



Red Dot Rack MOUNTING SYSTEMS - GUARANTEE PROVISIONS

Red Dot Rack Ltd. manufactures and sells solar PV mounting systems [hereinafter referred to as “goods” “products” or “systems”]. For these goods, Red Dot Rack Ltd. provides the following product warranty to its customer as the direct contractual partner.

This product warranty shall apply to the following racking systems:

- Rooftop racking systems including all compression brackets, penetrating brackets and tile hooks
- Ground Mount Racking Systems including Aluminum Slot in rack, Steel Uni-Strut rack and Aluminum Clamped Rack
- Adjustable rooftop tripod racking systems

1. Terms of Warranty

Red Dot Rack Ltd. grants a 12-year warranty on all PV racking products supplied by us.

If damage occurs despite correct installation and use under normal strain as defined by structural certifications for the products, Red Dot Rack Ltd. will replace the affected damaged components within the warranty period without delay.

This warranty shall transfer from the original buyer to subsequent buyers and/or end users for the remainder of the warranty term, provided the solar system is not relocated or re-installed from its original installation. All claims of warranty must be made with a proof of purchase of the goods.

2. Extended Warranty

The warranty term may be considered for extension on a per project basis. Such a warranty extension will require a report on the products to be installed, project location and installation date. Red Dot Rack Ltd. may also request for additional environmental assessments of the site and surrounding area to be taken place at the customer's cost.





3. Warranty Exclusions

A product warranty claim does not apply in the case of damage to the product in the following situations:

- If the product has not been transported, installed, assembled, checked, repaired or operated in accordance with our installation guides or structural certifications
- If the product was not adequately stored prior to installation
- If the products has been exposed to extreme environmental impacts (lightning, hail, fire, flood or other natural disaster) or vandalism or theft
- If corrosion has occurred due to metal combinations on site outside of the scope of the mounting system products
- If the pre-installation load bearing capacity of the roof structure or ground does not correspond to engineering requirements and was not in accordance with applicable technical standards
- If the products have been installed with a combination of components which have not been manufactured and certified by Red Dot Rack Ltd.
- If the product has not been adequately maintained on an annual basis including failure to clean the products, maintain sealing as reasonably necessary, or clear gutters or roof tops as and when required
- The product warranty shall not cover aesthetic defects which are not relevant to the product value and intended use.

4. Procedure in the Event of a Warranty claim

If the goods are damaged the customer shall immediately notify Red Dot Rack Ltd. after the damage has been detected. The details shall be reported in writing to Red Dot Rack Ltd. or to our contractual partner. If the customer fails to report the damage in a timely manner the, the claims against Red Dot Rack Ltd. under the product warranty will be excluded.





4. Procedure in the Event of a Warranty claim (cont.)

The customer must include in their report of damage to Red Dot Rack Ltd. additional details as requested which will allow Red Dot Rack Ltd. to determine the cause of damage. Additional information should include; the type of product installed, location and date of installation, any modifications made by the customer or end user and a maintenance log for the life of the system. If the customer cannot provide such additional details the warranty claims will be excluded.

If requested, the customer shall send the damaged goods to Red Dot Rack Ltd. at a specified address supplied by Red Dot Rack Ltd. At the customer's expense.

Any transportation charges will be covered by Red Dot Rack Ltd. and upon replacement the damaged goods shall become the property to Red Dot Rack Ltd..

