

Warranty conditions ZEP

01-01-2019

Preamble

A properly operating solar energy system stresses the solar panels, the inverter, the assembly and installation. All products from ZEP B.V. are therefore developed and produced with the utmost care. ZEP B.V. offers a full 10-year product warranty for all types of solar cell roof tiles, 25-year linear power warranty ($\geq 80\%$) and 30-year warranty when it comes to the water and frost resistance of the installation.

1. General

1.1. ZEP B.V. guarantees the quality of all ZEP products it delivers during the warranty period. In the unlikely event that a problem occurs, ZEP B.V. offers a number of certainties that you can call upon if necessary. Below you will find the warranty conditions that apply to our products.

1.2. The warranty conditions do not affect the legal rights of consumers and companies in any way.

1.3. These warranty conditions apply to all products placed on the market and to be put into use. The warranty described in this document applies to both consumption and business use.

1.4. The warranty conditions are only valid provided that at least one of the following conditions is met:

- a.) the ZEP products are installed and connected by or under supervision of ZEP B.V.;
- b.) the ZEP products are connected by a third, capable party (roofer or contractor) under the supervision of an expert of ZEP B.V. and according to the expert's instructions. A signed work order from ZEP, B.V. should be included as evidence;
- c.) the ZEP products have been installed by a ZEP-certified roofer and connected by an installer who has at least the following certification: SolarEdge Advanced Installer and has demonstrable knowledge of the applicable standards.

2. Coverage

2.1. The product warranty covers all types of technical defects by ZEP B.V. delivered products as a result of construction and material faults, which can occur during normal use and which have arisen during and are reported within the warranty period. In these cases, ZEP B.V. is obliged to repair the defect free of charge, to replace the product or to replace defective parts of the product, such at the discretion of ZEP B.V..

2.2. The linear power warranty covers the watt peak capacity, hereinafter referred to as "power", which decreases from 100% in the first year to 80% in the 25th year after purchase. In these cases, ZEP B.V. is obliged to repair the defect free of charge, to replace the product or to replace defective parts of the product, or to compensate the loss of yield within the warranty period at the current rates, such at the discretion of ZEP B.V..

2.3. All ZEP products comply with the European Standard EN 1304. This means that the products function as roof coverings for at least 30 years. The factors that are considered are: weather and frost resistance, water resistance. The warranty is valid for use in continental Europe only.

2.4. All parts replaced under the warranty shall become the property of ZEP B.V..

3. Terms

3.1. The warranty period starts on the day of delivery and can only be granted after submission of the invoice of the product, or in the absence thereof, another convincing proof.

Performed repair work or the complete or partial replacement of parts or products does not lead to an extension of the warranty period. The warranty periods are as follows:

- full product warranty: 10 years
- linear power warranty ($\geq 80\%$): 25 years
- guarantee of water resistance & frost resistance: 30 years

4. Warranty process

4.1. ZEP B.V. is happy to handle your warranty claim. Any failure or shortcoming must be reported as soon as possible to ZEP B.V. at the address below:

ZEP B.V.
Keteldiep 15
8321 MH Urk
info@zepbv.nl

State the defect:

1. a copy of the invoice (if 1.4.c. applies, include copies of the roofer & installer);
2. a description of the malfunction;
3. the address, telephone number and e-mail address of the location and contact person.
4. if 1.4. b. applies: a signed work order.

4.2. Malfunctions are resolved within a reasonable period according to the urgency of the malfunction/defect. If the malfunction/defect leads to loss of production and the malfunction/defect cannot be rectified within 60 days, you will be compensated for the lost energy benefits (expected daily yield in kWh * current price in € * number of days). ZEP must always be given the opportunity at all times after submitting a warranty claim to inspect and/or test the situation on-site, capture/record the situation on image and/or temporarily disassemble (part of) the installation for investigation or troubleshooting purposes at a different location.

4.3. If you submit a warranty claim after more than 6 months after purchase, you have a legal obligation to prove that the malfunction/defect did not arise from improper use. If there are indications that there has been misuse, then ZEP B.V. will inform you about this as soon as possible and give you an indication of the expected repair costs.

5. Exclusions to the warranty obligation

5.1. The warranty obligation shall in any case lapse if one or more of the following circumstances occur:

- the defect is the result of misuse;
- the defect is the result of intentional damage;
- the defect is the result of fraud, deception or vandalism;
- the defect is the result of repairs, adjustments or interventions made by or on behalf of third parties;
- the defect is the result of the use of non-original and/or faulty accessories, accessories parts or peripherals;
- the defect is the result of moving the product;
- the defect is the result of external damage such as: lightning, fire, extreme weather, flooding, earthquake, tsunami, terrorism or criminal activities;
- the original invoices have not been paid in full.

6. Transferability

6.1. If you sell the product, you have the right to transfer the warranty to the buyer.

6.2. This agreement will be interpreted in accordance with Dutch legislation.

6.3. All disputes, controversies or claims arising from or related to these warranty provisions, including formation, validity, binding effect, interpretation, execution, violation or termination, also non-conclusive claims, shall, if no appropriate out-of-court settlement can be found, submitted to the court Overijssel, location Zwolle.

6.4. The warranty obligations of ZEP B.V. can be transferred under the same conditions to another B.V. affiliated to ZEP in the future. It is not necessary that these obligations are determined anew.

DISCLAIMER: This version of the Warranty conditions is a translation of the original in Dutch for information purposes only. In case of a discrepancy, the Dutch original will prevail.