlement to this performance guarantee.

#### **Disclaimer of liability**

#### **- The general terms and conditions of SolteQ Solar 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

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deviations, performance specifications, etc. The delivered devices and their characteristics are to be checked intensively for the respective application and also to be fully tested electrically before installation. The warranty is void in the event of damage due to incorrect or improper handling, overcurrent or overvoltage problems. Compensation claims for consequential damage of any kind, including defects or misconduct caused by our products, are excluded in any case. The warranty is limited to repair or replacement (at our option) of the corresponding device. Returns must be made carriage paid. Deliveries are to be checked immediately after delivery. The warranty only applies to undamaged and unchanged goods that are in their original condition. The return must be sufficiently and properly packaged. A warranty claim for goods thrown together in a box will not be accepted.

Dismantling, replacement or other assembly costs cannot be covered. In the event of damage caused by non-observance of the instructions, the warranty claim expires. No liability is accepted for consequential damage.

Lightning damage: External influences and lightning damage are excluded from the guarantee.

Storm: SolteQ solar tiles are very storm-proof to a certain extent and meet the legal requirements. In addition, any damage does not count as a guarantee claim, but as an insured event. It is recommended that a building insurance is in place. We are not liable for storm damage.

The guarantee for the proper roofing and watertightness to be carried out in accordance with the applicable rules of the roofing trade is only guaranteed by the executing trade. SolteQ only guarantees the material without any follow-up costs. In the event of a complaint, the customer must give the manufacturer the opportunity to check the goods. For this purpose, the goods must be delivered to the factory at your own expense. The goods complained about will be checked and repaired or replaced at our discretion. The correct functioning of all parts supplied must be checked and ensured BEFORE and DURING assembly. Subsequent dismantling / assembly costs and scaffolding costs will not be covered! If these instructions are not observed or the maintenance manual is not kept properly, warranty claims and claims for damages of any kind are excluded. In the case of non-SolteQ products, only the product manufacturer, whom the customer must contact directly, is liable. The place of jurisdiction is the seat of the manufacturer in Germany. German law applies.

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