



# SOLAR SOLUTIONS REFUND & EXCHANGE SERVICES

Thank you for choosing AEG back-contact solar modules! These solar modules offer high and stable performance over the life time of the product and come with an extensive warranty:

## BACK-CONTACT GLASS/ BACKSHEET MODULES:

- 15 years of product warranty
- 30 years of performance warranty, starting at 99,0 % in year one with a maximum degradation of 0,4% per year. The minimum guaranteed performance in year 30 is 87,4 %.

## BACK-CONTACT DOUBLE GLASS MODULES:

- 25 years of product warranty
- 30 years of performance warranty, starting at 99,0 % in year one with a maximum degradation of 0,4% per year. The minimum guaranteed performance in year 30 is 87,4 %.

## ON TOP, SOLAR SOLUTIONS OFFERS YOU AN ADDITIONAL EXCHANGE AND REFUND SERVICE:

### BACK-CONTACT GLASS/ BACKSHEET MODULES:



30 years of free exchange or refund in case the solar module shows physical damage, is limited in the proper function or for any other reason does not fulfill the intended function.

### BACK-CONTACT DOUBLE GLASS MODULES:



40 years of free exchange or refund in case the solar module shows physical damage, is limited in the proper function or for any other reason does not fulfill the intended function.

**Should any of these cases apply, you are granted a free exchange module or full refund.**

Should you require assistance with your AEG product during the extended service period, please do not hesitate to contact us at: [service@solarsolutions.ag](mailto:service@solarsolutions.ag)

# EXCLUSIONS FROM THE WARRANTY OR EXCHANGE AND REFUND SERVICE:

- Faults caused by improper handling or mounting; power outage, surge voltage, lightning, accidental breaking of the pv module;
- Unauthorized alterations or modifications of the pv module;
- Faults resulting from disregard of widely acknowledged technical rules; operating or installation errors; faulty system layout, system configuration, or mounting, as well as improperly conducted cabling or installation works;
- Faults resulting from the use of faulty parts, e.g. supporting structure, fastening elements, system components such as inverters, supply cables or bypass diodes;
- Faults resulting from installation of or pv modules from third-party suppliers;
- Faulty use, e.g. operation of the pv modules under unsuitable environmental conditions that do not comply with either product specifications, or with the operating manual, or with type label specifications;
- Faults caused by incorrect or non-existent maintenance, testing, or action by third parties;
- Glass breakage due to extraordinary causes, damage from flying objects, excessive mechanical stress, theft and natural phenomena / acts of god / force majeure (e.g. earthquake, fire, hail, direct and indirect lightning strike, high winds, flooding, snow load, avalanche, landslip, insect plague and other animal interference; acts of war, vandalism, riots, terrorist acts etc.), as well as any other damage caused by third parties, such as incorrect handling, transport, storage, operation, the use of force, or negligence by a party/person whom the pv module manufacturer is not responsible for, or by the final customers themselves;
- Furthermore, cosmetic defects which do not impair the performance of the pv module shall not be considered as a warranty obligation.

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## SOLAR SOLUTIONS WARRANTY LTD

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